



***Next Generation Product Support – PSM Process  
and Tools  
Product Support Business Model and Guidance***

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# Overview

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- The Product Support Journey**
- WSAR – Product Support Assessment**
- PSAT Initiatives – Overview**
- Product Support Business Model**
- PSAT CY11 Schedule**
- IPT 1 – Product Support Business Model**
- IPT 2 – Governance**
- IPT 3 – Human Capital**
- PSAT Initiatives and “Better Buying Power”**
- PSAT/Product Support Alignment**
- PSAT Outreach**
- Product Support Executive Council**
- Summary**



# The Product Support Journey

## Concept



## Policy



## Adoption



## NextGen

Section 912, 1998 NDAA: DoD to report to Congress on Product Support Reengineering

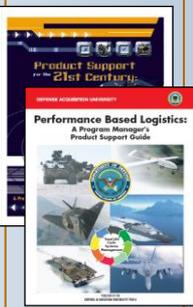
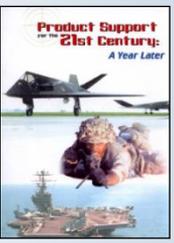
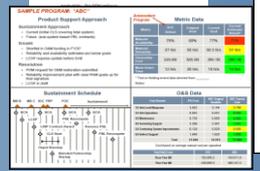
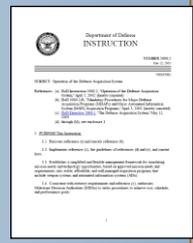
Product Support Reengineering Report to Congress

DoD QDR mandates "PBL" – First official Use of Term

DoD 5000 policy updated: PBL is "preferred" Support Strategy

Revised DoDI 5000.2 Issued

DoD Weapon System Acquisition Reform Product Support Assessment



F-117, APU PBLs

30 RTOC Pilot Programs

Program Managers Guidebook published

ACAT 1 & 2 to use PBL or justify non-use

Product Support Assessment Team Launched

DoD WSAR-PSA Implementation

PSM Section 805 Implementation, Proof Point Assessment Phase 1, Institutionalization of Sustainment Quad Chart

