Headquarters U.S. Air Force

Integrity - Service - Excellence

Air Force Product Support Enterprise Vision

17 Jul 13

U.S. AIR FORCE

U.S. AIR FORCE

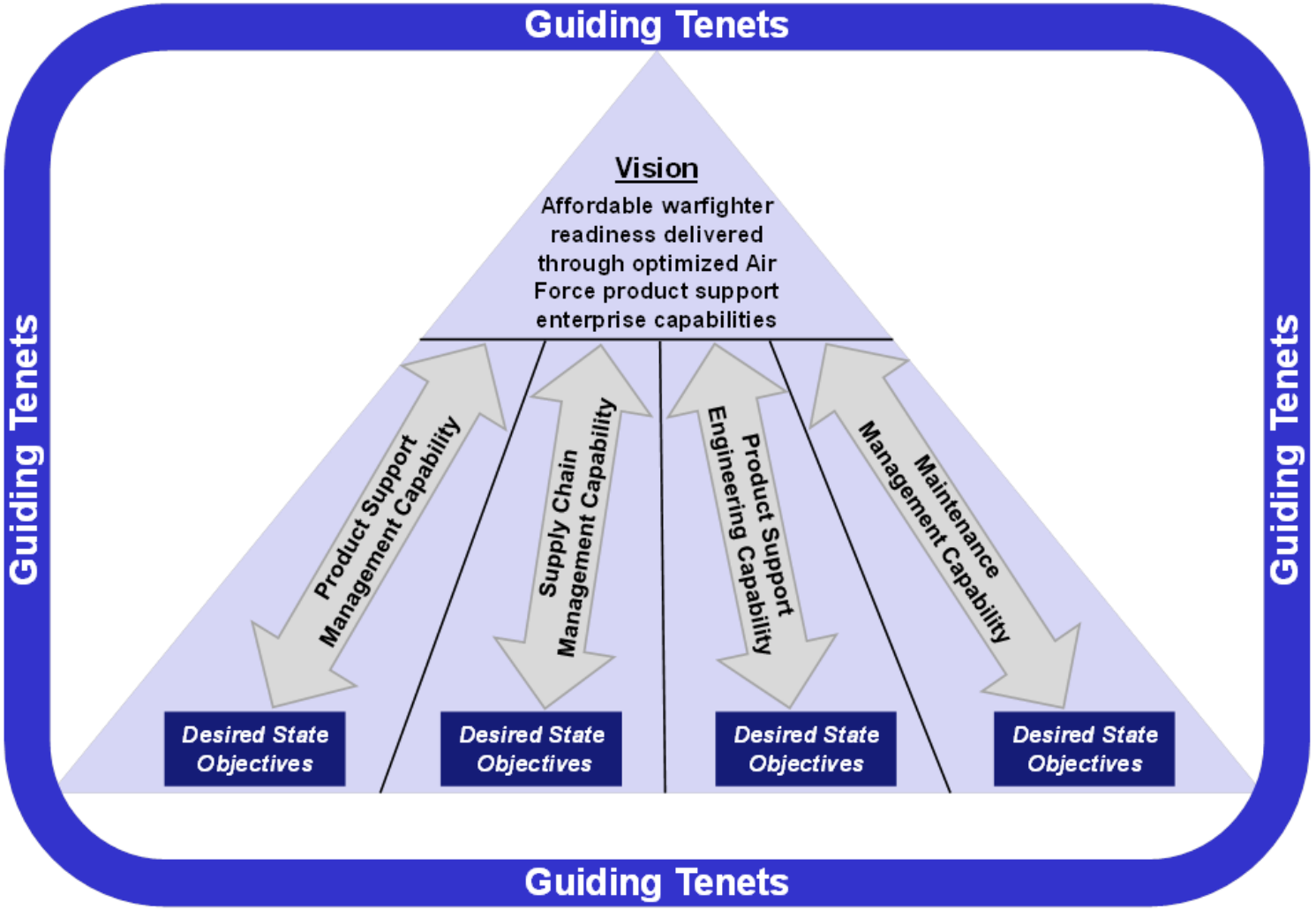
Product Support Enterprise Vision

- **The Air Force must enhance the way it plans for and manages product support**
  - **Affordability and flexibility are critical in this fiscal environment**
    - **Highlights the requirements for Product Support BCAs, data acquisition, and contract cost visibility**
  - **We must ensure individual product support decisions made at the program level consider impacts to the enterprise as a whole.**
  - **We must ensure our governance processes and tools for developing individual Product Support strategies...**
    - ***Identify the most Affordable and Effective product support business model***
    - ***Are horizontally integrated and enterprise focused***
    - ***Balance product support capabilities between the Public/Private Sectors***
    - ***Are flexible to adjust to changing AF priorities***

Product Support across the AF must be Affordable and Effective

U.S. AIR FORCE

