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Foundational Learning



Workflow Learning



Performance Learning

2015 Acquisition Insight Focus Days



Strategic Look at Product Support: Senior Leadership Perspectives



# Role of the Product Support Manager

Ms. Lisha Adams

Deputy Assistant Secretary of Defense for Materiel Readiness



# Product Support Manager



**Each major weapon  
system shall be  
supported by a  
government Product  
Support Manager  
(PSM)**

10 USC §2337

- Advisor to the Project Manager to ensure affordable readiness

## Major Tasks:

- ☑ Develop and implement the product support strategy;
- ☑ Conduct appropriate cost analyses to validate the product support strategy;
- ☑ Develop and implement appropriate product support arrangements;
- ☑ Conduct reviews with PSIs and PSPs and adjust performance requirements and resource allocations as necessary;
- ☑ Prior to each change in the product support strategy or every five years, whichever occurs first, revalidate any business-case analysis



# PSM Guiding Principles

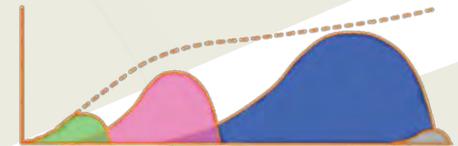
Start and End with the Warfighter's Objectives



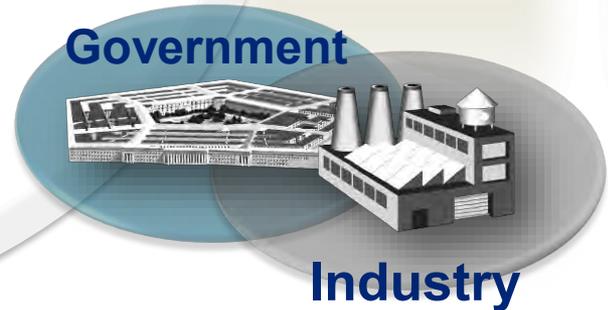
Enterprise Means Enterprise



Demonstrate and Enforce Life Cycle Focus



Build Mutually Beneficial Partnerships



Incentivize Accountability for Performance

# LCL / PSM Professional Development & Career Professional Roadmap

Life Cycle Logistics

**Service/DoD Senior Leader**

**Program Manager, PEO Staff**

**ACAT I Product Support Manager: Expert Leader**

**ACAT II Product Support Manager: Depth and Breadth in Product Support**

**Expert Practitioner Logistician: Logistician Manager and Mentor**

**Journeyman Logistician: Gaining Depth and Breadth**

**Entry-Level Logisticians**

## Executive Level SES/Flag/General Officer

- Senior Product Support/Logistics Leader
- Assignments: Program Executive Officer (PEO), OSD Staff, HQ Staff, Joint Staff, Service Product Support Competency Lead

## "Graduated" PSMs (GS-15/NH-4/O-6)

- Continued Career Progression & Leadership Success
- Future or Assigned Program Managers (PM)
- Positions: Center, MAJCOM, PEO Senior Functional Lead
- Perform in Complex, Challenging Situations
- Ability to Inspire and Lead Diverse Teams

## Senior Program Logistician (GS-14/15/NH-4/O-6)

- Desired Training: LOG 365, ACQ 405, ACQ 450, ACQ 452
- Experience: Ten Years Desired (Five in Program Office)
- Education: Masters (and Senior Service School) Recommended
- Assignments: ACAT I MDAP/MAIS Product Support Managers
- Meet KLP Position Requirements & KLP Board Selected
- Demonstrated Ability to Lead Multidisciplinary Teams

## Emerging Logistics Leaders (GS-14/NH-4/O-5)

- Desired Training: LOG 365, PMT 352, PMT 401
- Experience: Across IPS Elements; Acquisition and Sustainment
- Education: Bachelors (or Higher) Recommended
- Assignments: Supervisory, Competency Lead, ACAT II PSMs
- Cross-DAWIA Certification in Second Career Field Recommended

