



**Management Assistance Division (MAD)  
Food Management Assistance Team  
(FMAT)**

**Trends and Analysis for FY 08**



# Team Members

## ➤ MAD Team

- CPT Samuel Burns, Chief, Management Assistance Division
- SGM James Lee, Chief Food Operations Management NCOIC
- MSG Derek Rivers, Chief Food Operations Management NCOIC
- MSG Randolph Hill, Senior Food Operation Management NCO
- Mr. Tommy Hill, Food Service Systems Analyst
- Mr. Ronald Bellamy, Food Service System Analyst

## ➤ Additional FMAT Team Members

- Personnel from Facilities and Equipment Division
- AFMIS personnel from Concept, Systems and Policies Division



# Purpose & Mission

## Purpose of FMAT:



## Team Composition (Standard):

- **Food Service Analyst- *Responsible for 8 assessment areas***
  - **Sr. Food Ops NCO- *Responsible for 12 assessment areas***
  - **Food Equipment Division Rep- *Works independently with DPW and engineers***
- \*\*\* Additional personnel are ONLY added if specialized training is requested by installation**

FOCUS AREA- ACES Food Service Analyst	FOCUS AREA- Senior Food Operations NCO
Food Program Management Contract Development & Surveillance Dining Facility Utilization Army Food Management Information System Subsistence Prime Vendor Major Subordinate Command Advisory Support	Administration Account Management Inventory Management Food Protection and Sanitation Menu Standards & Operational Rations Food Preparation & Service Energy Conservation Diner Satisfaction Training/ NCOPD 92 G Utilization
FOCUS AREA- Food Equipment Division Rep.	
Garrison & Field Equipment Dining Facility Construction & Modernization	



# Missions Support



**Timeline:** 5 days or less

- **Requested-** Requested by Command per AR 30-22
- **Scheduled-** Provide assistance in all areas of food service operations. **Each installation worldwide every 18 months. Europe and Korea visited every 12 months due to the number of garrison facilities**

## **Historical FMAT Visits-** Past **SIX** years

- FY04 -18
- FY05 -22
- FY06 -18
- FY07 -28
- FY08 – 23
- FY 09- 25 (Scheduled)

**NOTE:**

**ALL FMAT VISITS ARE FUNDED BY DA G4.**



# Schedule for FY09



**Six-Month Snapshot:** *Oct 2008- Mar 2009*

Location	Date	Funds
Ft Riley, KS	6-10 Oct 2008	Army G4 Funded
CTSC/Parks, CA ( <b>Reserve</b> )	6-10 Oct 2008	Army G4 Funded
<b>**Philippines</b>	20-29 Oct 2008	Army G4 Funded
Ft Huachuca, AZ	5-12 Jan 2008	Army G4 Funded
Ft Benning, GA	26-30 Jan 2009	Army G4 Funded
Ft Knox, KY	2-6 Feb 2009	Army G4 Funded
Ft Stewart, GA	9-13 Feb 2009	Army G4 Funded
Honduras	22-27 Feb 2009	Army G4 Funded
Ft Polk, LA	2-6 Mar 2009	Army G4 Funded
Ft Drum, NY	16-20 Mar 2008	Army G4 Funded
Ft Leonardwood, MO	23-27 Mar 2009	Army G4 Funded

\*\*\* = REQUESTED VISIT

*Warrior Logisticians*



# FMAT Team Composite and Timeline



- The FMAT is tailored to the need of the installation
- Additional personnel are ONLY added to the 3-person FMAT ONLY if the installation requests addition support (i.e. AFMIS, Sanitation Training)
- Generally, FMAT CONUS visits are scheduled for five days
- The length of OCONUS is based on the location and travel time required
- If there are few number of facilities, the “on ground” time is decreased for visit

***NOTE: It is imperative that the Installation Representatives provided detailed information on their requirements. Failure to do so will directly impact (decrease) the number of facilities visited during the FMAT visit,***