Planning Concept



U.S. AIR FORCE

Guiding Tenets

- ***Enterprise Mindset***
  - **In every aspect of product support planning and execution we must use an enterprise mindset**
- ***Flexibility***
  - **Product support solutions and strategies must be flexible and responsive, adapting to ever-changing conditions**
- ***Transparency***
  - **Product support enterprise decision-making processes and performance must be transparent, timely and informed by enterprise-wide information technology solutions**
- ***Collaboration***
  - **The product support enterprise must continually assess and leverage the best mix of industry and service partnerships and encourage continuous collaboration among functions, programs and process owners across the enterprise**
- ***Innovation***
  - **Innovation must be fostered throughout the enterprise on both systems and the sustainment infrastructure.**

Guiding Tenets influence our Product Support decisions

U.S. AIR FORCE

Vision

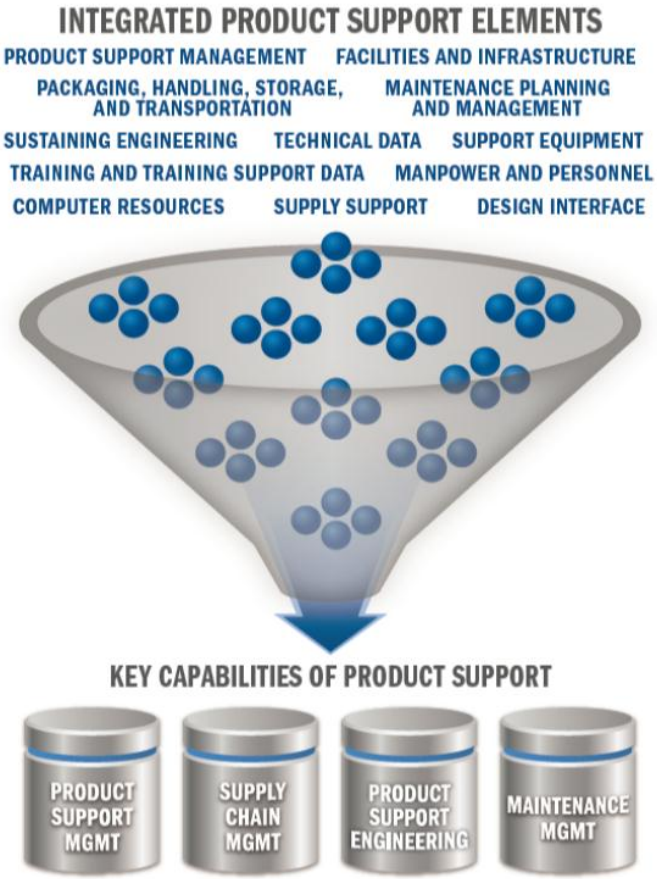
Affordable warfighter readiness delivered through optimized Air Force product support enterprise capabilities.

