

2018 COMMITTEE REPORTS



Adult Children of Alcoholic and
Dysfunctional Families

The Distribution Center Oversight Committee Report

Committee Members:

Mary Jo L., Co-Chair, Illinois

Bill D., Co-Chair, Florida

David McB., Florida

Jim B., Florida

Pat H., California

Staff Liaison: Tammie Garcia, General Manager

The purpose of the Distribution Center Oversight Committee (DCOC) is to ensure there are open lines of communication with the staff, and that operations run as smoothly as possible. This committee meets on a weekly basis with Tammie to help review and discuss the business and act as a resource and conduit to the Board.

The Office and Distribution Center moved into a new location in the same office park in Signal Hill, CA, in May that doubled the capacity of the previous location where we had been for many years. Bill D. was able to be on-site to oversee that move, along with Jim B. who helped with the reinstallation and, in some cases, the upgrades of our technology. As part of this move, pallet racks were installed that greatly increase warehouse capacity.

In our weekly meetings, as well as on an as-needed basis, many issues are regularly addressed, including the following:

Inventory and Warehouse Capacity: WSO is able to now order larger quantities of products to help keep costs under control, and in some cases, allow a reduction in sale pricing

Shopping Cart: a new shopping cart went live in October and with Jim B's help we continue to work on nuanced improvements

Staffing: In addition to hiring Tammie, who started in June, we have just recently hired two other new full-time employees to replace part-time people who have left.

3rd Party Fulfillment: we continue to regularly stock Amazon US and UK and are preparing to send stock to Amazon in other countries; we have discontinued the contract with Ware-Pak, a 3rd party fulfillment

center in Illinois, effective May 31st. It has become too difficult to manage the variances of the inventory supply chain, and having all 'in-house' fulfillment in Signal Hill is felt to be the better choice.

Equipment needs: we are in the process of purchasing a forklift for the warehouse, a major investment. This committee is also responsible for seeing that WSO policies are being followed, and that the Staff has the necessary resources they need to do their jobs.

According to the OPPM, this committee is to be made up of Board members and volunteers with specific business and technology expertise, and should include at least one member of the Board's Executive Committee.