



### Installation Profile

Tobyhanna Army Depot (TYAD) is an integral component of the U.S. Army CECOM Life Cycle Management Command (LCMC). TYAD has earned the distinction as the Army's premier depot by providing high quality, cost-effective organic maintenance for command, control, communications, computers, intelligence, surveillance and reconnaissance systems (C4ISR) for over 50 years throughout the Department of Defense (DoD). TYADs official designations include the Army's Center of Industrial and Technical Excellence for C4ISR and Electronics, Avionics and Missile Guidance and Control Systems and the Air Force's Technology Repair Center for Command, Control, Computers and Intelligence.

### Achievements

- Certified in International Organization for Standardization (ISO) 14001:2004
- Certified in ISO 9001:2000
- First DoD installation to achieve Star Status in Occupational Safety and Health Administration Voluntary Protection Program
- Injury Rate Total Case Incidence is 43% below North American Industry Classification System average
- In FY08, produced 471,781 critical items for DoD customers
- Lean Six Sigma (LSS) savings of \$107.7M since inception in FY02
- 826 Lean events held since inception in FY02
- 70% or 3,375 personnel have participated in Lean training since inception in FY02
- Recipient of multiple Baldrige based Army Communities of Excellence Awards
- Finalist in Presidential Quality Award Program
- Received the Best Manufacturing Practices Excellence Award for 25 documented best business practices
- Received the Shingo Prize for Excellence in Manufacturing–Bronze in 2006 for implementing a LSS manufacturing system on the AN/TPS-75 Air Defense Radar System

- Received the Shingo Prize for Excellence in Manufacturing–Gold in 2007 for implementing a LSS manufacturing system on the AN/TPQ-36 Firefinder System Antenna Transceiver Group
- Received the Shingo Prize for Excellence in Manufacturing–Bronze in 2008 for implementing a LSS manufacturing system on both the AN/TYQ-23 Command and Control System and the AN/ASM-189 Maintenance Electronic Shop Van
- Recognized as a Ben Franklin Technology Partner–Innovation Application of Technology

### Shingo Candidate

TYADs 2009 candidate for the Shingo Prize is the AIM-9M Sidewinder Missile. Lean concepts were applied to the AIM-9M Sidewinder Missile production line to create a work balanced, streamlined, pull process in order to generate value while providing exceptional service to the Warfighter.

### People

TYADs skilled workforce epitomizes excellence in overhaul and repair, design and fabrication of prototype and new systems, systems integration, as well as providing responsive worldwide C4ISR support to the Warfighter. On a typical day, there are approximately 541 TYAD personnel in the field providing technical assistance, mobile depot maintenance, installations, contingency support, training and fielding missions.

TYADs organizational culture has evolved from a traditional to a team-based work environment with a common organizational focus. The depot's Corporate Philosophy is a systematic approach whereby every depot employee is focused on TYADs business and its success. This philosophy has been top-down driven by the depot's senior management. It revolves around the principles of the depot's team-directed workforce initiative, which is a partnership between employees and management to improve organizational and individual performance.

TYAD aggressively transforms business processes through LSS methodologies, combining the principles of Lean and Six Sigma to streamline operations, eliminate waste, enhance quality and

increase production rates in a Warfighter-centered approach. Savings and cost avoidance resulting from the efforts of the 3,320 people trained and practicing LSS methods was \$31.8M in FY08. This significant savings, coupled with decreased repair cycle times, directly results in Warfighters receiving much needed critical C4ISR weapon systems quicker at a reduced cost.

The D/Productivity Improvement and Innovation (D/MP) leads this transformation ensuring that TYAD provides the best value to its customers and a high-quality product to the Warfighter through the optimal use of personnel, equipment, facility and support resources. D/MP personnel accomplish this mission by working closely with all directorates to implement LSS initiatives as well as other innovative process engineering techniques, best business practices, root cause determination, preventive quality engineering, work space planning and work flow analysis. Employees in each area in which a Lean event takes place actively participate in the analysis and redesign of the work area and work processes in both mission and administrative cost centers, and contribute their expertise to ensure optimum outcome. Training for all employees in Lean principles is a key action in the depot's strategic plan. TYAD has 1 Master Black Belt, 8 Black Belts, and 67 Green Belts.

TYAD employs 5,339 personnel, including 338 tenants and 1,020 contractors. Of those, 68% work in production areas and 32% are in support functions. The AIM-9M Sidewinder Missile production line is staffed with 39 technicians.

## **Plant**

TYAD is a government owned, government operated facility located in northeastern Pennsylvania in Tobyhanna.

- Size Acres: 1,296
- 140 buildings and 13 test ranges
- Mission Space: 1.9M square feet
  - 61% under one roof
  - 15% Efficiency Factor
- The AIM-9M Sidewinder Missile production line occupies 59,692 square feet

## **Products**

TYAD provides depot level maintenance repair and overhaul support for assigned commodities including: radio communications; satellite communications; command, control and computers; avionics; air traffic control; surveillance; intelligence/electronic warfare; electro-optics/night vision; range threat; missiles; ground support equipment; and fabrication in support of these assigned commodities.

## **Processes**

TYADs key processes are repair and overhaul, engineering services, systems integration, mission support and worldwide technical assistance. These processes enable TYAD to provide cost-effective and reliable products to meet the Warfighter's needs.

The D/MP mission is to focus on continuous process improvement, productivity, quality and customer support to ensure that TYAD is responsive and ready in support of the Warfighter and Army transformation initiatives.

As a registered ISO 9001:2000 facility, TYAD has established, documented, implemented and maintained a Quality Management System that provides a high level of process integrity.

## **Corporation**

TYAD is under the command structure of the CECOM LCMC, a Major Subordinate Command of the U.S. Army Materiel Command. As the only DoD joint C4ISR depot maintenance facility, TYAD performs depot level maintenance of joint C4ISR systems and equipment, to include tactical missile guidance and control, providing quality products to all DoD Warfighters. This mission extends world-wide to America's Joint Warfighters in locations such as Iraq, Afghanistan, Kuwait, Kosovo, Korea, as well as many other locations.

## **For more information contact:**

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