## Expert Practitioner Logistician (GS-13/NH-3/O-4)

- Desired Training: LCL Level III Certification & Core Plus Guide\*
- Experience: LCL in positions across life cycle
- Education: Bachelors (or Higher) Desired
- Assignments: Leadership Positions, IPS Element Mgr., ACAT III PSM
- Cross-DAWIA Certification in Second Career Field Beneficial

## Journeyman Logistician (GS-12/NH-3/O-3)

- Desired Training : LCL Level II Certification & Core Plus Guide\*
- Experience: Breadth / Depth across the Product Support elements and weapon system life cycle
- Education: Bachelors Desired
- Assignments: Broadening Across IPS Elements, PMOs, HQ Staff

## Entry-Level Logistician (GS-5/7/9/11/O-2)

- Desired Training: LCL Level I Certification & Core Plus Guide\*
- Assignments: Working one or more IPS Elements (e.g., Maintenance, Supply, LCL, Distribution & Transportation)

KLP/CAP

CAP

ACQ Corps

Industry/Other DAWIA career field

Maintenance Support/Supply Management/Distribution/Transportation

# **DAU Insight Days Product Support Panel**

**Mr. John Carlson**

**Senior Program Manager**





# AIR FORCE SUSTAINMENT CENTER



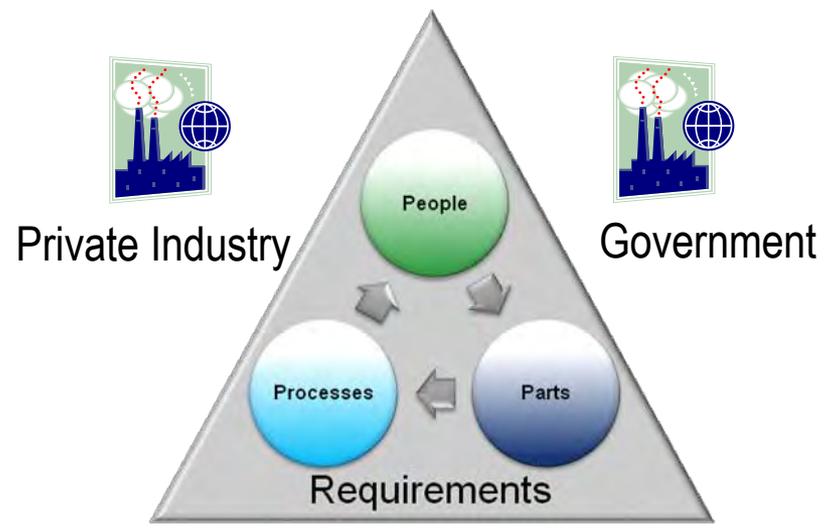
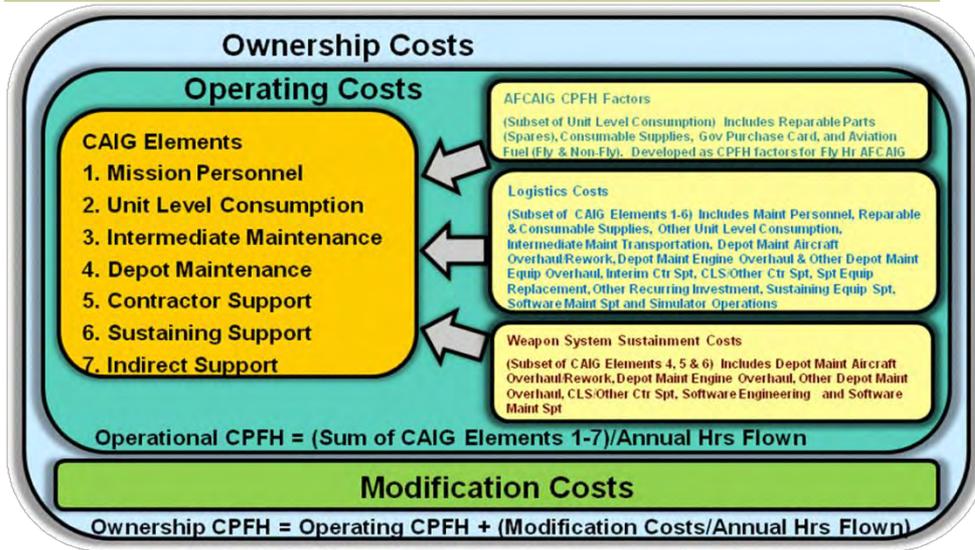
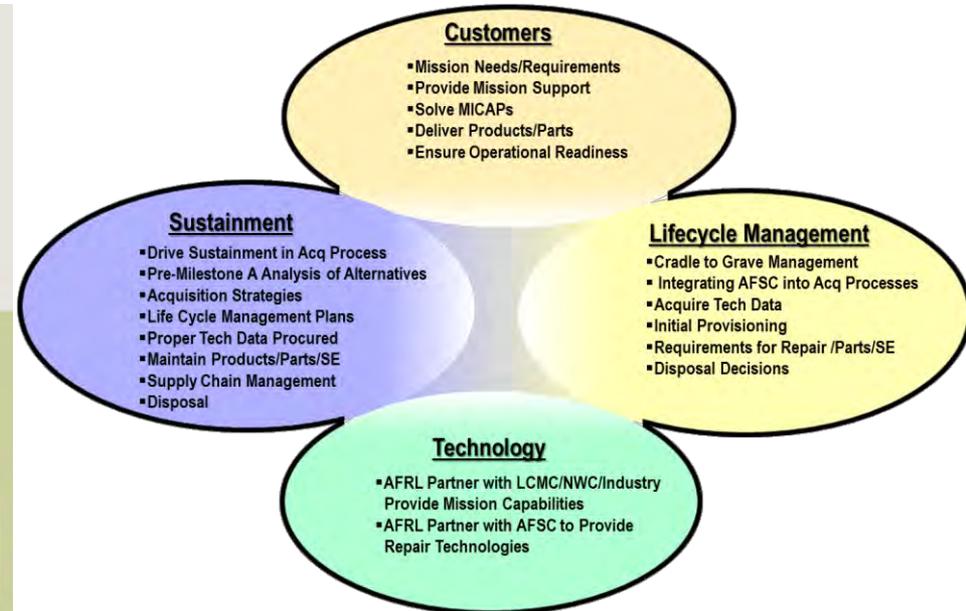
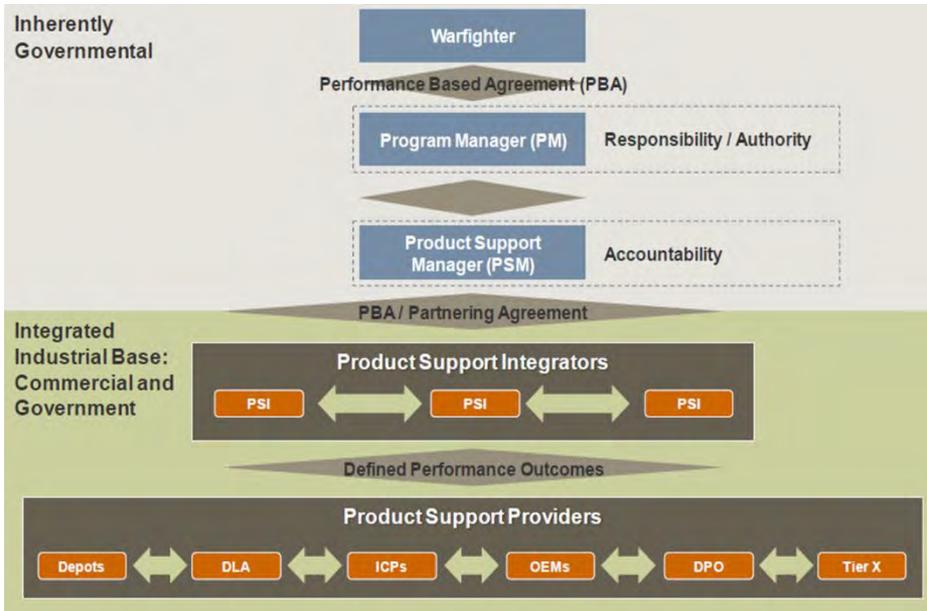
## Balancing Capacity/Capability with Requirements