- **Two key concepts:**
  - **"Affordable warfighter readiness" addresses the need to balance system operational safety, suitability, effectiveness, availability, and total ownership costs.**
  - **"Optimized Air Force product support enterprise capabilities" addresses the need to consider the effects on the Air Force's product support enterprise capabilities resulting from the implementation of individual system product support strategies**

U.S. AIR FORCE

Product Support Key Capability Areas

- **Four key capability areas of Product Support**
  1. **Product Support Management**
  2. **Supply Chain Management**
  3. **Product Support Engineering**
  4. **Maintenance Management**

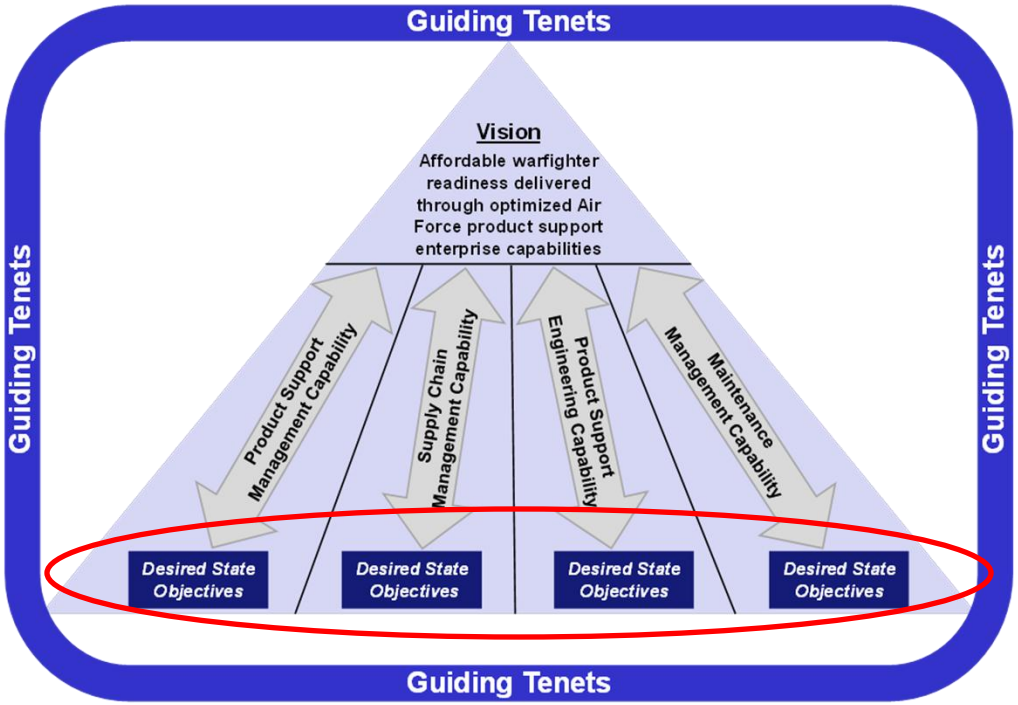


Government insight, oversight and visibility of the four key capability areas will ensure PMs/PSMs deliver affordable and effective PS strategies

