

Product Support Manager's Conference

Product Support Expectations and Challenges



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Becoming a Valued Member of the Program Decision-Making Team

- **Be physically present as much as possible – be virtually present at all other times**
- **Be the first to initiate contacts and develop relationships**
(“it’s all about relationships” returns about 379,000 hits on Google)
- **Bring solutions to the table – not just problems**



Overcoming Challenges

- **Geographic separation from the PM and Program Office**
 - **Invest in good luggage**
 - **Always have a contingency plan**
- **Cultural separation from the PM and Program Office**
 - **Learn the language**
 - **Ask – don't assume**



Best (?) Practices

- **To the extent that you can, never let your boss (the PM) be surprised, or hear bad news from someone else first**
- **Engage your customers: the operators and maintainers – understand their needs and challenges**
- **Put ALL the options on the table**