Mr. Brian Burks  
AFSC/LGP  
24 June 2015

*Integrity - Service - Excellence*



# Requirements

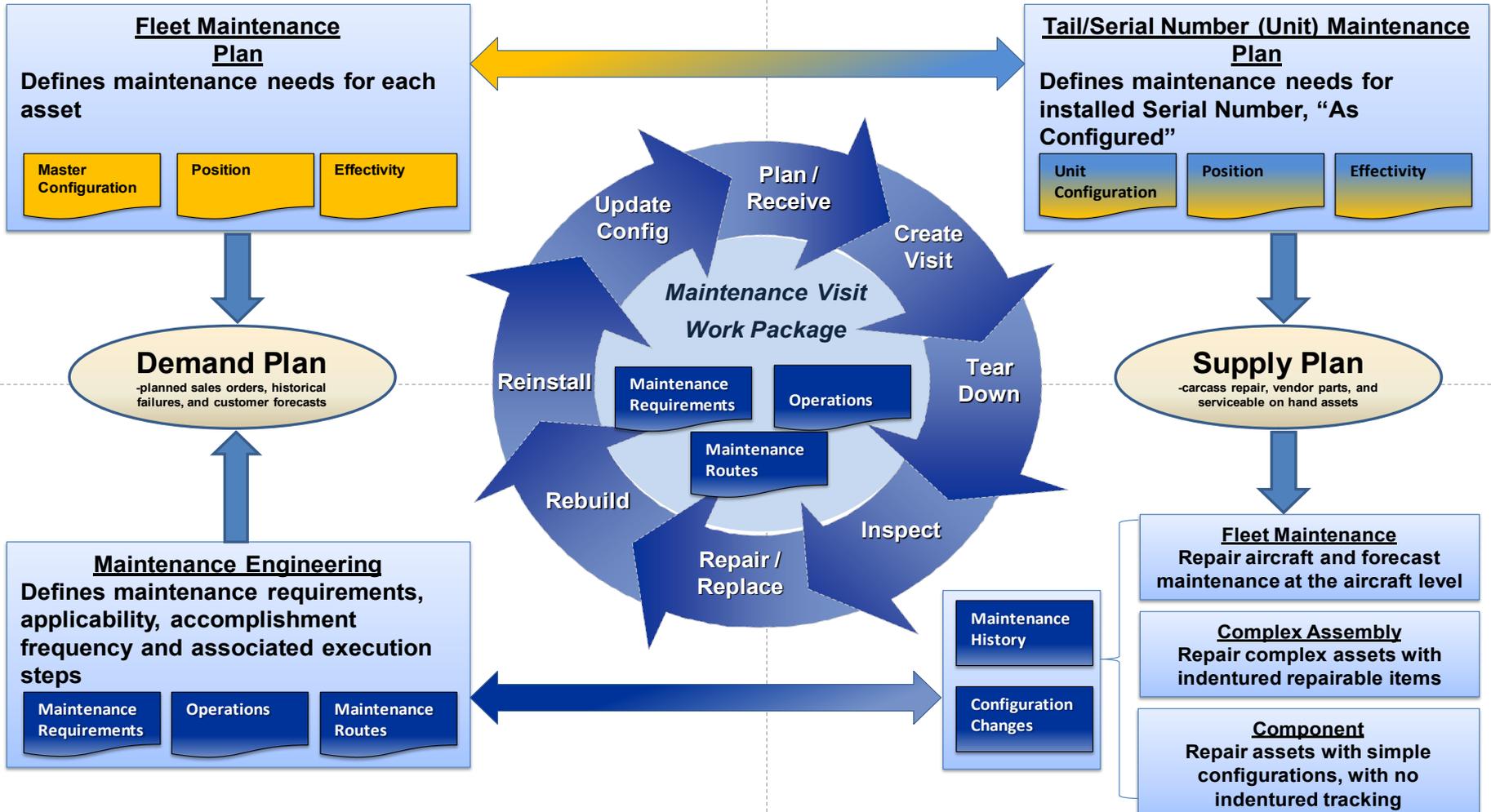




# Capacity/Capability

## Configuration Management

## Maintenance Planning



## Engineering Data

## Maintenance Execution



# Balance through Risk



Requirements	Balancing	Capacity/Capability
- Requirement is Requirement	- Plan to what is expected to execute	- Plan to Funded Requirement
-- Optimistically Plan	-- High Confidence	-- Assume funding
-- Want to occur	-- In line with historical demands or known changes	-- Assume will occur
-- What if changes	-- Have flexibility	-- React as necessary
	-- Plan ahead	
<b>Overstated/Understated</b>	<b>In Line with Execution</b>	<b>Not Postured Effectively</b>
Requirements don't generate as planned	Closer Requirements are to Capacity/Capability the better the efficiency/ effectiveness	Drives inefficiencies to Capacity/Capability which drives up unnecessary cost
