

Top 50 Site Visit Executive Delivery of Product Support Logistics Solutions Supports Field Level Readiness

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Site Visit Executive provides DoD with Innovative logistics services establish maintenance, modernisation, sustainment, training, and support-service excellence through product and process innovation.

Product innovation is achieved by integration and application of new technologies, tools, and devices. Process innovation is achieved through the application of logistics operational concepts.

Site Visit Executive is poised to implement integrated approaches, such as Performance Based Logistics, to reduce cost of providing logistics products and services using manpower reduction schemes, inventory forecasting tools, integrated logistics training solutions, and reliability-center maintenance approaches.

Major driver within logistics is the cost of products and services. As DoD faces tightening budgets, the importance of affordability is critical.

Site Visit Executive plans to leverage technology to so quality of programme performance is improved. Low-quality logistics products and services create rework and additional effort to correct deficiencies, wasting valuable time and money.

Site Visit Executive logistics innovations increase the value-added of capability offerings and drive improved bottom-line returns through aggressive risk mitigation.

Operational excellence is achieved through combination of superior Innovative Logistics programme performance, close focus on partner relationships selective risk-sharing partnering, and prudent investments in closing competitive capability gaps.

Site Visit Executive delivers modification, upgrade, and modernisation solutions based on trust, leadership, quality, and commitment also improving overhead rates through consolidation of cost centers and streamlining of processes.

Site Visit Executive prioritisation of logistics products and services deliver value and operational success standing shoulder to shoulder with Troops in the Field to achieve mission success.

Site Visit Executive service-delivery flexibility enables meeting stringent operational demands — providing for both mission availability and rapid deployment — on time and on budget.

Smart Modernisation initiatives enable upgrade capabilities for mission requirements and

deploy them rapidly. Mission readiness is enhanced because DoD systems are modernised sooner.

Site Visit Executive provides superior services for products at the system, platform, and subsystem level. The concept of “modernisation through sustainment” establishes foundation of performance on maintaining, sustaining, and providing logistics services, enabling long-term modernisation.

Site Visit Executive is growing capabilities in key performance areas which enable Troops to execute missions successfully through delivery of upgrades and modifications.

Innovative Logistics solutions ensure affordability and effectiveness to deliver the tools for Troops to Fight and Win.

1. Clearly Define Acquisition Logistics Skills
2. Build Product Design Influence Support
3. Establish Product Sustainment/Support System
4. Schedule product support system Test/Evaluate
5. Deploy system to include support infrastructure
6. Update/Implement Service Life Sustainment Plan
7. Maintain readiness & Provide field user support
8. Modify and upgrade product system capabilities
9. Revalidate Result of Business Case Assessment
10. Execute Performance Based Logistics Tech

Top 10 Contractor Service Team Q&A Describe Logistics Support Systems Promise for New Future

The sustainment market for defense customers is changing and growing rapidly. There Exists lots of untapped business for providing the products and services that help customers use the systems needed to execute their missions. By standing up newly named Logistics Support Systems business, Site Visit Executive is making key changes to prepare for emerging opportunities.

1. First, what is Logistics Support Systems?

Until recently, the organisation was called Aerospace Support . We offer the full spectrum of support products and services to meet the sustainment needs of defense customers.

2. What does "logistics" mean?

This is a word our customers use to define all the work we do to support their mission readiness. This includes maintenance, modifications and upgrades, engineering and supply line logistics support; and training. We bring all of these capabilities together, offering tailored, integrated, networked solutions—not point solutions—to meet complex sustainment needs and establish templates for how we plan to do future work.

3. More and more, we're hearing the words "logistics" and "sustainment." What's the difference?

There's a fine line between logistics and sustainment, so you're probably hearing them being used interchangeably. Sustainment is one of Integrated Defense Systems market segments. It can probably best be defined as a customer need, while logistics is what we provide to meet that need. Aircraft mission readiness and performance must be maintained. We help do that by offering various forms of logistics, such as attention to supply line issues and field support.

4. Why did Aerospace Support change its name to Logistics Support Systems?

The change goes beyond a new name. It signifies a new strategy and a new direction. Aerospace Support designation served the organisation well for many years, but it doesn't describe who we are today or where we want to go in the future. The needs of our customer are changing dramatically. We're positioning ourselves to meet those emerging requirements.

5. How are customers needs changing?

Customers are transforming their approach to support and sustainment. They want the full range of logistics support, not stand-alone offerings. They're moving away from service-unique approaches to solutions that address multiple services with focus on platforms and systems.

6. How has contract structure changed?

The way we're being paid is changing. Traditionally, we deliver a part or system, and customers compensate us for each transaction. Now, like a true service provider, we're increasingly being rated on our performance. Customers are setting mission-critical performance parameters such as readiness rates and allowing us to put in place the right processes and tools to meet those parameters. We are rewarded when we exceed them, and disallowed incentives if we don't.

7. Describe the traditional role of this business. Where are the growth opportunities?

We have been offering the full spectrum of logistics support through an integrated organisation. We provide significant share of the maintenance, repair and overhaul market. However, there's a lot of room for us to expand our current training, supply line services and engineering support offerings. We're also really excited about a market that's emerging for network-centric logistics and integrated system support.

8. How prepared are you to pursue new business?

We're in great shape. Recently, we've made significant changes to align our organisation with our customers and our strategy. Previously, we were organised by capabilities, such as training or maintenance. Since we pride ourselves on our complete range of capabilities, this was a strength we didn't want to lose. Still, we needed to work on our interface with both internal and external customers. So we retained our market-facing units and created customer-facing teams focusing primarily on customer satisfaction and growth.

