Development and Implementation of a Product Support Strategy is an Iterative Process

Key PSM duties, responsibilities & focus areas

1. Identify Strategy
- Understand Warfighter Requirements
- Understand PSBM
- Benchmark Other Programs
- Conduct Supportability Analysis
- Conduct Support AoA
- Support Design Trades
- Link Requirements to Resources
- Develop Product Support Strategy
- Link to Acquisition Strategy
- Link to Systems Engineering Plan

2. Validate Strategy
- Evaluate Product Support Strategy
- Conduct Business Case Analysis (BCA)
- Conduct Supportability Analysis
- Conduct Appropriate Cost Analyses
- Refine Metrics
- Conduct Initial O&S Cost Estimates

3. Document Strategy
- Develop LCSP
- Address 12 IPS Elements
- Identify Product Support Package
- Document Sustainment Metrics
- Integrate Supportability Analysis
- Identify Depot Source of Repair
- Supply Chain Mgt Strategy
- Obsolescence & DMSMS Strategy
- Document O&S Cost Estimates

4. Refine & Demonstrate Strategy
- Update LCSP
- DABs, M&S, T&E
- Revalidate BCA
- Refine O&S Funding Requirements
- Resource Product Support Strategy
- Conduct Supportability Analysis & Drive RAM Enhancements
- Develop Product Support Arrangements
- Synchronize & Align with Other programs (Enterprise)
- Refine Supply Chain Management Strategy

5. Execute Strategy
- Implement Product Support Strategy
- Constant Communication with Warfighter
- Update LCSP
- Achievement of Desired Product Support Outcomes
- Revalidate BCA Every 5 years or Change to Strategy
- Adjust Performance Requirements
- Adjust Resource Allocations
- Periodic Reviews of Product Support Arrangements
- Refine Product Support Arrangements
- Measure (Post IOC, Gate Reviews, LA/ LHA/DAES)
- Manage & Focus on Reducing O&M Costs
- Leverage Public-Private Partnerships
- Sustaining Engineering
- Obsolescence & DMSMS Mitigation
- Continuous Modernization & Tech Insertion