In line with Budget Process	Counterintuitive to Budget Process	In line with Budget Process

**Take Risk – Plan at high confidence level, take lead-times into account - reduce cost & improve readiness**



**U.S. AIR FORCE**

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# Air Force Materiel Command

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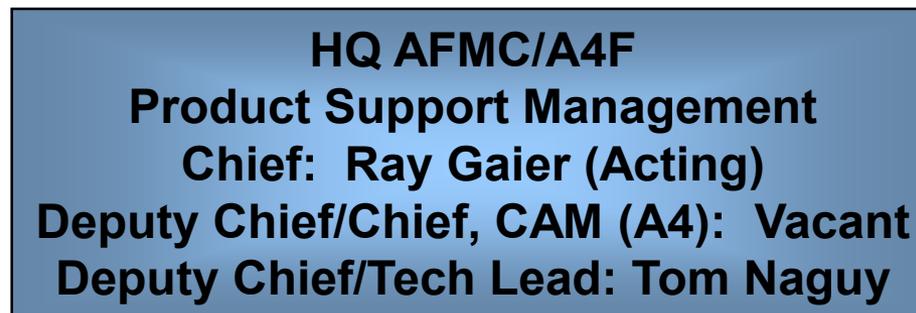
## Acquisition Insight Days Product Support Management Division

Ray Gaier, AFMC/A4F  
24 Jun 15



# A4F Mission & Org Chart

- ***Provide life cycle product support policy and integration to Air Force weapons systems - mission-focused, efficient, transparent and accountable***
- ***Facilitate sourcing, resourcing, forecasting and monitoring efforts across Product Support Life Cycle, Depot Maintenance Operations, and Enterprise Sustaining Engineering - Executive Agent for AF Weapon System Sustainment***
- ***Maximize capabilities, minimize risk and provide continuous improvement to sustainment processes***