U.S. AIR FORCE

Desired State Objectives

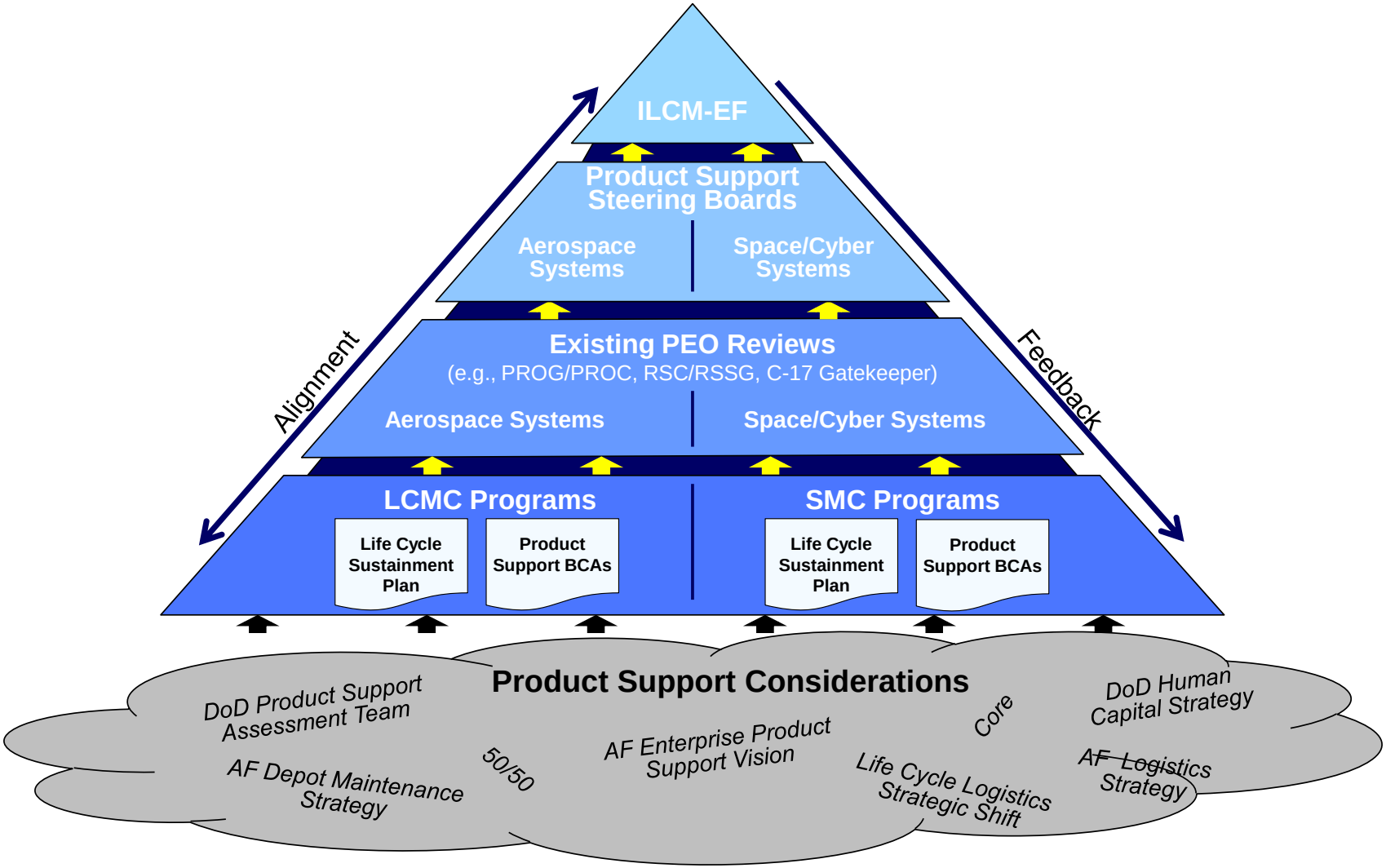
- **The PSEV contains 31 Desired State Objectives spread across the 4 key capability areas of Product Support**



Describes enterprise level attributes for the four key capability areas

U.S. AIR FORCE

PS Governance
(Draft)



U.S. AIR FORCE

Next Steps

- Implementation Plan kick-off meeting held 9-10 Jul 13
- Identified Functional Capability Champions (SES, GO level)
  - Responsibilities:
    - Maintain an AF enterprise view on achieving objectives and outcomes
    - Clearly define DSO attributes and enterprise metrics for achievement
    - Assigns DSO and action OPRs
    - Reaches across AF enterprise to obtain required resources
    - Responsible for the prioritization, development and completion of actions/action plans to achieve the AF enterprise DSOs
    - Collaborate with AF enterprise leadership to achieve consensus on action plan approach and schedule
    - Integrate/collaborate/deconflict with other functional capability area champions
    - Brief DSO progress to PSAB and potentially ILCM-EF

Back-ups

U.S. AIR FORCE

Product Support Management

6 Desired State Objectives

1.1 Individual program product support strategies are evaluated for consistency with Air Force Product Support Enterprise Tenets and Desired State Objectives.

1.2. An agile and adaptable cadre of Product Support Managers (PSM) with the right knowledge, skills, and abilities.

1.3. Life Cycle Logisticians (LCL) are proactively involved in activities ranging from initial development planning and requirements development efforts to system disposal.

1.4. An organic capability exists to perform Product Support Business Case Analysis, contract-negotiations, RFP development, and data rights acquisition.

