



TOPIC: Architecture for Organic Product Support Integration

- ✓ **Product Support**

- ✓ Management
- ✓ Integration
- ✓ Material / Information Flow

- ✓ **Product Support Frameworks**

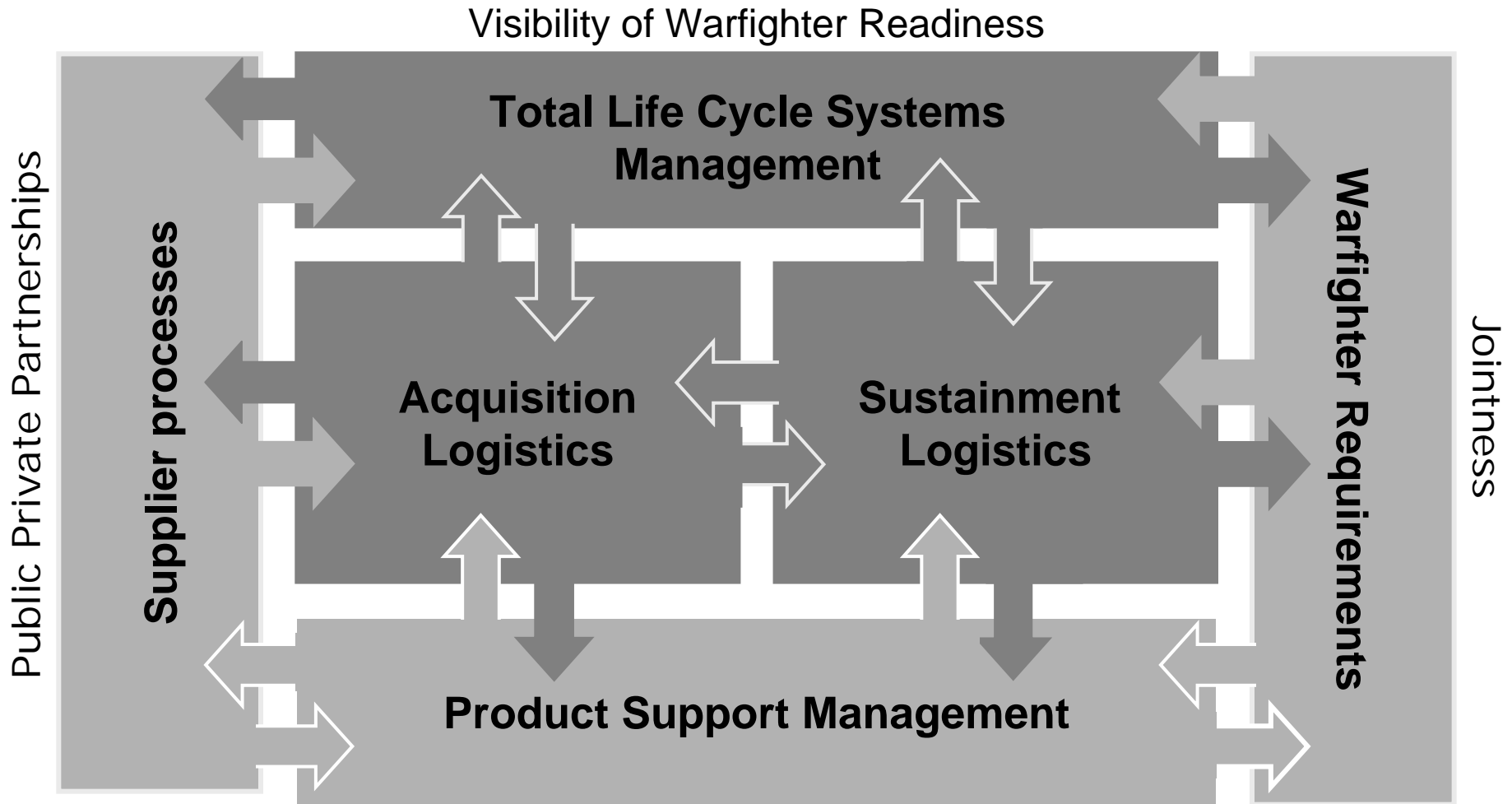
- ✓ Continuous Process Improvement (CPI)