PSM, BCA, ILA, Post-IOC Review Guidebooks; Proof Point Assessment Phase 2

Next Generation

1998

1999

2001

2003

2008

2009

2010

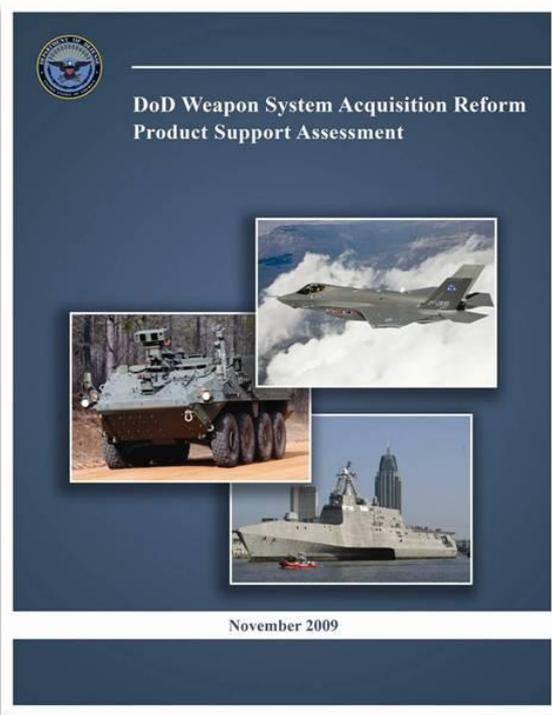
2011

2012



# WSAR - Product Support Assessment

Final report signed by USD(AT&L) on November 12, 2009



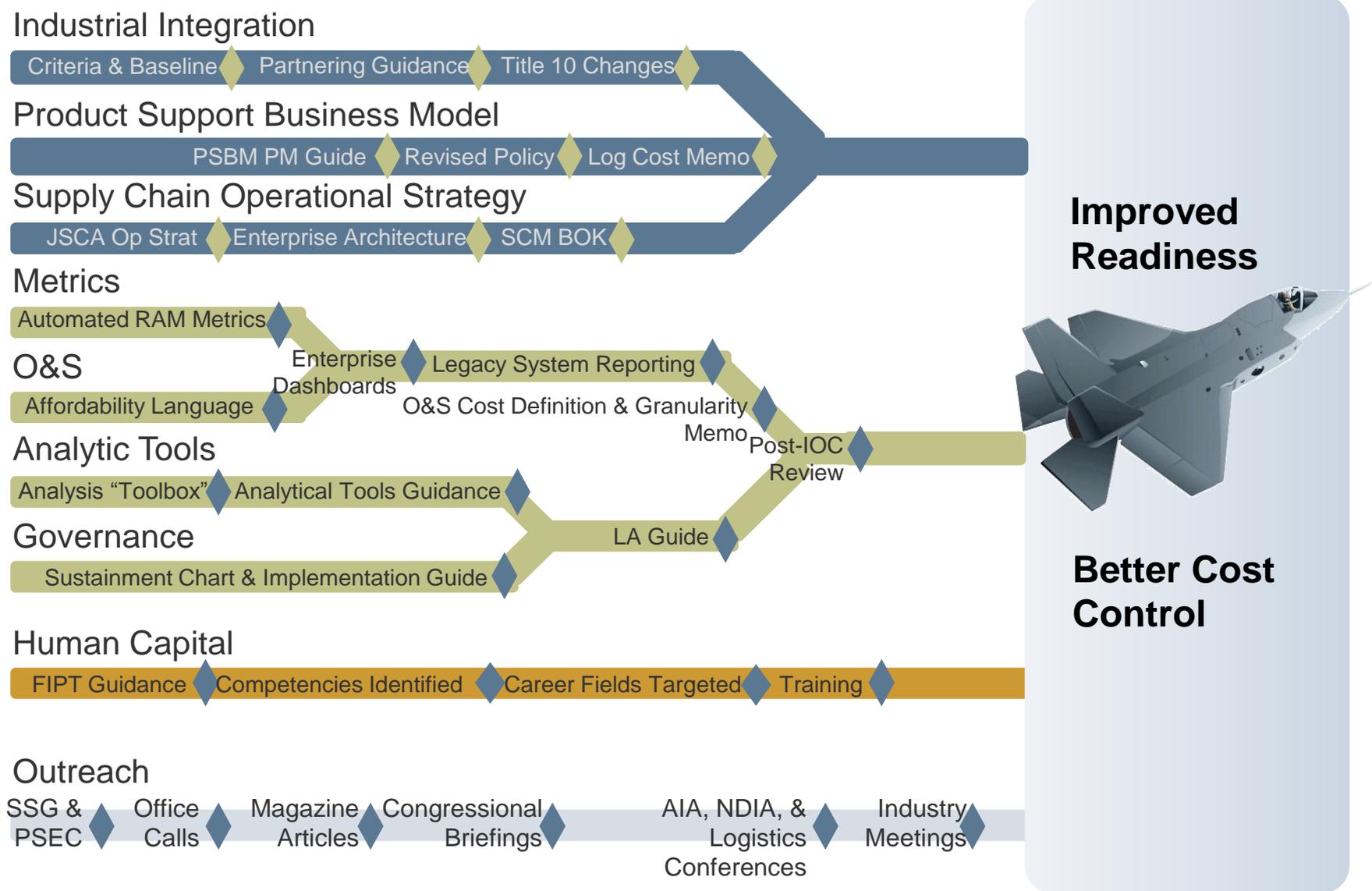
## Purpose

- Recommends to senior leadership improvement of existing weapon system sustainment strategy
- Encompasses operational, acquisition, and sustainment communities
- Complements Weapon System Acquisition Reform Act with perspectives attentive to life cycle management and sustainment
- Provides recommendations to improve weapon system readiness and control life cycle cost

- ✓ *Senior Steering Group strongly endorsed report and way ahead*
- ✓ *Product Support Assessment Team (PSAT) Chartered by DASD(MR)*
- ✓ *Three IPT's in implementation, products developed/staffed/fielded*

