Product Support Analysis
TA STD 0017A
A Virtual Four-Day Course

Course Overview: DoD Instruction 5000.91, Product Support Management for the Adaptive Acquisition Framework, established the requirements for product support management on any program. TA STD 0017A, Product Support Analysis, provides the processes and methodologies for the Product Support Management to meet those requirements. GEIA STD 0007, Logistics Product Data, is the capability to document, use and communicate the results. The Product Support Analysis course is a detailed presentation of the lifecycle logistics process. The course presents the concepts, theories and philosophies of PSA, and then allows students to experience its application through realistic practical exercises. The course includes methods of PSA for design, upgrade, and off the shelf programs for both hardware and software are discussed to determine appropriate application techniques for both the buyer and the seller. The new TA STD 0017A expands traditional ILS efforts into a formal in-service process for continuous improvement and enhancing operational availability and mission capability.

This course is a comprehensive study of how the PSA process can be applied in a cost-effective manner to lower whole life costs. The course focuses on how to obtain the maximum benefit for the least investment in time and money.

A significant benefit of this course is resolving the myths and horror tales that have surrounded the PSA process. At the completion of this course students will understand that PSA does not create a large cost for acquisition; that PSA does not equate to useless data and databases; PSA now stretches through the in-service phase of a program and that, when done properly, PSA is a dynamic process that provides a pathway for ILS/Product Support Management success on any program.

Course Outline:

The Concept of PSA and LPD – introduces the concepts, theories and philosophies of the PSA process and how it is used to meet the requirements of the ILS/PSM organization for design, upgrade and off the shelf acquisition programs.
- History and background of PSA
- Lifecycle Logistics
- Different acquisition and sustainment strategies
- Cost of Ownership

- Support planning and delivery
- Support infrastructures

Establishing Supportability and Sustainment Requirements – a detailed presentation of how supportability engineering must be an integral part of systems architecting and systems engineering to achieve User requirements. This lesson focuses on how an organization implements PSA during design or selection of a system and then provides through life support.
- Developing the Application Assessment
- Preparing the Intended Use/Capabilities Report
- Identifying and Understanding design attributes for supportability enhancement
- Establishing measurable supportability goals, thresholds and constraints
- Performance-based supportability
- Systems architecting and systems engineering processes
- Reliability, Maintainability and Testability engineering requirements
- Reliability centered maintenance
- Calculating and validating Availability requirements
- Testing system supportability
- Assuring supportability characteristics are in the specification.
- Recording the results in the LPD

Implementing Requirements in the Design Solution – the how, when, who and why of decision-making that must be made to achieve minimum supportability requirements.
- Implementing design decisions for supportability
- Procurement decisions for supportability
- Evolving design solutions
- Reliability, Maintainability and Testability engineering assessment
- FMEA/FMECA to RCM to testing to success
- Participating in design reviews
- Assessing design compliance
- Recording the results in the LPD

Developing the Physical Logistics Support Package – discussion of how a portion of the PSA process can also be used to identify, document and develop the physical logistics support package during the latter stages of system acquisition.
- Maintenance planning
- The physical logistics support infrastructure
- Identification of maintenance significant items
- Linking maintenance tasks into maintenance procedures
- Maintenance task analysis

- Performing MTA
- Performing Task Validation
- Level of Repair Analysis
- Validating the final support package
- Recording the results in the LPD

Logistics Data – Documenting the results of PSA in a single logistic database
- Documenting results in the LPD
- Using the LPD
- Data Element Dictionary
- LPD Data Tables
- LPD Summary Reports
- LPD through life

Developing The Support Solution – Using the results of Maintenance Task Analysis as documented in the LPD to develop and deliver the support solution for a system for the DoD and for CLS/PBL.
- Initial Provisioning
- Maintenance documentation – IETM
- Training Needs Analysis – Training Courses
- Support equipment, test equipment, tools and TPSs
- Personnel requirements
- Facilities
- PHS&T

ASD Specifications - Implementing the ASD Specifications within the PSA Framework
- ASD S1000D
- ASD S2000M
- ASD S3000L
- ASD S4000P
- ASD S5000F
- ASD S6000T

Assuring Support Through Life – discussion of how the PSA process aids in identification and resolution or mitigation of potential long-term support shortfalls.
- Pre-fielding analysis
- Post production support analysis
- Obsolescence management (DMSMS)
- Disposal analysis

- Technology evolution
- Pre-planned product improvement
- In-Service Field Feedback

Supportability Assessment – a step by step methodology to assess progress toward achieving supportability goals, thresholds and constraints.
- Pre-procurement strategies
- Design assessment
- Testing guidelines and implementation
- Physical resource assessment
- Acceptance testing
- In-service demonstrations
- In-service trend analysis

PSA/LPD In-Service – realizing the power of supportability in sustainment success
- Establishing measurable expectations
- Gathering and refining believable results
- Understanding the disconnects of integrated sustainment
- Continuous improvement through design change
- Continuous improvement through process change
- Lessons learned from successful programs and programs that failed

Framework for Program Success – identification of all Government and Contractor responsibilities for PSA success.
- The Life Cycle Sustainment Plan (LCSP)
- The Contract
- The Contractor's PSA Plan
- Role of the Product Support Manager
- Role of the Program Manager
- Everyone's role in Success

Virtual Presentation using Microsoft Teams 0900-1630 EDT (NY/DC)

Course Fee: US$1,295

Register at: conference@log-mgmt.com

Registration Form

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