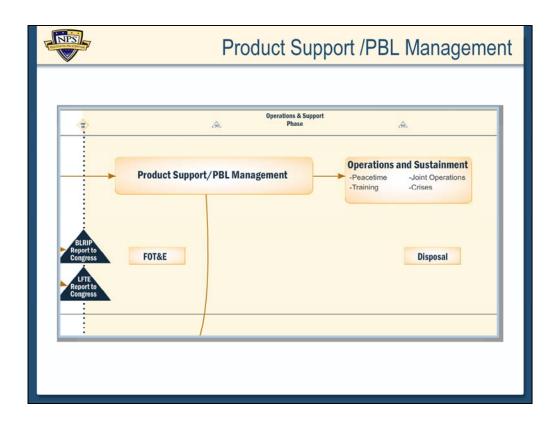
# Logistics/Sustainment Product Support Performance Based Logistics Management Operations and Sustainment

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It should be no surprise to you that the Program Manager is the person responsible for product support. In the Operations and Support Phase, that means the PM should continually assess the sustainability effectiveness of the fielded systems and adjust the program as required to support the user.



# Sustainment in O&S Phase

Assessment based on user's perspective.

Analysis should compare expected with actual performance.

### Corrective actions can include:

- · Changes to maintenance plans
- · Changes to requirements
- · Process changes
- · Modification to agreements
- Design changes



ISR should also address product support and sustainment issues.

The program manager continually assesses the system performance from the user's perspective. The PM should use existing reporting systems and user feedback to evaluate the fielded system, focusing on performance outcomes meaningful to the user.

The data should be analyzed by comparing performance expectations against the actual performance. During this process, root causes of problems should be identified, and corrective actions to overcome these problems should be developed.

Potential corrective actions can be implemented in a number of ways. These include: changes to maintenance plans, changes to requirements, process changes, modification of performance-based product support agreements, and design changes.

The selection of a corrective action is a function of several factors that have to be balanced with one another. These factors are things like risk, safety, costs, schedule, user requirements, and the probability of success.

The In-Service Review should also cover product support and sustainment issues. The logisticians will be most interested in reliability, maintainability, and support problems and their impact on safety and operational readiness. The metrics that will be most useful to the logisticians will be reliability, material availability, mean down time, materiel ownership cost, and any additional useful sustainment metrics to substantiate in-service problems and budget priorities.



# Best Practices for Sustainment in O&S Phase

Conduct periodic assessments.

Supportability analysis should adjust support package to accommodate design changes.

## Employ M&S to:

- · Project trends
- · Identify areas where performance is adversely affected.
- · Identify specific risk areas



The DAG offers a few best practices for sustainment in the Operations and Support phase.

In many programs, revisions in funding, changes to missions, or any number of other changes cause logistics resources to become out of balance or poorly synchronized. As a result, the PM should conduct periodic assessments to determine if the system is achieving the appropriate amount of availability within the budget that was allocated. And if it's necessary, improvements should be made to the support strategy and processes. In many cases, problems can be fixed just by adjusting the support strategy or processes. It's not always necessary to change the design of the system.

In the O&S phase, Supportability Analysis continues to focus on design changes and adjusting the support package to accommodate the changes. The changes could be due to reliability shortfalls, obsolescence issues, or safety concerns. The analysis should cover all previous configurations or system increments across the entire platform and range of deployed configurations. The entire support strategy should be examined to look for opportunities to reduce the logistics footprint and not just to add on new sustainment requirements. Supportability Analysis should also be used to adjust the support package based on how it is performing.

Modeling and Simulation can be used to support program improvement efforts by analyzing the impact of proposed solutions on both sustainment metrics and mission effectiveness. M&S also can be used to anticipate problems by taking use data and user feedback to do the following.

Project trends so that actions are taken as conditions deteriorate. This should minimize any adverse impact on the users.

Identify areas in the supply chain where performance is adversely affecting materiel availability, increasing ownership costs, or where there are opportunities for savings or improvements.

And, identify specific risk areas and ways to address or resolve root causes and reduce risk.

These practices, taken together, should greatly improve the availability and reliability of systems for the Warfighter.