



# ***Material Readiness: How We Support You***

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# OVERVIEW

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- Product Support Manager (PSM)**
- Development and Implementation – Product Support Strategy**
- PSM Professional Development Ladder – Notional**
- PSM Awareness Factors**
- Product Support Assessment Team – PSAT**
- Product Support Executive Council (PSEC) Roles and Responsibilities**
- Life Cycle Sustainment Advocacy – Enterprise View**
- Leveraging PSEC For Best Practices and Improved Product Support**



# Product Support Manager (PSM)

- ❑ All Major Weapon Systems (ACAT I & II)
- ❑ Core Team Member
- ❑ Key Leadership Position
- ❑ Visibility Today– Highest echelon observed at Senior Level





# Development and Implementation of a Product Support Strategy is an Iterative Process



## Key PSM duties, responsibilities & focus areas

- Understand Warfighter Requirements
- Understand PSBM
- Benchmark Other Programs
- Conduct Supportability Analysis
- Conduct Support AoA
- Support Design Trades
- Link Requirements to Resources
- Develop Product Support Strategy
- Link to Acquisition Strategy
- Link to Systems Engineering Plan



- Evaluate Product Support Strategy
- Conduct Business Case Analysis (BCA)
- Conduct Supportability Analysis
- Conduct Appropriate Cost Analyses
- Refine Metrics
- Conduct Initial O&S Cost Estimates



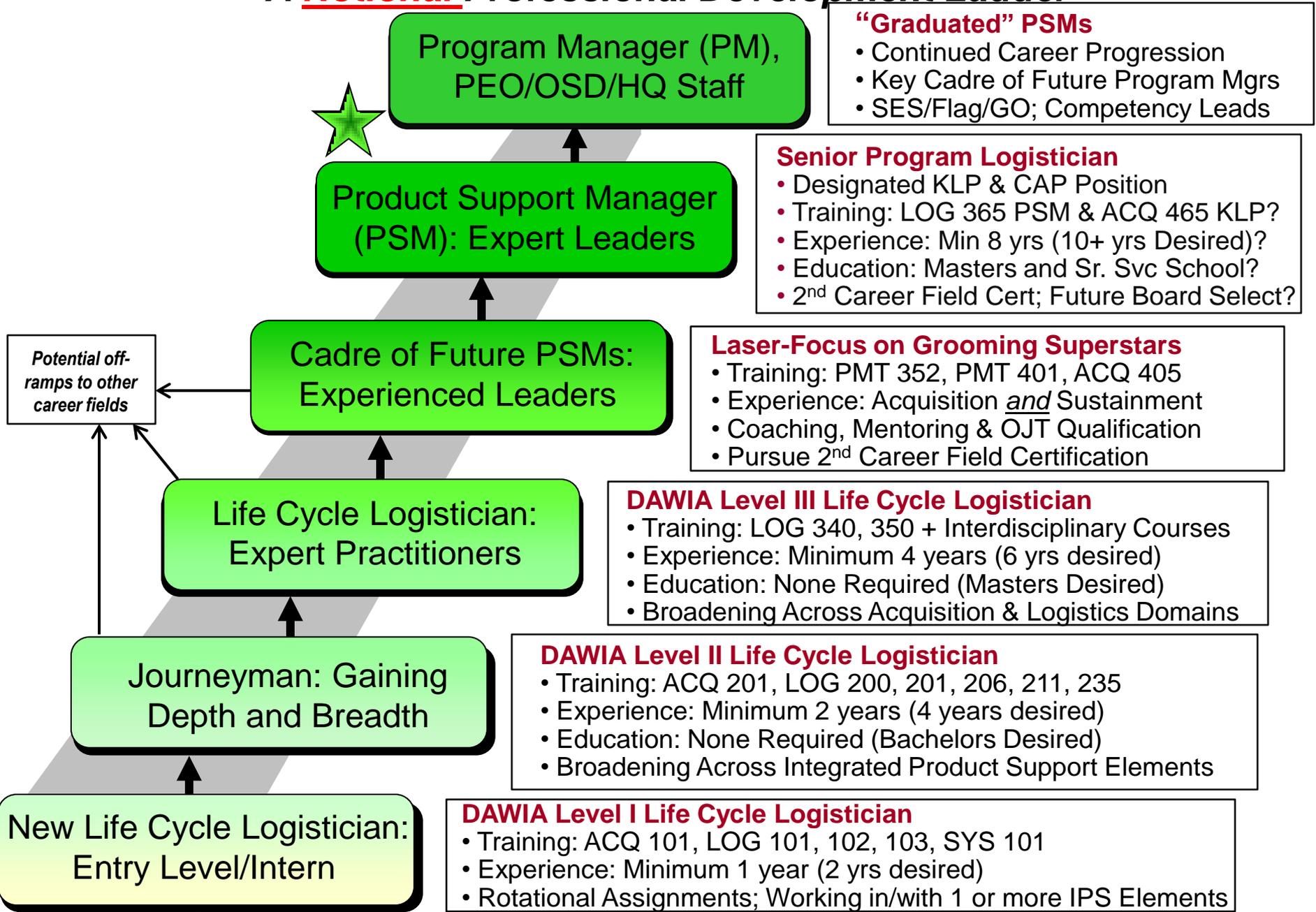
- Implement Product Support Strategy
- Constant Communication with Warfighter
- Update LCSP
- Achievement of Desired Product Support Outcomes
- Revalidate BCA Every 5 years or Change to Strategy
- Adjust Performance Requirements
- Adjust Resource Allocations
- Periodic Reviews of Product Support Arrangements
- Refine Product Support Arrangements
- Measure (Post IOC, Gate Reviews, LA/ LHA/DAES)
- Manage & Focus on Reducing O&M Costs
- Leverage Public-Private Partnerships
- Sustaining Engineering
- Obsolescence & DMSMS Mitigation
- Continuous Modernization & Tech Insertion

