Overview

- 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

**Policy**
- 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

**Adoption**
- Revised DoDI 5000.2 Issued
- DoD Weapon System Acquisition Reform Product Support Assessment

**NextGen**
- PSAT Implementation
- Next Gen Product Support

**Historical Events**
- 1998 NDAA: DoD to report to Congress on Product Support Reengineering
- 1999: Program Support Reengineering Report to Congress
- 2001: DoD QDR mandates “PBL” – First official Use of Term
- 2003: Revised DoDI 5000.2 Issued
- 2008: DoD Weapon System Acquisition Reform Product Support Assessment

**F-117, APU PBLs**
- 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 Section 805 Implementation
- Proof Point Assessment Phase 1
- Institutionalization of Sustainment Quad Chart

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td>1998</td>
<td>F-117, APU PBLs</td>
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<tr>
<td>1999</td>
<td>30 RTOC Pilot Programs</td>
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<tr>
<td>2001</td>
<td>Program Managers Guidebook published</td>
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<tr>
<td>2003</td>
<td>ACAT 1 &amp; 2 to use PBL or justify non-use</td>
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<tr>
<td>2008</td>
<td>Product Support Assessment Team Launched</td>
</tr>
<tr>
<td>2009</td>
<td>DoD WSAR-PSA Implementation</td>
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<td>2010</td>
<td>PSM Section 805 Implementation, Proof Point Assessment Phase 1, Institutionalization of Sustainment Quad Chart</td>
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<tr>
<td>2011</td>
<td>PSM, BCA, ILA, Post-IOC Review Guidebooks; Proof Point Assessment Phase 2</td>
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<tr>
<td>2012</td>
<td>Next Generation</td>
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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

Industrial Integration
- Criteria & Baseline
- Partnering Guidance
- Title 10 Changes

Product Support Business Model
- PSBM PM Guide
- Revised Policy
- Log Cost Memo

Supply Chain Operational Strategy
- JSCA Op Strat
- Enterprise Architecture
- SCM BOK

Metrics
- Automated RAM Metrics
- Enterprise Dashboards
- Legacy System Reporting
- O&S Cost Definition & Granularity

Analytic Tools
- Analysis "Toolbox"
- Analytical Tools Guidance
- Post-IOC Review

Governance
- Sustainment Chart & Implementation Guide
- LA Guide

Human Capital
- FIPT Guidance
- Competencies Identified
- Career Fields Targeted
- Training

Outreach
- SSG & PSEC Office Calls
- Magazine Articles
- Congressional Briefings
- AIA, NDIA, & Logistics Conferences
- Industry Meetings
Product Support Business Model

Inherently Governmental

Responsible “Oversight & Management”

Accountable “Establish Product Support Strategy”

Performance Based Agreement

Program Manager (PM)

Responsibility/Authority

Accountability

PBA/Partnering Agreement

Bound Agents “Achieve documented outcomes within terms of agreements”

Outcomes

Defined Performance Outcomes

Product Support Integrators

PSI

Integrated Industrial Base: Commercial and Government

Product Support Providers

Depots

DLA

ICPs

OEMs

Tier 3

Tier X
# IPT 1 – Product Support Business Model

<table>
<thead>
<tr>
<th>Sub-IPT</th>
<th>Accomplishments to Date</th>
<th>Next Steps</th>
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</thead>
</table>
| PSBM                        | • Extended DTM 10-015. Requirements for Life Cycle Management and Product Support until changes are reflected in the 5000.02 update  
• Published PSM Guidebook in April 2011  
• *Fully web enabled PSM Guidebook available via the DAU ACC in September 2011* | • Expand PSM Guidebook distribution to Services  
• Updating PSM Guidebook as gaps are identified |
| Analytical Tools            | • Published BCA Guidebook in April 2011  
• *Fully web enabled the BCA Guidebook via the DAU ACC in September 2011* | • Expand BCA Guidebook distribution to Services  
• Updating BCA Guidebook as gaps are identified  
• *Developing a repository for Product Support Analytical Tools* |
| Industrial Integration      | • Finalizing the Partnering Handbook for Depot Maintenance  
• *Publishing the Partnering Data Base Report*  
• Developing a process for legislative and policy recommendations | • Generating recommendations for broader industrial base partnering policy  
• *Standardizing partnership agreements across the Services and DLA* |
| Supply Chain Operational Strategy | • Drafted Institutionalization Plan for Joint Supply Chain Architecture (JSCA) – (SCI and Joint Staff (J-4) led)  
• Enterprise supply chain end-to-end performance metrics  
• *Identified enterprise opportunities to address DoD systemic supply chain issues* | • *Developing Supply Chain Performance Assessment (SCPA) capability*  
• Developing Sales and Operations Planning (S&OP) guidance document  
• Identifying cost savings opportunities if a best-in-class retrograde processes is adopted across DoD |
# IPT 2 – Governance

