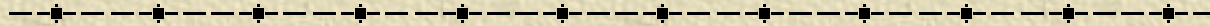
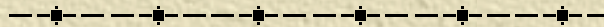


**ELECTRONIC  
PERFORMANCE  
SUPPORT:  
MAINTENANCE  
MENTORING**



Vern Caldwell  
Major, USMC



# WHAT IS IT?

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## ✦ EPSS:

- ◆ Focus technology on task completion.
- ◆ What you need to know, when you need to know it.

## ✦ Mentoring:

- ◆ Consolidate all available information and provide it based on the task at hand.
- ◆ Look and feel intuitive to maintainers.

# HOW DID IT GET HERE?

- 
- ✦ Advanced Distributed Learning (ADL) prototype.
    - ◆ DOD/GM team: Mr. Goodwrench and DOD technicians experiencing similar issues. (Access to information, timely training, etc...)
    - ◆ Create process model from scratch based on technician, not engineer, requirements.
    - ◆ Completely open architecture and non-proprietary.
    - ◆ AH-1W chosen as DOD prototype.

# RESEARCH

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- ✦ 85+% of tasks could be completed correctly the first time IF published procedures were followed.
- ✦ 30+% of maintenance costs are due to improper maintenance.(wrong part removed, ancillary damage, etc...)
- ✦ Schoolhouse learning is significantly degraded over time.
- ✦ Technicians learn and retain best by doing.

# RESULTS

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- ✦ Web-based process created from AH-1W Cobra maintainer input.
  - ✦ XML/ASP provides flexible process model with superior configuration management.
  - ✦ Initial evaluation results of 30% reduction in time to repair with 100% accuracy.
  - ✦ Minimal training (20 minutes).
  - ✦ Very high level of acceptance.



**STOP TALKING AND  
SHOW IT TO THEM!**