- Develop LCSP
- Address 12 IPS Elements
- Identify Product Support Package
- Document Sustainment Metrics
- Integrate Supportability Analysis
- Identify Depot Source of Repair
- Supply Chain Mgt Strategy
- Obsolescence & DMSMS Strategy
- Document O&S Cost Estimates

- Update LCSP
- DABs, M&S, T&E
- Revalidate BCA
- Refine O&S Funding Requirements
- Resource Product Support Strategy
- Conduct Supportability Analysis & Drive RAM Enhancements
- Develop Product Support Arrangements
- Synchronize & Align with Other programs (Enterprise)
- Refine Supply Chain Management Strategy



# Developing World-Class PSMs: A Notional Professional Development Ladder



**Program Manager (PM),  
PEO/OSD/HQ Staff**

- “Graduated” PSMs**
- Continued Career Progression
  - Key Cadre of Future Program Mgrs
  - SES/Flag/GO; Competency Leads

**Product Support Manager  
(PSM): Expert Leaders**

- Senior Program Logistician**
- Designated KLP & CAP Position
  - Training: LOG 365 PSM & ACQ 465 KLP?
  - Experience: Min 8 yrs (10+ yrs Desired)?
  - Education: Masters and Sr. Svc School?
  - 2<sup>nd</sup> Career Field Cert; Future Board Select?

**Cadre of Future PSMs:  
Experienced Leaders**

- Laser-Focus on Grooming Superstars**
- Training: PMT 352, PMT 401, ACQ 405
  - Experience: Acquisition and Sustainment
  - Coaching, Mentoring & OJT Qualification
  - Pursue 2<sup>nd</sup> Career Field Certification

**Life Cycle Logistician:  
Expert Practitioners**

- DAWIA Level III Life Cycle Logistician**
- Training: LOG 340, 350 + Interdisciplinary Courses
  - Experience: Minimum 4 years (6 yrs desired)
  - Education: None Required (Masters Desired)
  - Broadening Across Acquisition & Logistics Domains

**Journeyman: Gaining  
Depth and Breadth**

- DAWIA Level II Life Cycle Logistician**
- Training: ACQ 201, LOG 200, 201, 206, 211, 235
  - Experience: Minimum 2 years (4 years desired)
  - Education: None Required (Bachelors Desired)
  - Broadening Across Integrated Product Support Elements

**New Life Cycle Logistician:  
Entry Level/Intern**

- DAWIA Level I Life Cycle Logistician**
- Training: ACQ 101, LOG 101, 102, 103, SYS 101
  - Experience: Minimum 1 year (2 yrs desired)
  - Rotational Assignments; Working in/with 1 or more IPS Elements



# PSM Awareness Factors

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- Sustainment Quad Chart (OIPs, DABs, DAES)
- Sustainment Metrics – Part of Formal Requirement Process (KPP, KSAs)
- LCSP (Stand Alone)
- O&M and O&S (Resource Visibility)
- Partnership with DDRE/SE, DT/OT&E, S&TS, CAPE
- Better Buying Power Initiative
- Workforce Visibility (Exemplary)