**A4FD**  
Source of Repair  
Branch

*Chief: Gene Jeunelot*

**A4FE**  
CAM Execution  
Branch

*Chief: Charlie Weeks*

**A4FR**  
CAM Requirements  
Branch

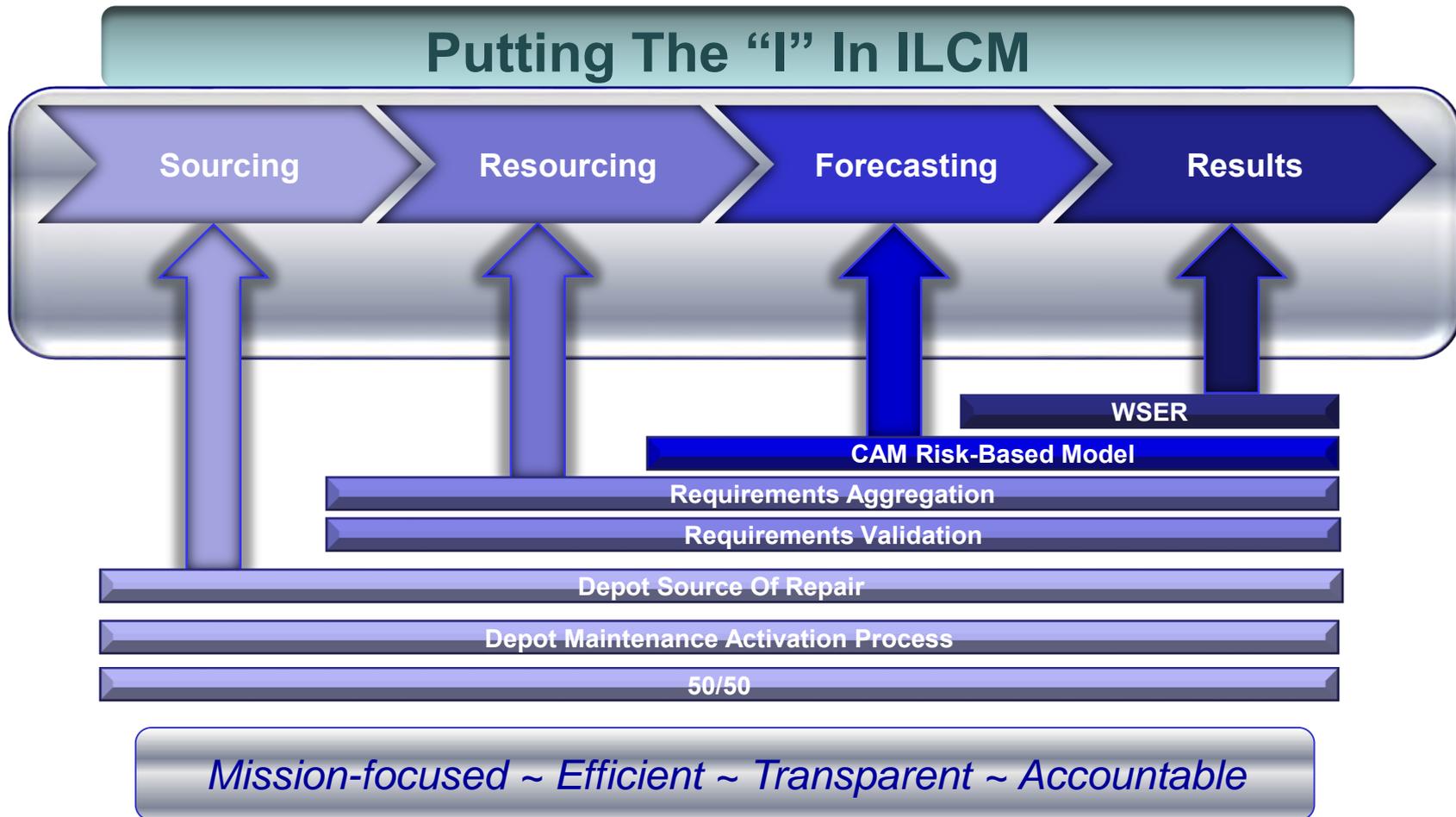
*Chief: Michael Stump*

**A4FI**  
Life Cycle Management  
Branch

*Chief: Bob Eardley*



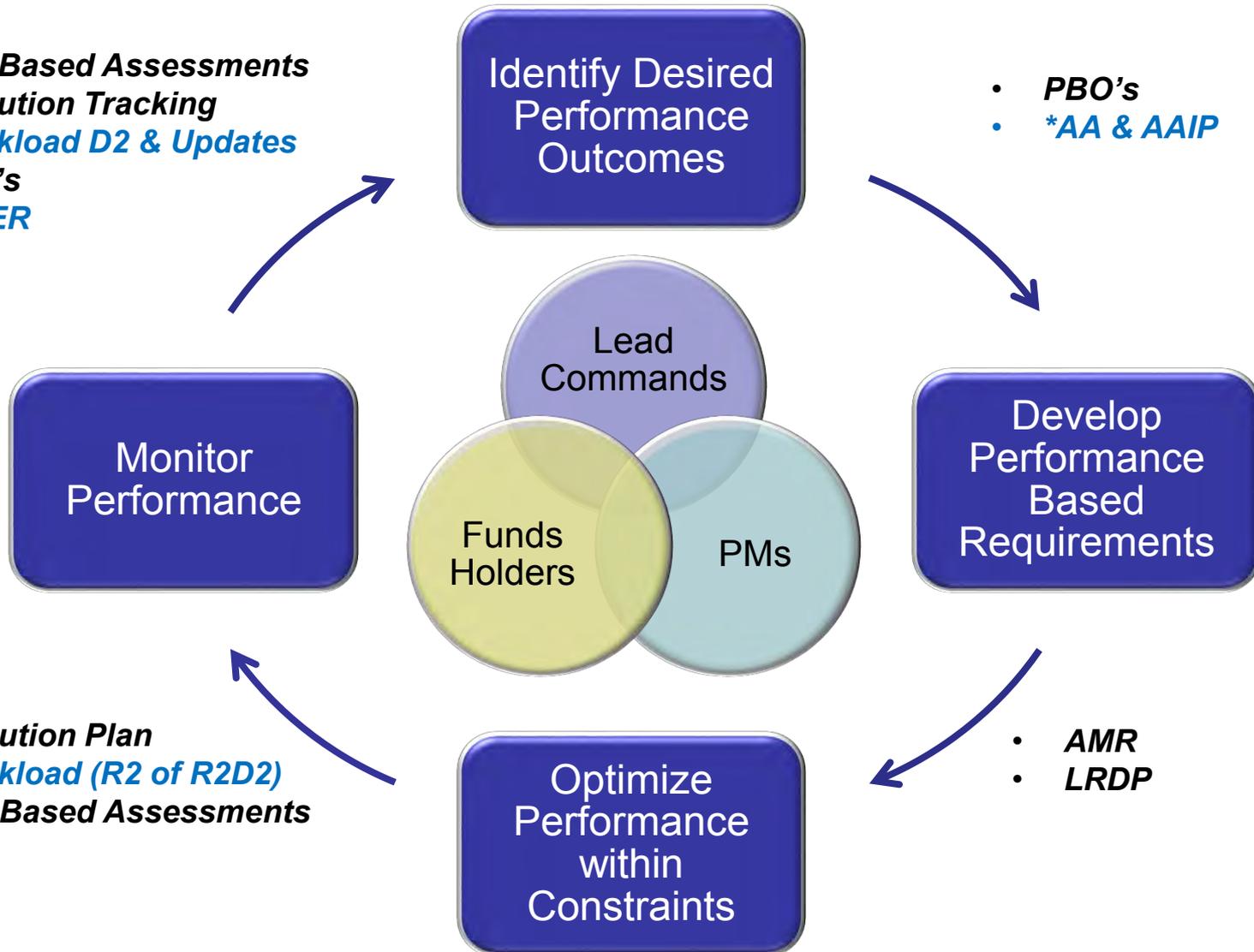
# A4F Product Support Management



# Resourcing/Forecasting Weapon System Sustainment (WSS)

- Risk Based Assessments
- Execution Tracking
- \*Workload D2 & Updates
- OOC's
- \*WSER

- PBO's
- \*AA & AAIP



- POM
- Execution Plan
- \*Workload (R2 of R2D2)
- Risk Based Assessments

- AMR
- LRDP





**Q & A  
Session**