- ✓ **Successful Organic Product Support**

- ✓ Metrics and Measurements
- ✓ Incentives and Penalties

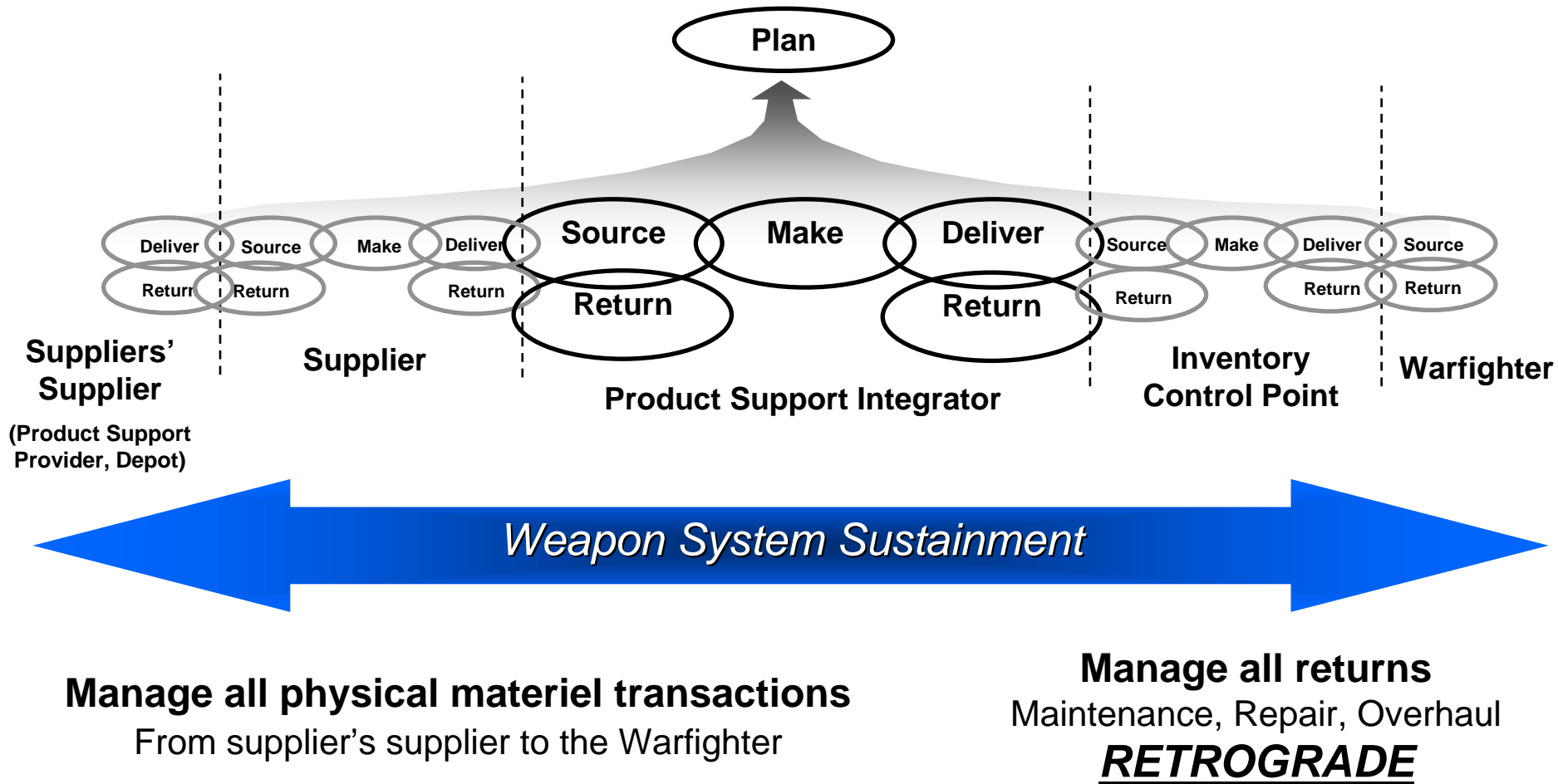


Product Support Management





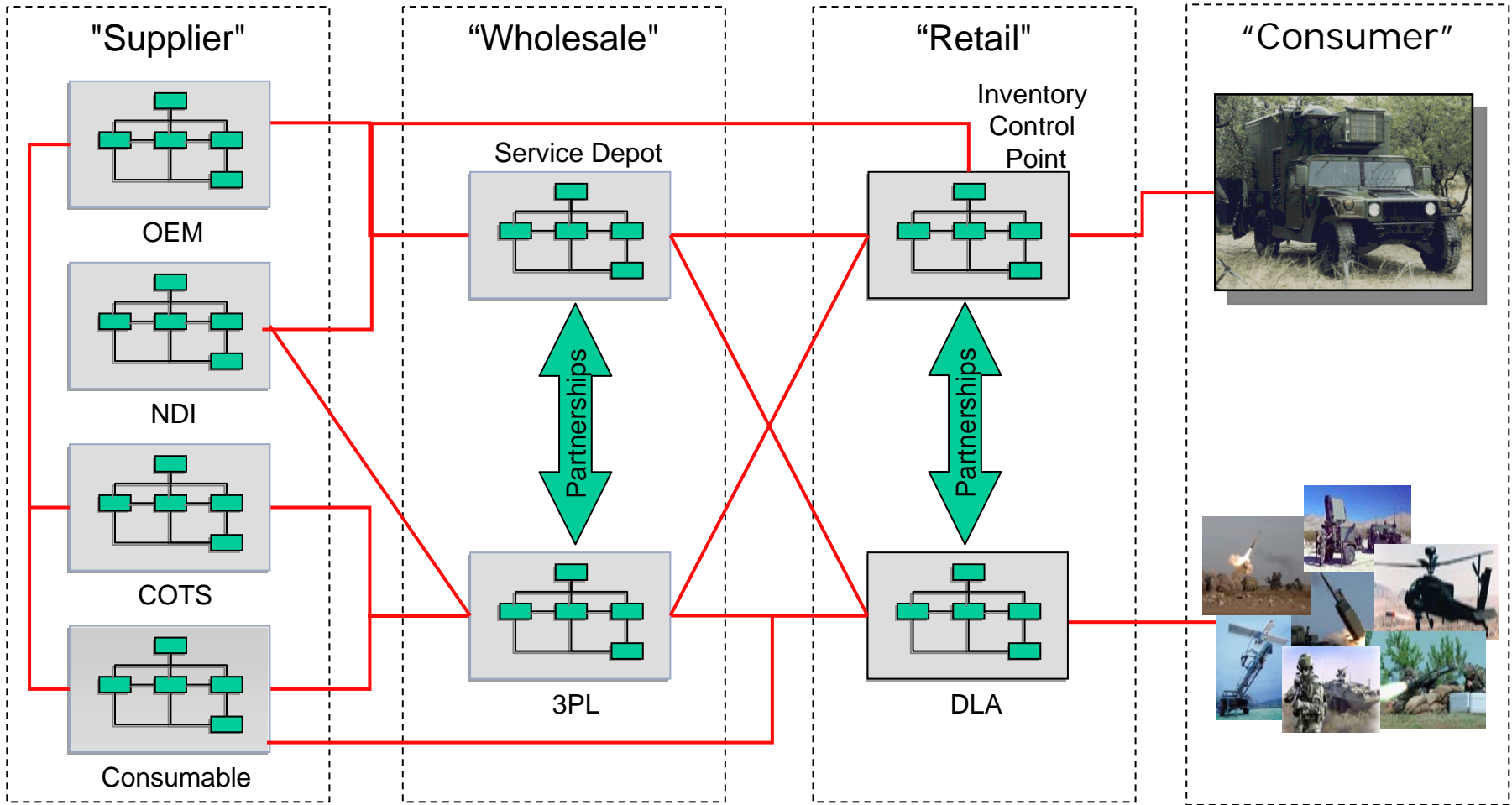
Product Support Integration



DoD 4140.1-R, "DoD Supply Chain Materiel Management Regulation":
PLAN, SOURCE, MAKE, DELIVER, AND RETURN



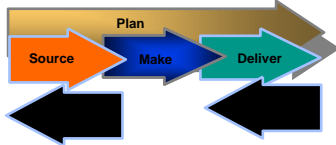

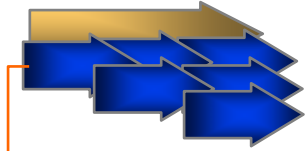

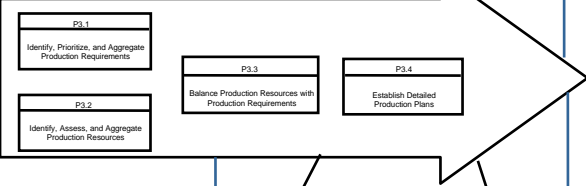

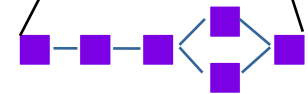


Product Support Integration Process / Material Flow



Establishing a Framework for Organic Product Support

All DOD Product Support Frameworks need to Optimize Public / Private Partnerships through Continuous Process Improvement (CPI)

