



THE UNDER SECRETARY OF DEFENSE

3010 DEFENSE PENTAGON
WASHINGTON, DC 20301-3010

ACQUISITION,
TECHNOLOGY,
AND LOGISTICS

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

SUBJECT: 2015 Secretary of Defense Product Support Manager Award Selections

I am pleased to announce the 2015 Secretary of Defense Product Support Manager (PSM) Award Winners:

- Major Defense Acquisition Programs, Acquisition Categories (ACATs) ID or IC:
Mr. Dale Hertenstein
PSM, Global Hawk Division Office, U.S. Air Force
- Major Weapon System/Other Weapon Systems, ACAT II and below:
Mr. Perry Hill
PSM, Space, Aerial, and Nuclear Networks Division, U.S. Air Force

This prestigious award recognizes PSMs as important partners in providing the very best product support for our Soldiers, Sailors, Airmen, and Marines. It furthers the Defense Acquisition Workforce (DAW) vision of “creating a high quality, high-performing, agile DAW to achieve technological superiority and protect America’s national security.” Please extend my sincere congratulations on behalf of the Secretary of Defense to this year’s winners. Attached is a summary of their outstanding PSM accomplishments.

The award winners will be recognized at the Spring 2016 Office of the Secretary of Defense Product Support Manager/Performance-Based Logistics Workshop, followed by formal presentations at their commands.

For further information, contact Ms. Tina Todd, Office of the Assistant Secretary of Defense for Logistics and Materiel Readiness, at (571)256-0632 or tina.m.todd.civ@mail.mil.

Frank Kendall

Attachment:
As stated

cc:
USD(AT&L) Direct Reports

**2015 SECRETARY OF DEFENSE PRODUCT SUPPORT MANAGER AWARD
WINNERS' ACCOMPLISHMENT SUMMARIES**

**Major Defense Acquisition Programs, Acquisition Categories (ACAT) ID or IC:
Accomplishments for Mr. Dale Hertenstein**

Mr. Dale Hertenstein, Product Support Manager (PSM), Global Hawk Division Office, Air Force Life Cycle Management Center, Wright-Patterson Air Force Base, United States Air Force, distinguished himself in the performance of outstanding service as the Global Hawk PSM from January 1, 2014, to December 31, 2014. During this period, Mr. Hertenstein provided crucial logistics support to a \$9 billion program that resulted in not only meeting but exceeding Air Combat Command's Aircraft Availability, Mission Capability, as well as Total Non-Mission Capable for Maintenance and Supply targets, with a 31 percent reduction in downtime for maintenance and 39 percent reduction in downtime for supply. Mr. Hertenstein focused on cost initiatives that led to a 35 percent reduction in FY 2014 annual cost per flying hour. During this time, Mr. Hertenstein guided his team in the support of new production aircraft and achieved program milestones for flight and combat hours, supporting two main operating bases and three forward operating locations, resulting in a 39 percent increase in flying hours. Mr. Hertenstein worked extensively with the Joint Training Planning Team to ensure that effective pilot, sensor operator, and maintenance training was provided. He also worked closely with the Navy to take advantage of enterprise support solutions for the Air Force and Navy Global Hawk variants, recognizing the benefits for both Services in working together where possible. As a direct result of his guidance, ceaseless efforts, and charismatic approach to leadership, Mr. Hertenstein developed synergy between two geographically separated branches, one at Wright-Patterson and the other at Warner Robins Air Logistics Complex, while challenging his team to meet the needs of Warfighters around the world. The professionalism and commitment to excellence demonstrated by Mr. Hertenstein in support of the Global Hawk Division reflect great credit upon himself and the United States Air Force.

**Major Weapon System/Other Weapon Systems, ACAT II and below:
Accomplishments for Mr. Perry Hill**

Mr. Perry G. Hill, Product Support Manager and Chief of Logistics for the Space, Aerial, and Nuclear Networks Division, Air Force Life Cycle Management Center, Hanscom Air Force Base, United States Air Force, distinguished himself through exceptional performance in Life Cycle Product Support from January 1, 2014, to December 31, 2014. During this period, Mr. Hill managed the product support and life cycle sustainment for acquisition teams totaling over 300 people across all Acquisition Category levels. His talents for delivering weapon system support enabled sustainment of the \$1.6 billion Battlefield Airborne Communications Node fleet in theater while amassing more than 50,000 combat hours in support of the joint Warfighter community, with a 90 percent aircraft availability rate and a 100 percent mission effectiveness rate. He delivered operationally critical command and control weapon system support that controlled life cycle costs and incentivized productivity. His multi-Program Executive Officer's approved process for linking product support execution across the Division's 20+ programs and projects united both development and sustainment. This action resulted in the creation of a

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combined life cycle planning and execution team focused on support to Air Combat Command's tactical Datalinks/communication enterprise. The distinctive accomplishments of Mr. Hill reflect great credit upon himself and the United States Air Force.