

ARMY LOGISTICIAN

NOVEMBER-DECEMBER 1972



MERCY LOGISTICS

PAGE 26



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ABOUT THE COVER

A "Mayday" call from an airliner over the frozen reaches of the polar cap immediately mobilizes rescue forces of the Alaskan Command. The logistics of such an operation are discussed in "Mercy Logistics" on page 26. DeFonce Threatt visualizes the scene rescuers may find on such a mercy mission in the cover painting.

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The mission of ARMY LOGISTICIAN is to provide timely and authoritative information on Army and Defense logistics plans, policies, doctrine, procedures, operations, and developments to the Active Army, Army National Guard, U.S. Army Reserve, civilian employees of the Army, and the public. ARMY LOGISTICIAN is published to increase knowledge and understanding of logistics and assists in accomplishing the information objectives of the Department of the Army.

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Articles, photographs, illustrations, and items

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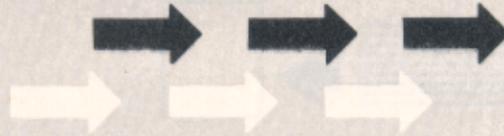
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COMING EVENTS



NOVEMBER

8-9	Midwest Regional Meeting— Society of American Military Engineers	Chicago, Ill. Pick-Congress Hotel
8-10	42d National Meeting— Operations Research Society of America	Atlantic City, N.J. Chalfonte-Haddon Hall Hotel
8-10	14th Annual Explosives Safety Seminar	New Orleans, La. Marriott Hotel
12	26th Anniversary—U.S. Army Audit Agency	Army-wide
13-15	AMC Commander's Conference	Fort Lee, Va. USALMC
16-17	Reliability and Maintainability Symposium	St. Louis, Mo.
27	71st Anniversary—Army War College	Carlisle Barracks, Pa.

DECEMBER

1	15th Anniversary—U.S. Army Combat Surveillance School	Fort Huachuca, Ariz.
11-13	Designing Data Communications Systems Workshop	New York, N.Y. Summit Hotel
12-14	Military Operations Research Symposium	Fort Lee, Va. USALMC
13	195th Anniversary—Office of the Inspector General	Army-wide

JANUARY

9-11	Management Institute for Attorneys	Washington, D.C. U.S. Civil Service Commission
23-25	Annual Reliability and Maintainability Symposium— Society of Logistics Engineers	Philadelphia, Pa.

FEBRUARY

7	37th Annual Meeting— National Transportation Institute	Chicago, Ill. Palmer House
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FEBRUARY (Continued)

13-15	Civilian Personnel Planning Conference	Washington, D.C. Pentagon
24- 3 Mar	LOGEX Pre-Exercise Conference	Camp Pickett, Va.
28- 1 Mar	Advance Planning Briefing for Industry	St. Louis, Mo.

MARCH

1	63d Anniversary—U.S. Army Quartermaster School	Fort Lee, Va.
9	31st Anniversary—U.S. Continental Army Command	Fort Monroe, Va.
16	171st Anniversary—U.S. Military Academy	West Point, N.Y.
31	4th Anniversary—U.S. Army Computer Systems Command	Fort Belvoir, Va.

APRIL

23	65th Anniversary—U.S. Army Reserve	Army-wide
28- 12 May	LOGEX-73	Camp Pickett, Va.

MAY

7	92d Anniversary—U.S. Army Command and General Staff College	Fort Leavenworth, Kan.
9-11	43d National Meeting— Operations Research Society of America	Milwaukee, Wis.
14	161st Anniversary—U.S. Army Ordnance Corps	Army-wide
17	55th Annual Meeting— American Ordnance Association	Washington, D.C. Washington Hilton Hotel
21-23	27th Annual Technical Conference—American Society for Quality Control	Cleveland, Ohio Sheraton-Cleveland Hotel
24-26	Annual Meeting—Society of American Military Engineers	New Orleans, La. Monte Leone Hotel

WORDS FOR A LOGISTICIAN TO LIVE BY

"WHAT IS A CUSTOMER?"

HE is a person who brings us his wants:

It is our job to fill those wants.

HE does us a favor when he calls:

We are not doing him a favor by serving him.

HE is not dependent on us:

We are dependent on him.

HE is part of our business:

Not an outsider.

HE is like the mainspring of a watch:

He keeps us going.

HE is not an interruption to our business:

He is the purpose of it.

HE is not someone to argue or match wits with:

He is deserving of the most courteous and attentive treatment we can give him.

HE is not a cold statistic:

He is a flesh and blood human being with feelings and emotions like our own.

HE is the most important person in the logistics business.

"THAT'S WHAT A CUSTOMER IS!"