<table>
<thead>
<tr>
<th>Sub-IPT</th>
<th>Accomplishments To Date</th>
<th>Next Steps</th>
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<tbody>
<tr>
<td><strong>Life Cycle Sustainment Plan (LCSP)</strong></td>
<td>- Published LCSP in September 2011</td>
<td>- Working with program offices and the Services to prepare effective LCSPs using new guidance</td>
</tr>
<tr>
<td><strong>Metrics</strong></td>
<td>- Expanded use of sustainment quad chart to all major programmatic reviews</td>
<td>- Working with ARA’s Acquisition Visibility (AV) team to incorporate and improve metrics reporting</td>
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<tr>
<td></td>
<td>- Linked Sustainment Quad Chart to Affordability Targets/ Requirements and Portfolio Management</td>
<td>- Integrating antecedent and legacy platform information</td>
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<td></td>
<td>- Standardizing metrics across commodity types</td>
<td></td>
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<tr>
<td></td>
<td>- Released updated Quad Chart Guidance</td>
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<tr>
<td><strong>Logistics Assessment (LA)</strong></td>
<td>- Published the LA Guidebook in July 2011</td>
<td>- Web enabling LA Guidebook for access via DAU ACC</td>
</tr>
<tr>
<td><strong>Post-Initial Operating Capability (IOC)</strong></td>
<td>- Incorporated Post-IOC review included in LA Guidebook and DAG</td>
<td>- C-17 Post IOC Review lessons learned being socialized for analysis and potential action by PSAT</td>
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<td>- Completed the C-17 Post-IOC Review</td>
<td>- Developing further governance rules</td>
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<tr>
<td><strong>Operating and Support (O&amp;S) Cost</strong></td>
<td>- Finalized the Weapon System O&amp;S Cost Glossary of Terms (will be submitted in conjunction with O&amp;S Cost Management Guidebook)</td>
<td>- Developing O&amp;S Cost Management Guidebook (December 2011)</td>
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<td>- Developing cost estimating guidebook (December 2011)</td>
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# IPT 3: Human Capital

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<tr>
<th>Activity</th>
<th>Accomplishments To Date</th>
<th>Next Steps</th>
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<tbody>
<tr>
<td><strong>Product Support Workforce</strong></td>
<td>• Services have identified PSM positions and have assigned personnel&lt;br&gt;• Published additional guidance &amp; training&lt;br&gt;• LCL &amp; PSM Product Support competency review &amp; update complete&lt;br&gt;• <em>Rapid Deployment Training for PSM/LCM (DTM 10-015) and LCSP Outline</em>&lt;br&gt;• Planned LCL workforce growth on target</td>
<td>• Refine PSM Training to support logistics &amp; product support communities&lt;br&gt;• Publish and web-enable comprehensive new IPS Element Guidebook&lt;br&gt;• <em>Continued driving of new Product Support competencies into other functional areas</em>&lt;br&gt;• Assimilation of up to 2,900 DLA positions into LCL career field</td>
</tr>
<tr>
<td><strong>Product Support Training</strong></td>
<td>• Revised LOG 103, LOG 206, &amp; LOG 350&lt;br&gt;• Deployed new LOG 340 Life Cycle Product Support course&lt;br&gt;• <em>Deployed 10 new web-based Continuous Learning Modules for PSM, Supportability T&amp;E, LORA, Sustainability, LCSP, Supportability Analysis, LCM &amp; Metrics</em>&lt;br&gt;• New Interdisciplinary Product Support DAWIA Certification training requirements</td>
<td>• <em>Continue developing CLL modules and LOG courses to assist PSMs &amp; staffs</em>&lt;br&gt;• Deploy new LOG 211 Supportability Analysis &amp; LOG 365 PSM Courses&lt;br&gt;• Fourteen Additional CL modules in various stages of planning/development&lt;br&gt;• <em>Continued focus on driving Product Support competencies into other functional disciplines</em></td>
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<tr>
<td><strong>Product Support Tools &amp; Enablers</strong></td>
<td>• <em>Launched new Product Support Policy, Guidance, Tools &amp; Training link</em>&lt;br&gt;• Analytical Tools Research Project Underway&lt;br&gt;• Aggressive outreach: five Defense AT&amp;L Magazine/Defense Acquisition Review Journal articles and 2-3x weekly Logistics Center Director’s Blog</td>
<td>• Complete Joint Product Support Wall Chart – will also be web enabled&lt;br&gt;• <em>More training conferences on PSM roles and responsibilities</em>&lt;br&gt;• Additional LCSP training&lt;br&gt;• Special Product Support Edition of Defense AT&amp;L Magazine (Mar-Apr 12)</td>
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## PSAT Initiatives and “Better Buying Power”

<table>
<thead>
<tr>
<th>Better Buying Power Objectives</th>
<th>Standardized Processes</th>
<th>Policy</th>
<th>Metrics</th>
<th>Collaboration</th>
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<tbody>
<tr>
<td><strong>Target Affordability and Control Cost Growth</strong></td>
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<td>PSAT Products</td>
<td>LA</td>
<td>Post-IOC Review</td>
<td>BCA</td>
<td>PSM</td>
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<td><strong>Incentivize Productivity and Innovation in Industry</strong></td>
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<td><strong>Promote Real Competition</strong></td>
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<td><strong>Improve Tradecraft in Services Acquisition</strong></td>
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<td><strong>Reduce Non-Productive Processes and Bureaucracy</strong></td>
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PSAT/PRODUCT SUPPORT ALIGNMENT

Policy

DoDI 5000.02
Enclosure 13 – Life-Cycle Sustainment

Guidance

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

PSAT Guides
- PSM
- BCA
- IIPSE
- LA

Oversight

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

Evolving Document throughout the Lifecycle

Program Manager

Product Support Manager

Acquisition

Operations and Sustainment

Continual review cycle

- Acquisition Strategy and other Acquisition Management Docs
- Life-Cycle Sustainment Plan, BCA, Log Assessments/Reviews
- Planned Sustainment Performance
- Actual Sustainment Performance

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
Vision & Guiding Principles

- Start and End with the Warfighter’s Objectives
- Demonstrate and Enforce Life Cycle Focus
- Aligned and synchronized operational, acquisition, and sustainment communities that deliver required and affordable Warfighter outcomes
- Incentivize Accountability for Performance
- Enterprise Means Enterprise (and Joint Means Joint)
- Build Mutually Beneficial Partnerships

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

PSAT Feedback & Impact Questionnaire
http://www.surveymonkey.com/s/PSAT_Impact_Feedback_Questionnaire
Questions?