

eBusiness Team Excellence Award



Southwest Asia Business Process Improvement Team



Ms. LeAntha Sumpter, (Deputy Director for Program Development and Implementation, Defense Procurement & Acquisition Policy in the Office of the Under Secretary of Defense for AT&L) presents the Mr. Charlie Brown (USACC-Kuwait Team Lead) and the Southwest Asia Business Process Improvement Team with the eBusiness Team Excellence Award.





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May, 2009

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This mix of experts, including procurement, financial, and functional analysts, in addition to contract, information technology, and war-fighter contingency specialists, is a recipe for success and outstanding collaboration among team members, both government and contractors, to focus on one goal: successful implementation of Wide Area Workflow (WAWF) in Kuwait and South West Asia (SWA).

The team implemented WAWF in a timely manner in Kuwait, Qatar, and Iraq. A systematic approach was applied creating a favorable environment to coordinate training for government representatives and contractors. The process began with: 1) surveying the environment; 2) identifying the requirements needed to establish connectivity between CONUS and South West Asia; 3) training and registering Contracting Officer Representatives (CORs), receivers/acceptors/inspectors, and contractors in WAWF; and 4) follow-up training and registration in WAWF. With respect to writing contracts and particularly first time Government contractors, registration in the Central Contractor Registration (CCR) database was required.

The process that began in Kuwait developed into the foundation needed in United States Central Command (CENTCOM) and the Area of Responsibility (AOR) to facilitate the expansion of WAWF implementation from one country to the next.

The steps outlined and followed by this team were challenging, but successfully accomplished. The volatility of the environment included: 1) attrition of services members responsible for certifying receipt/acceptance of goods or services; 2) redeployment of Contracting Officer Representatives; and 3) providing awareness to foreign contractor personnel to include third-country nationals of Indian, Pakistani, Jordanian, Egyptian, and European nationalities requiring interpersonal skills to successfully interact, considering the different languages, formal and informal business processes and practices involved.

The Southwest Asia Business Process Improvement Team created an environment of trust and adaptability in order to successfully deploy the WAWF business process. The results of this team and the implementation of WAWF at these key locations created transparency in tax payer funded transactions from appropriations to the battlefield. In Kuwait, the first site affected by the WAWF implementation, the number of electronic transactions transferred increased from 0% to 71% from November 2008 to January 2009.

The Southwest Asia Business Process Improvement Team includes, Ms. Dianne Chandler, Mr. Christopher Rhodes, Mr. Marcus Ritter, Mr. David Wills, Ms. Carrie Spann, Ms. Sue Swaggerty, Mr. John OBanion, Mr. Lee Hill, Mr. Larry Basiaga, Mr. Fred Allen, and Mr. Charlie Brown.

