

FORCE INTEGRATION AND OPERATIONS

FORCE INTEGRATION AND OPERATIONS SYNCHRONIZES AND OPTIMIZES EFFORTS ACROSS COMMON AREAS WITHIN USAMMA CORE COMPETENCIES IN SUPPORT OF USAMMA'S VISION AND MISSION.

THERE ARE THREE DISTINCT DIVISIONS:

- ◆ Current / Future Operations
- ◆ Customer Relations Management
- ◆ Enterprise Requirements Planning



Defense Medical Logistics Center (DMLC)

*"Serving to Heal...
Honored to Serve"*

FORWARD INQUIRIES TO:

USAMMA

693 Neiman Street

ATTN: MCMR-MMF

Fort Detrick, MD 21702-5001

or access our website at:

<http://www.usamma.army.mil>

For Emergencies after normal duty hours
please contact the EOC:

301-619- 4408 / DSN: 343-4408

Email: usammaeoc@amedd.army.mil

Customer Relations Management

CRM: 301-619-4301/1288

DSN: 343-4301/1288

Email: usammacrm@amedd.army.mil



USAMMA

FI&O

FORCE INTEGRATION & OPERATIONS DIRECTORATE



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CURRENT/FUTURE OPERATIONS

- ◆ STAKEHOLDER COMMUNICATION
- ◆ OPERATIONAL DATA GENERATION
- ◆ OPERATIONAL UPDATE / TRACKING AND TASKING TRACKER
- ◆ SECURITY / FORCE PROTECTION / PERSONNEL SECURITY
- ◆ USAMMA OPERATIONAL COMMUNICATION PLAN
- ◆ LOGISTICS ASSISTANCE REPRESENTATIVE MANAGEMENT
- ◆ DEPLOYMENT / REDEPLOYMENT TIME PHASED FORCE DEPLOYMENT DATA
- ◆ RESET / LEFT BEHIND EQUIPMENT UNIT & LINE ITEM NUMBER PLANNING
- ◆ EQUIPMENT COMMON OPERATING PICTURE REVIEW



CUSTOMER RELATIONS MANAGEMENT

- ◆ SERVES AS THE CENTRALIZED POINT OF CONTACT FOR CUSTOMER ASSISTANCE AND EDUCATION
- ◆ MANAGE USAMMA MARKETING PROGRAM
 - ◆ CONFERENCE PARTICIPATION
 - ◆ AGENCY-WIDE BROCHURE DEVELOPMENT
 - ◆ MPMC LIAISON FOR PAO PUBLICATIONS
 - ◆ PROMOTIONAL ITEMS
- ◆ MANAGE THE USAMMA WEBSITE
 - ◆ PROVIDE CUSTOMER EDUCATION ON PRODUCTS AND SERVICES
 - ◆ DEVELOP FAQ'S AND INFORMATION PAPERS
- ◆ PROVIDE OVERSIGHT OF AGENCY'S INTERACTIVE CUSTOMER EVALUATION (ICE) PROGRAM



ENTERPRISE REQUIREMENTS PLANNING (ERP)

- ◆ VALIDATE & INTEGRATE REQUIREMENTS FOR INTERNAL USAMMA ACTIVITIES FROM EXTERNAL STAKEHOLDER REQUIREMENTS
- ◆ CLASS VIII COORDINATION WITH OTSG AND OTHER EXTERNAL AGENCIES
- ◆ INTEGRATE REQUIREMENTS PLANNING (ALL COMPOS)
- ◆ PRODUCE ENTERPRISE-WIDE CENTRALIZED PRODUCTION/ WORKLOAD SCHEDULE