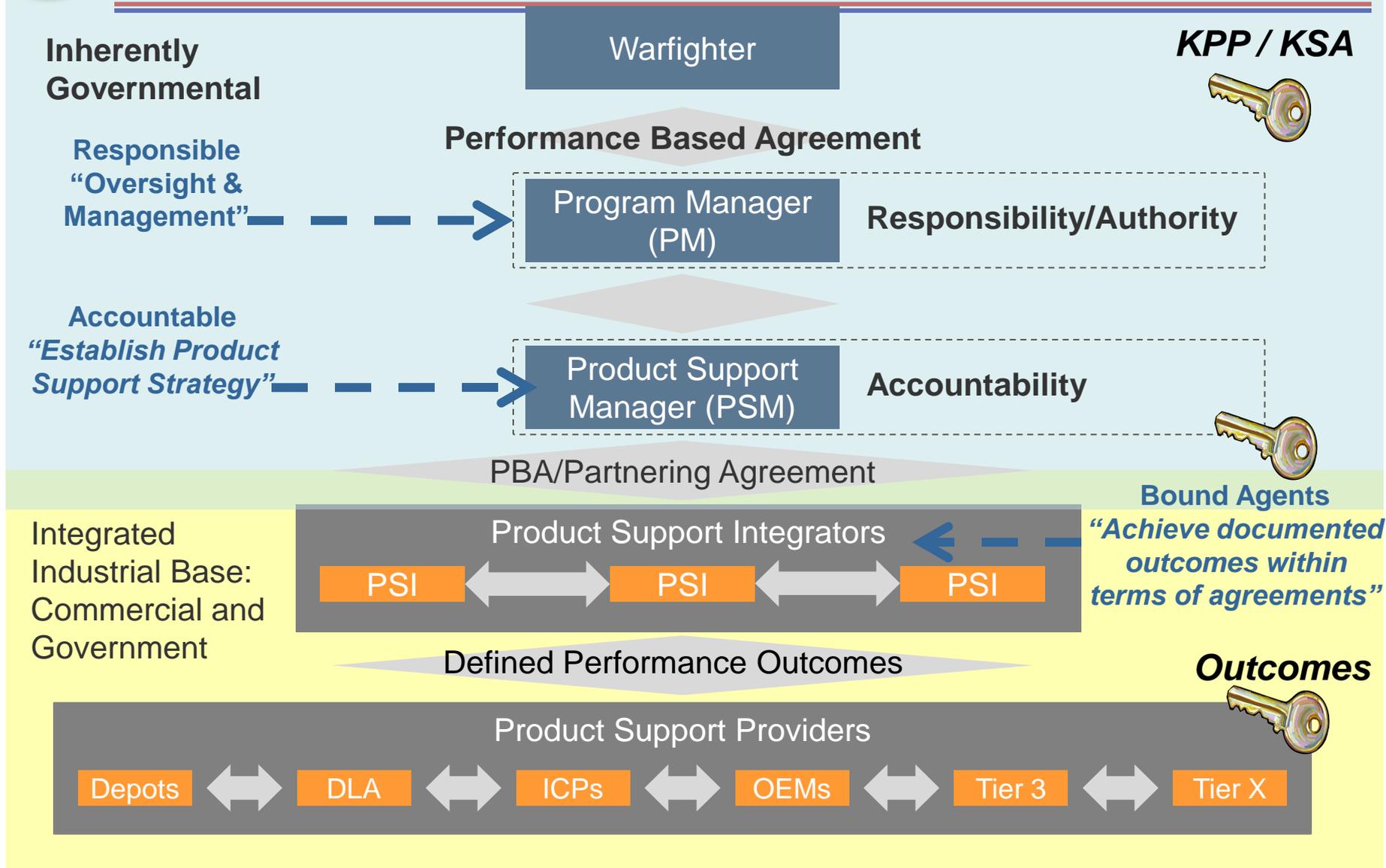


# PSAT Initiatives- Overview



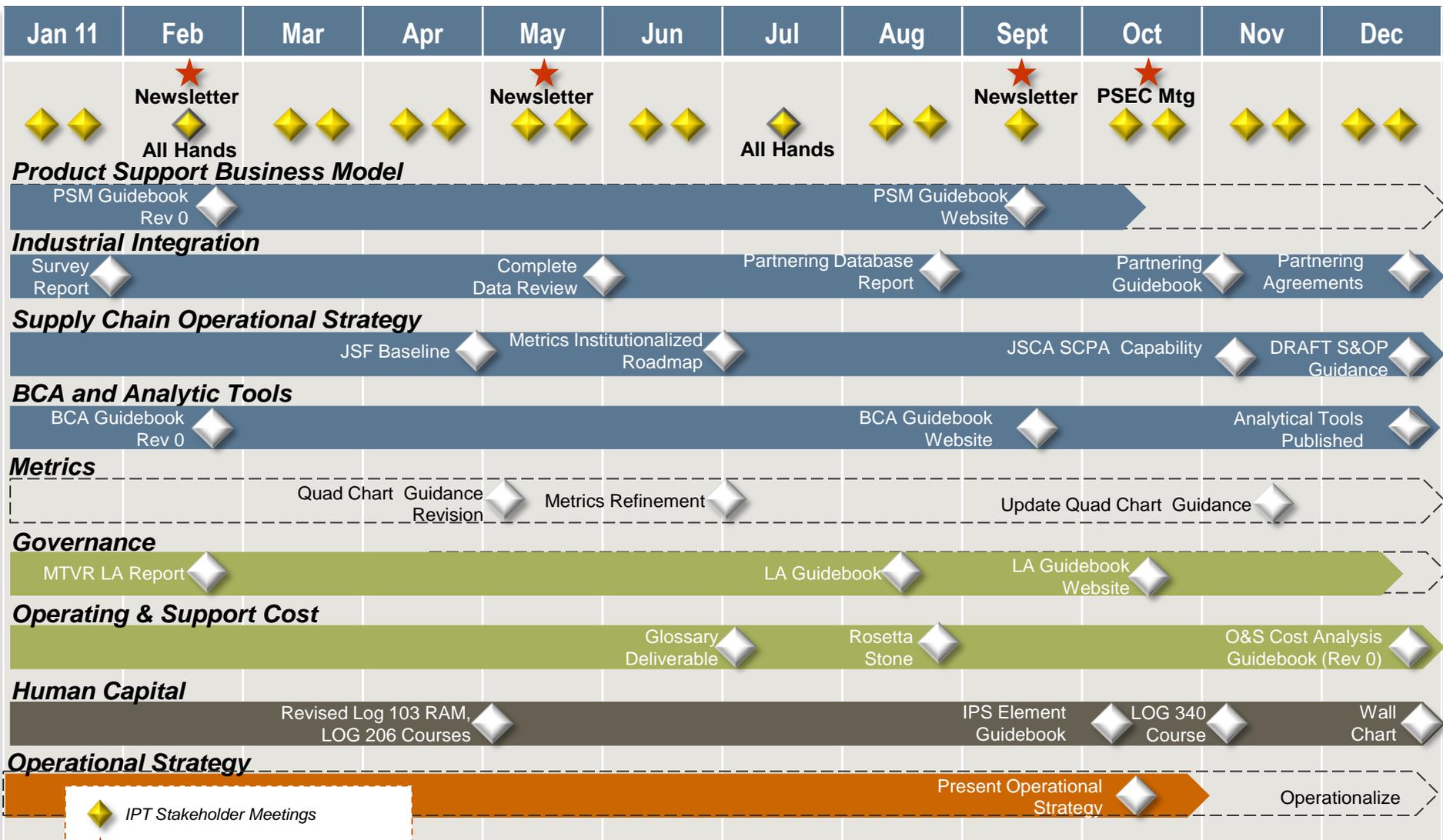


# Product Support Business Model





# PSAT CY 11 Schedule



- ◆ IPT Stakeholder Meetings
- ★ Product Support Executive Council (PSEC) Update



# IPT 1 – Product Support Business Model



Sub-IPT	Accomplishments to Date	Next Steps
<p><b>PSBM</b></p>	<ul style="list-style-type: none"> <li>Extended DTM 10-015, Requirements for Life Cycle Management and Product Support until changes are reflected in the 5000.02 update</li> <li>Published PSM Guidebook in April 2011</li> <li><i>Fully web enabled PSM Guidebook available via the DAU ACC in September 2011</i></li> </ul>	<ul style="list-style-type: none"> <li>Expand PSM Guidebook distribution to Services</li> <li>Updating PSM Guidebook as gaps are identified</li> </ul>
<p><b>Analytical Tools</b></p>	<ul style="list-style-type: none"> <li>Published BCA Guidebook in April 2011</li> <li><i>Fully web enabled the BCA Guidebook via the DAU ACC in September 2011</i></li> </ul>	<ul style="list-style-type: none"> <li>Expand BCA Guidebook distribution to Services</li> <li>Updating BCA Guidebook as gaps are identified</li> <li><i>Developing a repository for Product Support Analytical Tools</i></li> </ul>
<p><b>Industrial Integration</b></p>	<ul style="list-style-type: none"> <li>Finalizing the Partnering Handbook for Depot Maintenance</li> <li><i>Publishing the Partnering Data Base Report</i></li> <li>Developing a process for legislative and policy recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Generating recommendations for broader industrial base partnering policy</li> <li><i>Standardizing partnership agreements across the Services and DLA</i></li> </ul>
<p><b>Supply Chain Operational Strategy</b></p>	<ul style="list-style-type: none"> <li>Drafted Institutionalization Plan for Joint Supply Chain Architecture (JSCA) – (SCI and Joint Staff (J-4) led)</li> <li>Enterprise supply chain end-to-end performance metrics</li> <li><i>Identified enterprise opportunities to address DoD systemic supply chain issues</i></li> </ul>	<ul style="list-style-type: none"> <li><i>Developing Supply Chain Performance Assessment (SCPA) capability</i></li> <li>Developing Sales and Operations Planning (S&amp;OP) guidance document</li> <li>Identifying cost savings opportunities if a best-in-class retrograde processes is adopted across DoD</li> </ul>