# Briefing & Report



- A comprehensive In-Brief and Out-Brief is conducted with the Installation Commander, Food Program Manager and other food service personnel.
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- Formal exit briefing and DRAFT Memorandum of Visit will be provided to each visited Command.
- **Finalized Memorandum of Visit will be sent to the Command in approximately four weeks.**
- **Follow-on assistance to the Command will be provided as required.**



# Army Accounts & Surplus Inventory

<u>Accounts</u>		
FY08	FY07	FY06
(\$37,689,781)	(\$45,028,252)	(\$46,884,181)
<u>Surplus Inventory</u>		
FY08	FY07	FY06
\$42.2M	\$59.9M	\$2.4M



# Dining Facility Accounts

Installations	FY08	FY07	FY06
<b>Total Installations</b>	<b>58</b>	<b>51</b>	<b>51</b>
<b>Underspent</b>	<b>33</b>	<b>33 (65%)</b>	<b>36 (71%)</b>
<b>Overspent</b>	<b>25</b>	<b>18 (35%)</b>	<b>15 (29%)</b>
Dining Facilities (DFACs)	FY08	FY07	FY06
<b>Total DFACs</b>	<b>365</b>	<b>351</b>	<b>329</b>
<b>Underspent</b>	<b>203 (56%)</b>	<b>217 (62%)</b>	<b>232 (71%)</b>
<b>Overspent</b>	<b>162 (44%)</b>	<b>135 (38%)</b>	<b>97 (29%)</b>



# Installation Surplus Inventories

	FY 08
Total Installations	58
Installations with Authorized Exemptions	3
Installations with Surplus Inventory	37
Average surplus per Installation <i>(**Based on 55 installations)</i>	<b>\$768,793.00</b>
Total Surplus Inventory	<b>\$42,283,656.00</b>

**\*\* Highest installation totals: 21.3 M- OCONUS**



# FMAT Findings

(1 of 2)

Deficient Area	Specific Trends	Training Provided
AFMIS Training/ proficiency	<ul style="list-style-type: none"><li>-Several administrative personnel are not familiar/ proficient with the AFMIS program</li><li>-SCP 14 compliance</li><li>-Inaccurate ingredients on the recipe cards</li></ul>	<ul style="list-style-type: none"><li>- Comprehensive AFMIS training provided for food service personnel during every FMAT visit</li><li>-Training/assistance provided on SCP 14 system upgrade</li><li>- Training on recipe cards and their direct link to contract compliance</li></ul>
Food Service Equipment	<ul style="list-style-type: none"><li>-FSE expired life expectancy</li><li>-Equipment not updated in AFMIS</li><li>-Managers unsure how to extend life of FSE</li><li>-DA 3988-R not updated in AFMIS</li><li>** (No asset visibility by IMCOM)</li></ul>	<ul style="list-style-type: none"><li>-Training on “how to” extend the life expectancy for FSE</li><li>- Dining Facility Equipment Replacement training</li><li>-Procedures to update equipment in AFMIS</li><li>-Maintaining a maintenance request log</li></ul>
Equipment Training Infrastructure	<ul style="list-style-type: none"><li>-Damaged equipment not reported</li><li>-Length of time between repairs, once W/Os are submitted</li></ul>	<ul style="list-style-type: none"><li>-Training on maintaining a maintenance request log</li><li>-Procedures on preparing equipment maintenance request training</li></ul>



# FMAT Findings

(2 of 2)

Deficient Area	Specific Trends	Training Provided
ARMIS compliance	<ul style="list-style-type: none"><li>-Improper disposition of file</li><li>-Use of MARKS</li><li>-Improper labeling of files</li></ul>	<ul style="list-style-type: none"><li>-ARMIS procedure training</li><li>-Proper disposition and storage of files training</li><li>-Training on the proper disposition of transfer records</li></ul>
Food Risk Management	<ul style="list-style-type: none"><li>-Reliance on HACCP principles</li></ul>	<ul style="list-style-type: none"><li>-Training on Army Food Risk Management Program</li></ul>
Training	<ul style="list-style-type: none"><li>-Lack of customer service training</li><li>-Cash vouchers not properly closed out</li><li>-Cash not deposited in a timely manner</li><li>-Excess cash in DFACs</li><li>-Surplus inventory</li></ul>	<ul style="list-style-type: none"><li>-Provided reinforcement training and provided guidance on the principles of customer service</li><li>-Training on proper procedures to close out of open vouchers</li><li>-FSO Training</li><li>-Training on inventory management and on proper procedure to decrease surplus inventory</li><li>-Training on proper reporting procedure, to DFAS. For proper accountability</li></ul>