# Product Support Assessment Team PSAT



- ❑ Drove many of these changes and improvements



- ❑ Efforts still underway



- ❑ PSEC Oversight





# Product Support Executive Council Roles & Responsibilities

## Vision & Guiding Principles

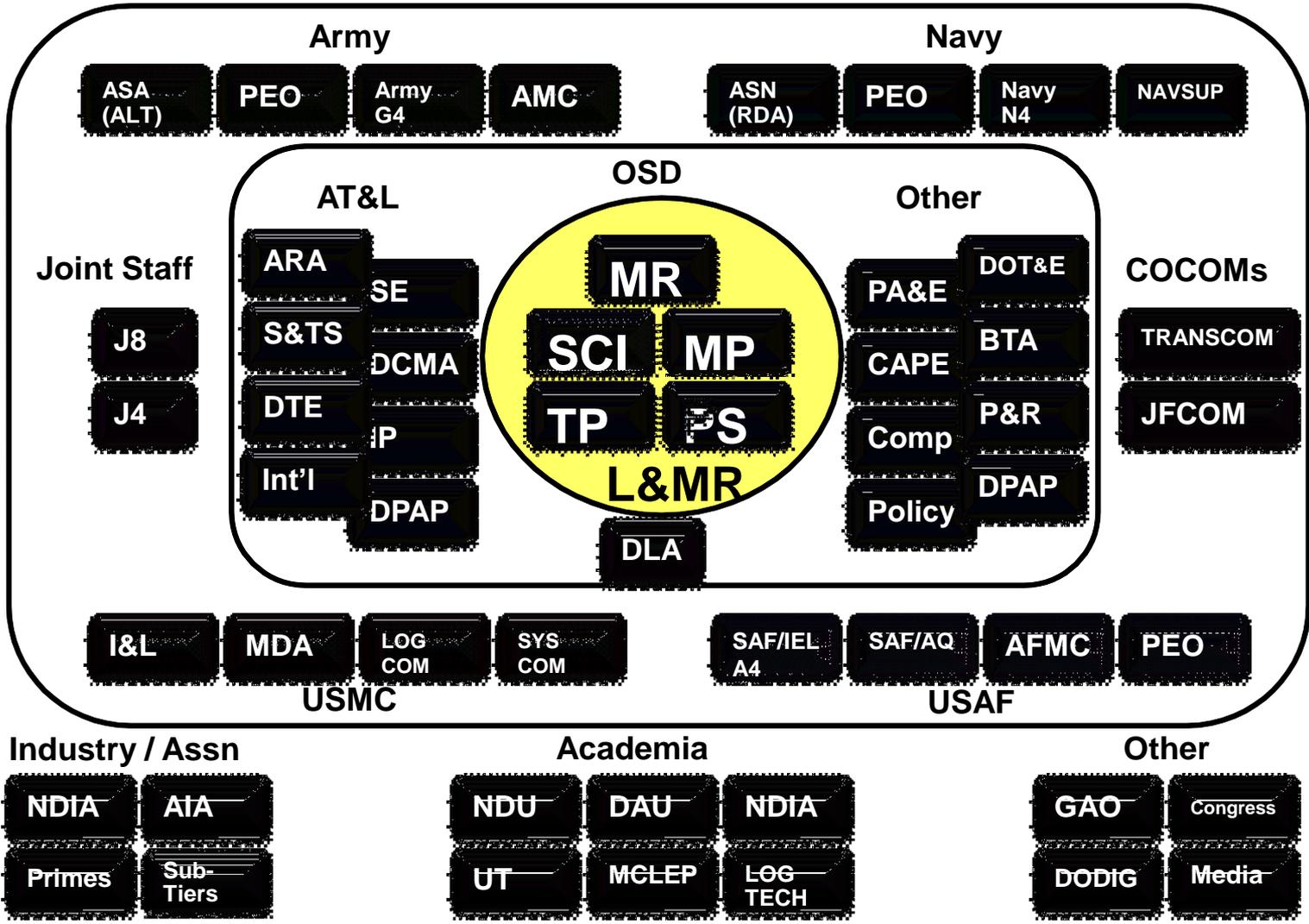


## Governance Roles

- ✓ Prioritize implementation to align with stakeholder strategies
- ✓ Provide visibility of and support for recommendations
- ✓ Ensure actions fulfill life cycle product support vision and guiding principles
- ✓ Agenda largely formed by IPT status accounting



# Life Cycle Sustainment Advocacy Enterprise View





# Leveraging the PSEC For Best Practices and Improved Product Support

## ❑ Business Model:

- Only group that leverages commercial and government cross-functional and cross-organizational stakeholders.
  - How do we capitalize on this diversity to improve PSBM?
- Proven success at rapidly delivering useful products
  - What needs to be done to operationalize products?

## ❑ Governance:

- Body through which you elevate your issues





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# Questions