



OFFICE OF THE UNDER SECRETARY OF DEFENSE

3000 DEFENSE PENTAGON
WASHINGTON, DC 20301-3000

MAR 22 2017

ACQUISITION,
TECHNOLOGY,
AND LOGISTICS

MEMORANDUM FOR: SECRETARIES OF THE MILITARY DEPARTMENTS
CHAIRMAN OF THE JOINT CHIEFS OF STAFF
DIRECTOR OF COST ASSESSMENT AND PROGRAM EVALUATION
DIRECTOR OF OPERATIONAL TEST AND EVALUATION
DIRECTOR, DEFENSE CONTRACT MANAGEMENT AGENCY
DIRECTOR, DEFENSE LOGISTICS AGENCY
DIRECTOR, MISSILE DEFENSE AGENCY

SUBJECT: Fifth Annual Secretary of Defense Product Support Manager Award

The Product Support Manager (PSM) is a critical program position in delivering weapon system readiness. In recognition of PSM accomplishments and contributions toward attaining effective and affordable product support arrangements, this memorandum solicits nominations for the 2017 Secretary of Defense Product Support Manager of the Year Award.

The PSM is the Program Manager's expert on sustainment planning, responsible for implementing product support capabilities that achieve the user's requirements for system availability. The award recognizes PSM contributions to controlling cost within affordability caps, promoting industry competition and innovation, and implementing effective product support strategies. The award honors outstanding PSMs in two categories: Major Defense Acquisition Programs, Acquisition Categories (ACATs) I PSM; and Major Weapon System/Other Weapon Systems, ACAT II and below PSMs.

This award supports the Department's goal to enhance the Defense Acquisition Workforce (DAW) with incentives, increased capabilities, and recognition of the PSM as critical to program support. It furthers the DAW vision of creating a high quality, high-performing, agile DAW to achieve technological superiority and protect America's national security.

PSM Award nominations are due no later than September 1, 2017. Submission instructions and criteria are attached. The winners in each category will be acknowledged at the spring 2018 Secretary of Defense Product Support Manager Workshop, followed by formal presentation of the award at their command. My point of contact is Ms. Tina Todd, OASD(L&MR)/MR, at 571-256-0632 or tina.m.todd.civ@mail.mil.

James A. MacStravic
Performing the Duties of the
Under Secretary of Defense
for Acquisition, Technology,
and Logistics

Attachment:
As stated

cc:
USD(AT&L) Direct Reports

2017 Secretary of Defense Product Support Manager of the Year Award

The establishment of the Secretary of Defense Product Support Manager (PSM) of the Year Award directly supports the goal of the Under Secretary of Defense for Acquisition, Technology, and Logistics (USD(AT&L)) to enhance the Defense Acquisition Workforce (DAW) with relevant and realistic incentives, increased capabilities, and recognition as an important partner in providing the very best systems for our Soldiers, Sailors, Airmen, and Marines. It furthers the DAW vision of “creating a high quality, high-performing, agile DAW to achieve technological superiority and protect America’s National Security.” This highly prestigious award focuses on the PSM’s accomplishments through the affordable and effective development, implementation, and/or execution of a weapon system product support strategy.

Eligibility Criteria:

All military or Department of Defense (DoD) civilian-designated PSMs¹ are eligible to compete for this award. Former PSMs who have transferred from the position are eligible based on the results of their contributions from **January 1, 2016, through December 31, 2016**. Nominations must clearly identify the program Acquisition Category (ACAT). Nominations must explain how the individual’s contributions resulted in superior weapon system/subsystem product support. When appropriate, include quantifiable metrics (such as savings and outcome measures) to describe program impacts and accomplishments.

The primary criteria for selecting recipients include one or more of the following:

- Supporting USD(AT&L) goals for attaining weapon system readiness.
- Reducing life-cycle cost.
- Significantly increasing present or future operational suitability of a weapon system/subsystem (e.g., Materiel Availability, Materiel Reliability, Mean Down Time).
- Developing, implementing, or executing effective and affordable product support arrangements.
- Leveraging enterprise opportunities across programs and DoD Components.
- Achieving effective life-cycle cost management by employing readiness-based sustainment strategies, facilitated by stable and robust government-industry partnerships.
- Facilitating and mentoring the workforce in accomplishing the mission.

¹ For the purpose of this award, the term PSM also includes those individuals referred to as Assistant Program Manager for Logistics, Director of Logistics, Logistics Lead, Sustainment System Manager, and Assistant Program Executive Officer for Logistics.