# IPT 2 – Governance

Sub-IPT	Accomplishments To Date	Next Steps
Life Cycle Sustainment Plan (LCSP)	<ul style="list-style-type: none"> <li>• <i>Published LCSP in September 2011</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Working with program offices and the Services to prepare effective LCSPs using new guidance</i></li> </ul>
Metrics	<ul style="list-style-type: none"> <li>• Expanded use of sustainment quad chart to all major programmatic reviews</li> <li>• Linked Sustainment Quad Chart to Affordability Targets/ Requirements and Portfolio Management</li> <li>• <i>Standardizing metrics across commodity types</i></li> <li>• Released updated Quad Chart Guidance</li> </ul>	<ul style="list-style-type: none"> <li>• Working with ARA's Acquisition Visibility (AV) team to incorporate and improve metrics reporting</li> <li>• <i>Integrating antecedent and legacy platform information</i></li> </ul>
Logistics Assessment (LA)	<ul style="list-style-type: none"> <li>• <i>Published the LA Guidebook in July 2011</i></li> </ul>	<ul style="list-style-type: none"> <li>• Web enabling LA Guidebook for access via DAU ACC</li> </ul>
Post-Initial Operating Capability (IOC)	<ul style="list-style-type: none"> <li>• <i>Incorporated Post-IOC review included in LA Guidebook and DAG</i></li> <li>• Completed the C-17 Post-IOC Review</li> </ul>	<ul style="list-style-type: none"> <li>• C-17 Post IOC Review lessons learned being socialized for analysis and potential action by PSAT</li> <li>• <i>Developing further governance rules</i></li> </ul>
Operating and Support (O&S) Cost	<ul style="list-style-type: none"> <li>• Finalized the Weapon System O&amp;S Cost Glossary of Terms (will be submitted in conjunction with O&amp;S Cost Management Guidebook)</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Developing O&amp;S Cost Management Guidebook (December 2011)</i></li> <li>• <i>Developing cost estimating guidebook (December 2011)</i></li> </ul>



# IPT 3: Human Capital

Activity	Accomplishments To Date	Next Steps
<b>Product Support Workforce</b>	<ul style="list-style-type: none"> <li>Services have identified PSM positions and have assigned personnel</li> <li>Published additional guidance &amp; training</li> <li>LCL &amp; PSM Product Support competency review &amp; update complete</li> <li><b>Rapid Deployment Training for PSM/LCM (DTM 10-015) and LCSP Outline</b></li> <li>Planned LCL workforce growth on target</li> </ul>	<ul style="list-style-type: none"> <li>Refine PSM Training to support logistics &amp; product support communities</li> <li>Publish and web-enable comprehensive new IPS Element Guidebook</li> <li><b>Continued driving of new Product Support competencies into other functional areas</b></li> <li>Assimilation of up to 2,900 DLA positions into LCL career field</li> </ul>
<b>Product Support Training</b>	<ul style="list-style-type: none"> <li>Revised LOG 103, LOG 206, &amp; LOG 350</li> <li>Deployed new LOG 340 Life Cycle Product Support course</li> <li><b>Deployed 10 new web-based Continuous Learning Modules for PSM, Supportability T&amp;E, LORA, Sustainability, LCSP, Supportability Analysis, LCM &amp; Metrics</b></li> <li>New Interdisciplinary Product Support DAWIA Certification training requirements</li> </ul>	<ul style="list-style-type: none"> <li><b>Continue developing CLL modules and LOG courses to assist PSMs &amp; staffs</b></li> <li>Deploy new LOG 211 Supportability Analysis &amp; LOG 365 PSM Courses</li> <li>Fourteen Additional CL modules in various stages of planning/development</li> <li><b>Continued focus on driving Product Support competencies into other functional disciplines</b></li> </ul>
<b>Product Support Tools &amp; Enablers</b>	<ul style="list-style-type: none"> <li><b>Launched new Product Support Policy, Guidance, Tools &amp; Training link</b></li> <li>Analytical Tools Research Project Underway</li> <li>Aggressive outreach: five Defense AT&amp;L Magazine/Defense Acquisition Review Journal articles and 2-3x weekly Logistics Center Director's Blog</li> </ul>	<ul style="list-style-type: none"> <li>Complete Joint Product Support Wall Chart – will also be web enabled</li> <li><b>More training conferences on PSM roles and responsibilities</b></li> <li>Additional LCSP training</li> <li>Special Product Support Edition of Defense AT&amp;L Magazine (Mar-Apr 12)</li> </ul>