1.5. The option of competition is preserved throughout the life cycle.

1.6. The best product support capabilities of the organic and commercial industrial base are leveraged.

U.S. AIR FORCE

Supply Chain Management

11 Desired State Objectives

2.1. Supply chain solutions are performance-based and right-sized to achieve optimization across the public and private sector, leveraging integrated end-to-end demand and supply planning, and sourcing and distribution strategies that are aligned to meet warfighter requirements through enterprise capabilities.

2.2. Supply chain influences are built into material and non-material solution designs to meet both operational requirements and long-term supply chain optimization.

2.3. Planning processes are fully integrated to meet customer requirements and leverage supplier throughput and cycle capabilities.

2.4. Resource requirements are linked to outcomes in such a way that we can credibly predict the impact on SCM performance resulting from funding changes.

2.5. Program Management offices have a robust customer relationship management (CRM) capability enabling them to understand, anticipate and influence customer requirements and expectations.

2.6. An enterprise product lifecycle management (PLM) product data management capability that provides a common source for engineering data, bill of materials (BOM), configuration management and technical orders to optimize supply chain planning and execution.

U.S. AIR FORCE

Supply Chain Management

11 Desired State Objectives

2.7. Standard, integrated IT solutions are leveraged to provide organic total asset visibility that enables synchronized information flow among customers and suppliers.

2.8. Sourcing and distribution strategies that ensure a robust supplier base, allowing innovative competitive strategies leveraging spend and requirements to improve delivery performance.

2.9. An Air Force level Supplier Relationship Management capability that leverages all purchasing to synchronize product support decisions and supplier performance with enterprise desired state objectives.

2.10. Partnership efforts with industry are pursued vigorously, in order to aid in the rapid infusion of best-in-class supply chain practices.

2.11. A robust, responsive and effective risk management capability to proactively identify, assess and mitigate high-probability/high-impact risks to the supply chain.

U.S. AIR FORCE

Product Support Engineering

7 Desired State Objectives

3.1. Robust organic product support engineering capability exists to effectively contribute to the Program Manager's responsibility to assure the Operational Safety, Suitability and Effectiveness of systems or end items or the Mission Assurance of Space Systems.

3.2. Cross-cutting, enterprise-wide technical solutions are developed, leveraged and effectively implemented as best practices across the Product Support Enterprise.

3.3. Product support engineering occurs in a collaborative environment that leverages both organic and contractor resources, processes and tools using partnering arrangements and shared access to potential solutions.

3.4. Robust product support engineering analysis enables risk assessments, cost estimates, technology insertions and modification decisions across the product support enterprise to inform program cost, schedule and performance decisions.

3.5. Product support engineering resource requirements are linked to outcomes to credibly predict the impact on system performance resulting from increases or decreases in funding.

3.6. Rigorous developmental engineering planning capabilities and processes are applied early in the life cycle to ensure the design optimizes the balance between reliability, availability, maintainability, supportability, technical performance and life cycle cost.

3.7. Vital Systems Engineering inputs, planning capabilities, and processes are integrated with the IPS Elements throughout the life cycle, ensuring product support requirements are addressed in the design, testing, manufacturing, and remanufacturing of the system, sub-system or components.

U.S. AIR FORCE

Maintenance Management

7 Desired State Objectives

4.1. A robust, modern, agile and properly-sized maintenance capability.

4.2. The proper balance of organic maintenance capabilities and a strong commercial base to support operational and statutory requirements.

4.3. Decisions are aligned to optimize public and private maintenance capabilities to reduce cost and improve warfighter support.

4.4. Real-time data is used to make objective and more effective capacity utilization decisions to achieve Strategic Network Optimization and Repair Network Integration.

4.5. A multi-skilled/consolidated-skilled organic workforce is available to support maintenance requirements.

4.6. Interoperable Maintenance, Repair, and Overhaul Information Technology systems that use common data sources to support maintenance, forecasting, planning, execution and product support design influence.

4.7. Maintenance capability and efficiency is maximized through blended partnerships between the organic and private sectors to enable the sharing of best practices and concepts.