	Level		Schematic	Comments
	#	Description		
<p>“Top Level” basis for performance outcome parameters are set</p>	<p>1</p> 	<p>Top Level (Process Types)</p>		<p>Level 1 defines the scope and content for Total Life Cycle Systems Management</p> <ul style="list-style-type: none"> • Process Ownership • Jointness
<p>Program Manager implements support strategy through their product support plan.</p>	<p>2</p> 	<p>Configuration Level (Process Categories)</p>		<p>Sustainment strategies for specific weapon systems can be configured at Level 2 from approximately 30 core process categories.</p> <ul style="list-style-type: none"> • PM / ICP/ Depot Collaboration • Adaptability
<p>Product Support Integrator “fine tunes” the product support management strategy at Level 3</p>	<p>3</p> 	<p>Process Element Level (Decompose Processes)</p>		<p>Level 3 consists of:</p> <ul style="list-style-type: none"> • Process element definitions • Process element information inputs and outputs • Performance metrics • Best practices • Identify capabilities required to support best practices <p>Product Support Management & Interoperability</p>
<p>Product Support Providers implement their own processes and best practices at this level</p>	<p>4</p> 	<p>Implementation Level</p>		<p>Level 4 is where support providers processes are now aligned with product support demand</p> <ul style="list-style-type: none"> • Lean / 6S improvements • IT solutions

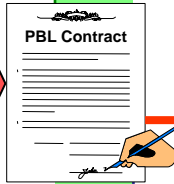


CPI EXAMPLE: Successful Organic Product Support Integration

Warfighter Demands

- Material Availability
- Material Reliability
- Mean Down Time
- Cost per Unit of Usage
- Reduction in TOC

BCA



Enterprise Resource Planning Environment

Weapon System Grid



Total Life Cycle Systems Manager

IEW&S
PROGRAM EXECUTIVE OFFICE

Enterprise Solutions

Product Support Grid

Product Support Integrator



Supply-Chain Council

Product Support Providers:
Sub-Tier Vendors
OEM
Organic Depot

PBL Contract

ORGANIC SOLUTIONS: Enterprise Integration



Lessons learned, exchanged and integrated via CPI

PERFORMANCE BASED OUTCOMES

PBL Reporting



The PBA is the binding agreement between the PM and the PSI to meet the Warfighter demand

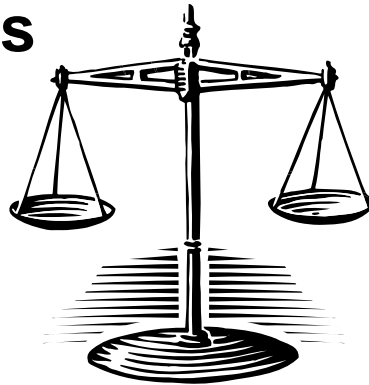
Organic Product Support Needs Balanced Measurement Criteria

Focused on one issue

Specific Parameters

Understandable

Achievable



Relevant

Balanced

Good Data Source

Acceptable

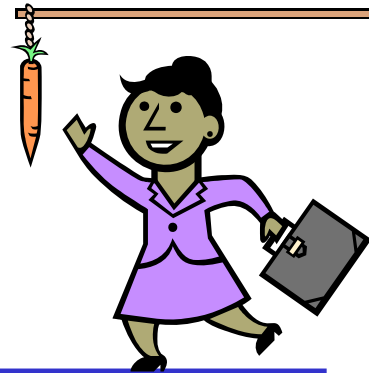
Typical metric categories for Organic Product Support

- Input metrics that track the resources dedicated to or consumed by the program.
- Output metrics typically reported as the number of units produced or service(s) provided.
- Quality metrics to track the responsiveness, accuracy, and completeness with which services are provided,
- Outcome metrics that track the outcome in relation to inputs used.

Organic Incentives & Penalties Guidelines

Use criteria for Incentives/Penalties that are:

- Clear**
- Specific**
- Acceptable**
- Affordable**
- Used**
- Balanced**



Focus on rewarding performance

If you are more concerned about the how to penalize for non-performance than rewarding for success, review the business case



HINT: Look to negotiating rewards other than \$\$\$ for organic providers

THANK YOU



For further information, contact:

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