

WELCOME

Food Management Assistance Team

**QUARTERMASTER
CENTER AND SCHOOL**



HOME OF THE WARFIGHTERS' LOGISTICIAN



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Agenda

- **Review of FMAT Mission**
- **Installation Assessment Areas**
- **Current Trends & Challenges**
- **Questions and Answers**



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FMAT Charter

- **Responsible for worldwide assessment of the Army Food Program.**
- **Provide senior food advisory assistance at the IMA-Region, MACOM, Installation, and dining facility level worldwide (CONUS and OCONUS locations).**
- **Support the Army in the field by providing Food Program assistance as required - both on-site and via video teleconference to commands and installations.**



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The Army Food Program

FY 03
\$506 Million in Subsistence
99 Mil Meals

**More than 9K AD + 18K ARNG
USAR Food Operations Personnel**

Only 330+ Active Army Dining Facilities Worldwide



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Food Management Team Mission

- **Team focus is on issues identified by:**
 - **DCS G-4, IMA HQs, Army Food Advisory Board and DOD food community.**
 - **IMA-Region, MACOMS and installations visited.**

- **Provide input/lessons learned to:**
 - **DCS G-4/Quartermaster General**
 - **IMA HQs, Major Command Food Advisory Staffs**
 - **U.S. Army training community**
 - **Worldwide to Army and DOD food community**



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Assessment Areas

- ◆ **Installation and dining facility account status**
- ◆ **Food preparation and serving**
- ◆ **Food protection and sanitation**
- ◆ **Army menu standards**
- ◆ **Dining facility utilization rates**
- ◆ **Subsistence prime vendor operations**
- ◆ **Dining facilities and equipment**
- ◆ **Food service contracting operations**
- ◆ **Take-out service**
- ◆ **Payroll deduction/Basic Allowance for Subsistence recoupment**
- ◆ **Operational rations residuals**
- ◆ **Overall Installation Food Service Program**



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Chief MAD

- ◆ **CW5 Roger DeWitz, Chief, Management Assistance Division**

Current FMAT Members

- ◆ **Mr. Gary P. Gonthier, Team Chief, Food Management Assistance Team**
- ◆ **Mr. H.T. Hill, Team Chief, Food Management Assistance Team**
- ◆ **SGM Jimmy Cunningham, Chief, Food Program Ops NCO**
- ◆ **MSG Roderick Piggott, Senior Food Program Ops NCO**
- ◆ **Mr. Joe McKinney, Food Service System Analyst**
- ◆ **Mr. Wardell Carey, Equip Specialist**
- ◆ **Mr. Eric Cowan, Equip Specialist**



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What can we do to make a good food program better?

Current Trends, Challenges & Corrective Action



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Dining Facility Account Status:

- In some cases –accounts significantly overspent.
- ROS is sometimes used as substitute for good management

Corrective Action:

- Review menu planning process & menu offered.
- Review installation AFMIS menu – cost?



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Inventory Management:

- Excessive inventory maintained in dining facilities.
- Inventory levels not always linked to actual production requirements.
- Significant quantities of products in stock that cannot produce actual meals.
- Significant quantities of breads, fresh fruits and vegetable lost to age.

Corrective Action:

- G4/IMA/MACOM/FPM enforce stockage objectives standards based on policy guidance and/or justify on-hand stock levels.



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Food Preparation and Serving:

- **Generally meeting the standard.**
- **Improper serving temperatures (41-139 TDZ), should be below 40 or above 140.**
- **Progressive cooking/use of standard recipes.**
- **Lunch meal leftovers used as dinner main entrée.**

Corrective Action:

- **Provide thermometers to all FdSvc personnel-keep calibrated.**
- **Use progressive cooking when practical.**
- **Modify lunch leftovers.**



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Food protection/Sanitation:

- Overall generally satisfactory—exception is emergency sanitizing procedures are not known, when sanitizing temps are not being reached, & proper serving temps not maintained.
- PM & Vets involvement(field residuals)

Corrective Action:

- Continuous training (solicit Vet, PM support, ACES website)
 - Food Safety and Protection Certification Course
 - <http://www.quartermaster.army.mil/dl/fspcc/>
- Training availability- ServSafe.
- Time/temperature discipline- drill the basics
- Concentrate on progressive cooking and safe handling and use of leftovers.



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Menu Standards:

- ▶ Published in chapter 3, DA PAM 30-22--not always followed.
- ▶ Mandatory standard for all army dining facilities.
 - ▶ Exception- FPM can make determination on a case by case basis.

Corrective Action:

- ▶ Menu standards, designed for Soldier's benefit, need to be incorporated when developing menus.



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Use of Residuals:

- Lack of management oversight.
- Vet not contacted to inspect residual items prior to use in the DinFac.
Residuals not properly accounted for when received by DinFac.
- Residuals sometimes picked up in AFMIS, affecting Account Status.

Corrective Action:

- Contact Vet immediately, prior to residuals going to DinFac.
- FPM should proportionally distribute subsistence among DinFac's that need it most.
- Quick incorporation of operational ration residuals in to menu plan.



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Dining Facility Utilization Rates:

- **Army target standard – 65 % utilization rate.**
- **Spatial differentiation hinders consolidation.**
- **Considerations that will create increases.**
 - **Review and act on DFAC council comments.**
 - **Adjust DFAC operation hours.**
 - **Promote your use of branded products.**
 - **Provide real take-out service – combo meals.**
 - **Advertise/market your DFAC specials.**
 - **Become active in boss meetings.**



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Contracting operations:

- Are adequate services being provided?
- COR/QAE performance evaluations subjective, not based on contract prototype standards.
- PWS/QASP developed by untrained personnel without consulting DA prototypes.
- FFS/M&FP contractors purchasing large quantities pre-prepared items.
- Government/contractor tradeoffs of services.

Corrective Action:

- Better contract preparation/PWS/QASP/modification.
 - Ensure all FS contracts conform to the DA prototype.
 - IMAs should review/approve prior to solicitation.
 - Use objective rather than subjective criteria to evaluate contractor.
 - Training (COR, QAE,) QAEs should have food operations background. COR- review QAE findings.



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Subsistence Prime Vendor Program:

- Partnership program has lost focus.
- Distributor labels being pushed.
- Distributors trying to restrict product additions.
- Point of sale support offered grudgingly by vendors.
- Catalog maintenance problems noted weekly; this affects price and unit of issue.

Corrective Action:

- DSCP formally restate the objectives of the partnership program to DOD community and vendors.
- Account managers increase communications with FPM and customers.
- Closer monitoring of catalog weekly updates by DSCP.



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Training:

- ▶ **Ineffective training being conducted**
 - ▶ Formal on the job training programs are nonexistent or exist on paper only.
 - ▶ **#1 Problem is unfamiliarity with regulations as base line.**



Corrective Action:

- ▶ Every level of leadership needs to read, know, practice and enforce what is mandated by regulations.
- ▶ Senior supervisor mentor managers.
- ▶ Establish training programs in dining facilities- document progress.



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Bottom Line

Only we, the food service community, can make a good food service program better.

FMAT's objective is to assist you in achieving and maintaining excellence in Army Food Service Operations

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Questions?