



THE UNDER SECRETARY OF DEFENSE

3010 DEFENSE PENTAGON
WASHINGTON, DC 20301-3010

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ACQUISITION,
TECHNOLOGY,
AND LOGISTICS

MEMORANDUM FOR SECRETARIES OF THE MILITARY DEPARTMENTS
CHAIRMAN OF THE JOINT CHIEFS OF STAFF
DIRECTOR, OPERATIONAL TEST AND EVALUATION
DIRECTOR, COST ASSESSMENT AND PROGRAM EVALUATION
DIRECTOR, DEFENSE CONTRACT MANAGEMENT AGENCY
DIRECTOR, DEFENSE LOGISTICS AGENCY
DIRECTOR, MISSILE DEFENSE AGENCY

SUBJECT: Secretary of Defense Product Support Manager Award

The Product Support Manager (PSM) is a critical program position in delivering weapon system readiness affordably and effectively. In recognition of PSM accomplishments and contributions toward achieving the goals outlined in Better Buying Power 2.0, this memorandum solicits nominations for the Secretary of Defense Product Support Manager of the Year Award.

The PSM is the Program Manager's expert on sustainment planning, responsible for implementing product support capabilities that affordably achieve the user's requirements for system availability. The award recognizes PSM contributions to controlling cost within affordability caps, promoting industry competition and innovation, and implementing effective product support strategies. The award honors outstanding PSMs in two categories: Major Defense Acquisition Programs, Acquisition Categories (ACATs) ID or IC PSM; and Major Weapon System/Other Weapon Systems, ACAT II and below PSMs.

This award directly supports the Department's goal to enhance the Defense Acquisition Workforce (DAW) with relevant and realistic incentives, increased capabilities, and recognition of the PSM as an important partner in providing the very best systems for our Soldiers, Sailors, Airmen, and Marines. It furthers the DAW vision of "creating a high quality, high-performing, agile DAW to achieve technological superiority and protect America's National Security."

Award nominations for the PSM Award Program are due July 16, 2014. Submission instructions and criteria are attached. The winners in each category will be recognized at the annual Office of the Secretary of Defense Product Support Manager Workshop. My point of contact is Ms. Lisa Smith, OASD(L&MR), at 703-614-8339 or lisa.p.smith14.civ@maik.mil.


Frank Kendall

Attachment:
As stated

cc:
USD(AT&L) Direct Reports

Secretary of Defense Product Support Manager of the Year Award

The Secretary of Defense Product Support Manager (PSM) of the Year Award directly supports the Under Secretary of Defense for Acquisition, Technology, and Logistics (USD(AT&L)) goal of enhancing the Defense Acquisition Workforce (DAW) with relevant and realistic incentives, increased capabilities, and recognition as an important contributor in providing the very best systems for our Soldiers, Sailors, Airmen, and Marines. It furthers the DAW vision of “creating a high quality, high-performing, agile DAW to achieve technological superiority and protect America’s National Security.” This award focuses on the PSM’s accomplishments through the affordable and effective development, implementation, and/or execution of a weapon system product support strategy.

Eligibility Criteria:

All military or Department of Defense (DoD) civilian-designated PSMs¹ are eligible to compete for this award. Former PSMs who have transferred from the position are eligible based on the results of their contributions from January 1 to December 31, 2013. Nominations must explain how the contributions of the individual resulted in superior product support of the weapon system/sub-system he/she supports. Quantifiable metrics, such as savings and outcome measures, are highly desired.

The primary judging criteria for selecting recipients are based on one or more of the following:

- Supporting USD(AT&L) goals for Better Buying Power 2.0.
- Reducing life-cycle cost.
- Significantly increasing present or future operational suitability of a weapon system/sub-system (e.g., Materiel Availability, Materiel Reliability, Mean Down Time).
- Developing, implementing, or executing effective and affordable product support arrangements.
- Leveraging enterprise opportunities across programs and DoD Components.
- Achieving effective life-cycle cost management by employing readiness-based sustainment strategies, facilitated by stable and robust Government-industry partnerships.
- Facilitating and mentoring the workforce in accomplishing the mission.

¹ For the purpose of this award, the term PSM also includes those individuals referred to as Assistant Program Manager for Logistics, Director of Logistics, Logistics Lead, Sustainment System Manager, and Assistant Program Executive Officer for Logistics.