# PSAT Initiatives and “Better Buying Power”



## Standardized Processes

## Policy

## Metrics

## Collaboration

PSAT Products									
Better Buying Power Objectives	LA	Post-IOC Review	BCA	PSM	Sec 805 Memo	JSCA	Sustainment Chart	Human Capital	Industrial Integration
Target Affordability and Control Cost Growth	✓	✓	✓	✓	✓	✓	✓	✓	✓
Incentivize Productivity and Innovation in Industry			✓	✓	✓				✓
Promote Real Competition			✓	✓	✓			✓	✓
Improve Tradecraft in Services Acquisition			✓	✓				✓	
Reduce Non-Productive Processes and Bureaucracy			✓			✓		✓	



# PSAT/PRODUCT SUPPORT ALIGNMENT

Policy

DoDI 5000.02  
Enclosure 13 –  
Life-Cycle  
Sustainment

Life-Cycle  
Sustainment Plan  
(LCSP) Template

Guidance

Defense  
Acquisition  
Guidebook  
(Chapter 5),  
Dtd 4/29/11

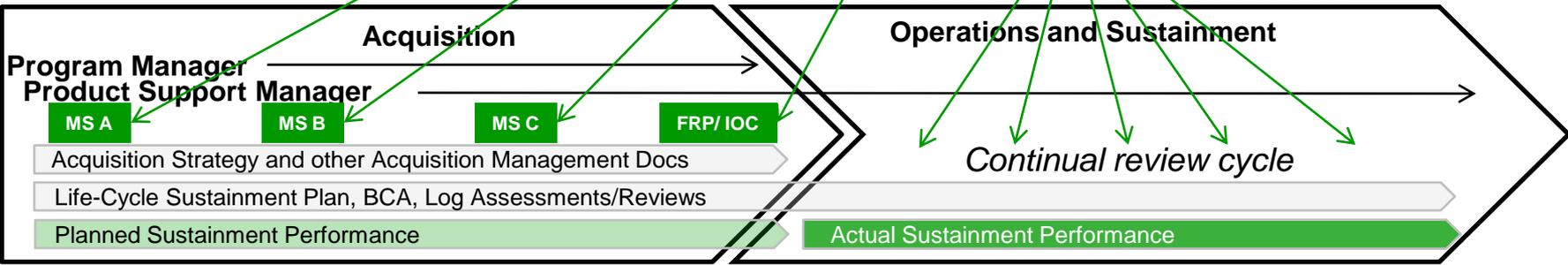
**PSAT Guides**  
▪ PSM  
▪ BCA  
▪ IIPSE  
▪ LA

**Evolving Document  
throughout the  
Lifecycle**

Oversight

▪ DASD-MR Action Officer/Program  
Collaboration with Services  
▪ IIP, OIPT, DAB decision support  
▪ DAES, DAMIR, SARs