# Contract Oversight

## Trend:

- Government is not providing adequate oversight of contracts
- Surplus Inventory levels

## Contributing Factors:

- Lack of training for government personnel
- Lack of personnel to perform surveillance

## Recommendations:

- Know what is in the contract
- Keep it strictly business
- Document (Contract Discrepancy Report) and provide to FPM
- Ensure attendance to: Serv Safe and Food Service Contract Mgrs Course



# AFMIS Recipe Cards

## **Trend:**

- AFMIS Recipe Cards are not being updated.

## **Contributing Factors**

- File maintenance
- Lack of training and manpower

## **Recommendations:**

- Establish procedures to fix recipes (DFAC must identify)
- Provide to FPM



# Account Validation, Analysis and Remedial Actions



## **Trend:**

- Responsible Food Program Managers and Food Advisors are not validating, analyzing and developing corrective when the account is out of tolerance.

## **Contributing Factors:**

- Accounts continue to run overspent until end of FY
- Never establish a beginning point to fix the account

## **Recommendations:**

- Make it a way of doing business-If it is important to you, it will be important to the DFAC Manager
- Monitor accounts on a day-to-day basis
- Maintain contact with Food Operation SGT



# Action Plans

- **Trend (military facilities):**
- Actions Plans are not constructed properly
- Action Plans are not being followed
  
- **Contributing Factors**
- Commander's are not being informed
- Commander's do not know what their responsibilities are
- Food Technician's lack of training
  
- **Recommendations:**
- Write action plan based on regulatory guidance



# Inventory Control

## **Trend:**

- Dining facilities continue to have surplus inventory

## **Contributing Factors**

- Improper use of inventory; not using subsistence in a timely manner
- Excessive ordering of subsistence

## **Recommendations:**

- Check inventory for items that have been “in-house” for a prolonged period
- Only order required subsistence
- Train and emphasize inventory control management techniques



# Food Risk Management

- **Trend:**
- DFAC personnel are not following food risk management procedures
  
- **Contributing Factors**
- Taking temperatures, not documenting
- Paper whipping, not taking temperatures
- Improper use of single-use gloves
  
- **Recommendations:**
- Train and emphasize proper procedures
- Temperature and document



# Pending Implementations

- Review the requirement to submit MOV prior to departing installation
- Follow-up actions will become a part of the MOV files (as actions occur)
- FMAT will assess 40% of the installation's facilities by type **(reserve the right to check additional facilities if required!)**:
  - *Military; 40% of facilities*
  - *Contacted, 40% of facilities*



# Sample Analysis

## Sample One

## Sample Two

Ft Bragg, North Carolina		<i>Proposed 40%</i>	Ft Drum, New York		<i>Proposed 40%</i>
# of military facilities	11	4	# of military facilities	3	1
# of contract facilities	6	2	# of contract facilities	2	1
<b>TOTAL</b>	<b>17</b>	<b>6</b>	<b>TOTAL</b>	<b>5</b>	<b>2</b>
<i>** It takes 1-full day to review a dining facility</i>			<i>** It takes 1-full day to review a dining facility</i>		

- If 40% is the benchmark for facility visits; then “on-site” days equal:
  - **Sample 1:** *Requires 6-days to complete the assessment. Does not include briefings, travel days or unforecasted training*
  - **Sample 2:** *Requires 2-days to complete the assessment. Does not include briefings, travel days or unforecasted training*



**Questions?**