Categories of Competition are:

- Major Defense Acquisition Programs: Acquisition Categories (ACATs) ID or IC PSMs
- Major Weapon System/Other Weapon Systems: ACAT II and below PSMs

Nominations are for PSMs who have demonstrated superior accomplishments that significantly contributed to mission success of the weapon system/subsystem they support. The award will be granted for contributions made or completed within the 12-month period from January through December 2013 and may include information on the individual's activities from previous years that resulted in the award year's outcome. There will be one award per category. Award winners will be recognized during the annual Product Support Manager Workshop.

Detailed Instructions:

Each Service or Agency may submit one nomination in each category. The nomination packages must be submitted with an endorsement from the appropriate Component Acquisition Executive. All awards must be completed using the award application format herein and submitted as both MS Word and PDF documents in 12-point Times New Roman font to the Office of the Assistant Secretary of Defense for Logistics and Materiel Readiness (OASD(L&MR)) via the Staff Action Control and Coordination Portal (SACCP) or by e-mail to the point of contact, Ms. Lisa Smith, at lisa.p.smith14.civ@mail.mil.

The nomination package shall not exceed 15 pages, excluding the cover, table of contents, endorsements, dividers, and proposed citation. The required nomination package font is 12-point Times New Roman.

The award nomination package shall consist of:

Section 1. NOMINATION INFORMATION

1. The name (and rank if applicable) of the nominated individual.
2. The name of the Military Service and Command to which the individual is assigned.
3. Primary and alternate points of contact (POC) information for nominated individual's Command, including name, e-mail address, commercial telephone number, DSN number, and cell phone number.
4. Primary and alternate Military Service or Agency POC information for the nominated individual, including name, e-mail address, commercial telephone number, DSN number, and cell phone number.
5. Background information for nominated individual, including career highlights/significant accomplishments.
6. Command mission statement (approximately five lines or less).
7. Service or Agency Command(s) and Acquisition Executive Endorsements.

Section 2. EVALUATION FACTORS

The Nominee's accomplishments shall be listed in priority order and, where appropriate, how these accomplishments exceeded the baseline of planned or normal performance shall be identified. Packages with substantiating statistics in addition to the narrative will be graded higher than those without. Command endorsement(s) will serve as verification of submitted achievements.

Packages will be evaluated using a 100-point scale. Awards will be presented to individuals based upon their accomplishments that warrant recognition as a Department leader in product support.

1. Mission Accomplishments (Weight Factor = 45%). A description of mission accomplishments for the competition period must be stated. Accomplishments shall stress the individual's product support efforts and the impacts of those efforts on the system's or sub-system's operational capability, mission accomplishment, and readiness levels. Areas that may be included are:
 - a) Weapon system or equipment materiel readiness status.
 - b) Meeting (or exceeding) other Warfighter-defined requirements (e.g., availability).
 - c) Cost reduction or avoidance.
 - d) Specific challenges unique to the operational environment of the system or subsystem.

2. Product Support Process Innovation (Weight Factor = 30%). Provide a description of product support innovations taken to improve the supported system's or sub-system's mission capability. Areas that may be included are:
 - a) Reliability, maintainability, and supportability improvements.
 - b) Improvements in the use of resources.
 - c) Developing, implementing, or executing effective and affordable product support arrangements.
 - d) Government/Industry partnerships.
 - e) Effective technology insertion in processes and products.
 - f) Leveraging enterprise opportunities across programs and DoD Components.
 - g) Product Support Elements innovations and improvements, to include best practices and lessons learned.
 - h) Activities supporting USD(AT&L) goals for Better Buying Power 2.0.

3. Personnel Programs (Weight Factor = 25%). A description of the PSM's activities aimed at improving the productivity, motivation and/or morale of assigned personnel. Areas that may be included are:
 - a) Mentoring initiatives.

- b) Training programs.
- c) Personnel recognition programs.
- d) Safety programs.
- e) Communications programs.
- f) Self-help programs.
- g) Community projects.

Upon receipt of the Service submissions, a PSM Award Panel convened by the ASD(L&MR) and consisting of representatives from OUSD(AT&L), Defense Acquisition University, and Service Headquarters will evaluate the nomination packages.

Section 3. PROPOSED CITATION

A concise, unclassified, proposed citation highlighting specific achievements suitable for use in the award's presentation ceremony will be included.

1. Before submission, the nomination package must be cleared for public release to military and civilian news services.
2. A PDF and a MS Word copy of the entire nomination package will be provided.
3. The nomination package will NOT include:
 - a) Videotapes, 35mm slides, or films (may include digital photographs as part of the page-limited submission).
 - b) Classified information.