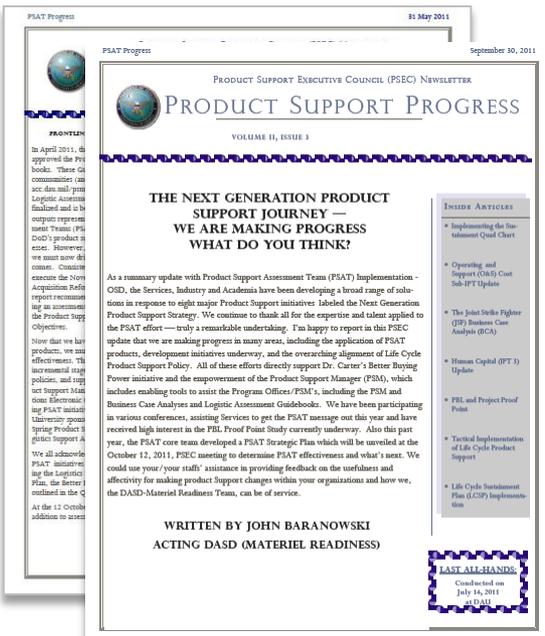
Post IOC





# PSAT OUTREACH

- IPT All-Hands / Product Support Manager Conference (2-3 NOV 2011)
- PSEC Newsletters
- Outreach Efforts- Industry/Services Updates
- Reinforce PSAT products in acquisition reviews
- DAU Acquisition Community Connection (ACC) & publications (AT&L Magazine)



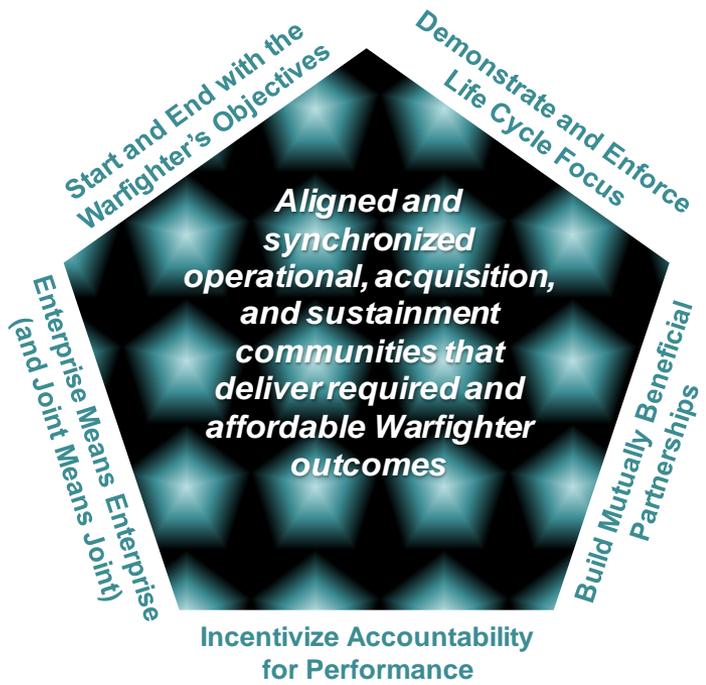
**Communication is essential for change management**



# Product Support Executive Council



## Vision & Guiding Principles



## Governance Roles

- ✓ PSEC Membership- OSD, SERVICES, JOINT STAFF, DLA,AIA,,NDIA
- ✓ 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- common and unique issues/topics

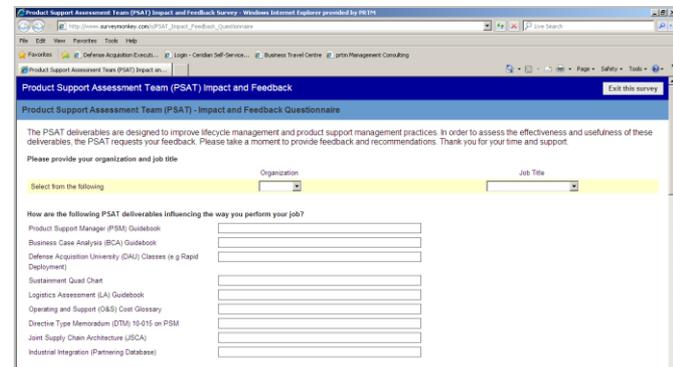


# Summary

- WSARA - PSA is a Driving Force behind Next Generation Product Support Strategies - Aligned with Better Buying Power Initiatives
- Developing / delivered tools & processes (accessible via DAU Acquisition Community Connection - ACC) to equip the Product Support Manager and Program Teams
  - Measure of Success/Mid Course Corrections dependent on Service use/feedback



DAU ACC - Product Support Policy, Guidance & Tools  
<https://acc.dau.mil/CommunityBrowser.aspx?id=18075>



PSAT Feedback & Impact Questionnaire  
[http://www.surveymonkey.com/s/PSAT\\_Impact\\_Feedback\\_Questionnaire](http://www.surveymonkey.com/s/PSAT_Impact_Feedback_Questionnaire)



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# Questions?