- Categories of Competition:
 - Major Defense Acquisition Programs/Major Acquisition Information Systems: ACAT I PSMs
 - Major Weapon System/Other Weapon Systems: ACAT II and below PSMs

There will be one award per category. Awards will be presented during the annual Secretary of Defense Product Support Manager Workshop. Nominations are for PSMs who have demonstrated superior accomplishments that significantly contributed to mission success of the weapon system/subsystem they support. The award will be granted for contributions made or completed within the 12-month period from January 1, 2016, through December 31, 2016, and may include information on the individual's activities from previous years that resulted in the award year's outcome.

Detailed Instructions:

Service or Agency: Each Service or agency may submit one nomination in each category. Each nomination package must also include an appropriate Service/Component Acquisition Executive endorsement. All awards must be completed using the award nomination format outlined below and submitted as both Microsoft Word and PDF documents via the Correspondence and Task Management System (CATMS).

NOTE: The Service/Agency establishes its own suspense dates for internal routing purposes. The OSD suspense date is for submission of the fully staffed and signed endorsement packages by the Service/Agency OPR.

The fully staff and signed nomination packages must be submitted to the Office of the Deputy Assistant Secretary of Defense for Materiel Readiness (ODASD(MR)) and are **due by close of business on Friday, September 1, 2017.**

Nomination format: The font used must be 12-point, Times New Roman. The nomination package cannot exceed 15 pages, excluding the cover page, table of contents, endorsements, dividers, and proposed citation. The award nomination package will consist of:

Section 1. NOMINATION INFORMATION

1. The name (and rank if applicable) of the nominated individual.
2. The name of the Military Service and command to which the individual is assigned.
3. Primary and alternate point of contact (POC) information for nominated individual's command, including name, e-mail address, commercial work number, Defense Switched Network (DSN) number, and alternate contact number.
4. Primary and alternate Military Service or agency POC Award Coordinator for the nominated individual, including name, e-mail address, commercial work number,

- DSN number, and alternate contact number.
5. Background information for nominated individual, including career highlights/significant accomplishments.
 6. Command mission statement (approximately five lines or less).
 7. Service or agency command(s) and Acquisition Executive Endorsements.

Section 2. EVALUATION FACTORS

The nominee's accomplishments shall be listed in priority order and, where appropriate, how these accomplishments exceeded the baseline of planned or normal performance shall be identified. When possible, provide quantifiable data or substantiating statistics in the narrative. Packages with such information will be graded higher than those without. Command endorsement(s) will serve as verification of submitted achievements.

1. Mission Accomplishments (Weight Factor = 45 percent). A description of mission accomplishments for the competition period must be stated. Accomplishments should stress the individual's product support efforts and the impacts of those efforts on the system or subsystem operational capability, mission accomplishment, and readiness levels. The following areas may be included:
 - a. Weapon system or equipment materiel readiness status.
 - b. Meeting (or exceeding) other Warfighter-defined requirements (e.g., availability).
 - c. Cost reduction or avoidance.
 - d. Specific challenges unique to the operational environment of the system or subsystem.
2. Product Support Process Innovation (Weight Factor = 30 percent). Provide a description of product support innovations taken to improve the supported system or subsystem mission capability. The following areas may be included:
 - a. Reliability, maintainability, and supportability improvements.
 - b. Improvements in the use of resources.
 - c. Developing, implementing, or executing effective and affordable product support arrangements.
 - d. Government/industry partnerships.
 - e. Effective technology insertion in processes and products.
 - f. Leveraging enterprise opportunities across programs and DoD Components.
 - g. Product Support Elements innovations and improvements, to include best practices and lessons learned.
 - h. Activities supporting USD(AT&L) goals for attaining effective, affordable weapon system readiness.

3. Personnel Programs (Weight Factor = 25 percent). A description of the PSM's activities aimed at improving the productivity, motivation, and/or morale of assigned personnel. The following areas may be included:
 - a. Mentoring initiatives.
 - b. Training programs.
 - c. Personnel recognition programs.
 - d. Safety programs.
 - e. Communications programs.
 - f. Self-help programs.
 - g. Community projects.

Section 3. PROPOSED CITATION

A concise, unclassified, proposed one-page citation highlighting the PSM's significant achievements as stated in the package, such as cost savings, increased reliability accomplishments, etc., must be included. The citation must be suitable for use in the award's presentation ceremony and written at a protocol level for release.

1. Before submission, the nomination package must be cleared for public release to military and civilian news services.
2. A PDF and a Word copy of the entire nomination package must be provided.
3. The nomination package will NOT include:
 - a. Videotapes, 35mm slides, or films (may include digital photographs as part of the page-limited submission).
 - b. Classified information.

Upon receipt of the Service submissions, a PSM Award Panel, convened by the ODASD(MR) and consisting of representatives from OUSD(AT&L), Defense Acquisition University, and Service Headquarters, will evaluate the nomination packages. Packages will be evaluated using the above-described 100-point scale. Awards will be presented to individuals based on their accomplishments that warrant recognition as a Department leader in product support.