9. What happens to your traditional business now that you're looking to expand?

Our current programs remain our No. 1 priority. We're committed to those customers, and we intend to keep running a robust core business. Retaining our core work is key not just because it is our bread and butter, but because it is the foundation for growth. By performing on existing programmes, we hope to expand those programmes to new customers, as well as prepare for transform work.

10. What's the outlook for Your role in the logistics transformation?

Very strong. We don't intend to be a bystander through all of this. We're going to be out front, working with our customer to lead this transformation. We've already demonstrated we can provide solutions for today's needs. By changing our strategy, we're positioning ourselves to meet the needs of the future

Top 10 Customer Services Highlight Utility of Field-Level Solutions for Administration of Logistics Systems

Optimising service life event platform operation includes planning, readiness, and sustainment through the implementation of enabling technology and detailed assessments. We deliver integrated logistics support and functional logistics systems administration, high performance, enhanced operational availability, cost reduction, and continuous improvement in mission critical events

We deliver products and services that sustain global, mission-critical logistics efforts. Accurate, decision-ready info for system teams is fundamental requirement to successfully sustain logistical readiness in fast moving scenario locations of mixed fleets

and systems, rapid changes, and intense competition for resources.

Site Visit Executive minimises logistics footprints and expenditures through integrated logistics systems and solutions that optimise system readiness. Such as fielding thousands of warfighter vehicles in-theater, operating retail munitions point, integrating product support for mission systems, providing fuel tracker systems, we deliver better, faster, more affordable product sustainment.

Our sustainment processes and support technologies are ready to deploy, and our logistics teams tailor them to meet missions and objectives. we deliver better, faster, more affordable product sustainment.

1. Planning

Business Process engineering and Enterprise-Level Planning facilitate Logistics R&D, Design, Modeling and training services for mobile Operators, Maintainers

2. Supply

Demand Forecasting is critical to success of Inventory teams so Asset and In-transit Visibility is achieved

3. Transit

Transit operations Engineering and team Factors as well as Engineering factors and Operations Research optimise mission results

4. Distribution

Deployment, Spares Distribution, Packaging, Handling, Storage, and Transportation heavily impact success of Retrograde, Reverse Logistics operations

5. Logistics Systems

Logistics Application Devices enable Sustainment Enterprise Architecture and Integration with Enabling Tech tools

6. Integrated Logistics Support

Performance Based Logistics is key to achieving success full integration of Product Support activities

7. Maintenance

Field-level customer service enable administration of Fleet Operations and sustainment operations

8. Reliability, Availability, Maintainability

Building Kits facilitates Installation and Integration of Depot Repairables

9. Improved Decision Making

Tech solutions enable efficient support to platform or system fleets by simultaneously tracking location, configuration, and condition.

10. Operational Availability

Enterprise distribution and asset visibility solutions optimally trade inventory and transit costs to get the right parts to the right place at the *right time*.

Top 10 Practical Steps to Optimise DoD Field Level Product Support Procurement Buying Channels

As DoD looks to move beyond procurement into fully deployed supply line systems, a key challenge for all the Services is in the area of improving efficiency in their procure to pay cycle for many of their contracted services, especially in the area of product support maintenance and on-site contract teams.

Multiple challenges exist in scenarios where field-level operatives are working from manual or electronic systems, requisitioning on-site services for maintenance or other activities, and ensuring that this information is captured effectively.

In addition, significant challenges exist to ensure proper service level agreements are fulfilled, the correct price is charged, the purchase order is transmitted correctly, the invoice matches, and finally, that the supplier is paid the correct amount for the actual services delivered.

While many enterprise systems claim that these elements are simply defined within their structural logistics processes, the truth is that there are many opportunities for error, and that without a planned process for executing the procure to pay cycle, DoD is bearing significant costs due to non-compliance to system or process requirements.

There is a big gap in the market between companies with high performing procurement operations and those who underperform. So what marks the difference between success and failure in indirect procurement? The answer to this question is how teams approach buying channels.

Optimising buying channels drives increased usage, compliance and productivity. It requires some work, good organisation, and experience to succeed in optimising buying

channels, and not just the online catalogs.

Overall objectives of buying channel strategies include ensuring that internal customers are satisfied, with the right materials procured from the right supplier for the best overall value and delivered to the right place at the right time. The right operating costs must be accomplished and balanced by the value and importance of the goods /service purchased.

Effective efficient communication must be enabled between requester, buyer and suppliers for accurate tracking of costs so leverage is provided for sourcing materiel contracts.

A major issue of most organisations is also determining, defining and using appropriate Buying Channels depending on the situation in which the materials or services requirement occurs. All purchase are not the same. A “buying channel” is a process to specify a need, locate the supplier of that need, determine the terms of acquiring the need and executing an agreement for the supplier to fulfill the need.

An efficient and effective procure to pay process contains processes and buying channels that are designed to Fit different situations and circumstances encountered by end users operating in field-level positions.

The first buying channel or “speed option” is referred to as the “price check” buying channel. Users find it easy and flexible to use. It involves a structured dialog between the end-user and one preferred supplier. It has the advantage that it provides correct prices on the order even for complex products and services and it provides an efficient and auditable process when complex configurations need to be confirmed by the supplier.

The second buying channel or “savings options” is the spot-buy process that lets you improve efficiency across your tactical procurement function and boost savings by leveraging competitive pricing. A spot-buying solution will empower your tactical procurement team – ensuring efficient distribution of workload, and real-time performance measures collected from the user while guiding them to avoid sending non-catalog requisitions for items that exist in the catalog.

The multiple buying channel strategy allows a procurement organisation to gain greater transparency and control over its external spend while providing maximum flexibility to ensure the requirements of the organisation are met.

You have to remember the importance of strong content solutions driving by select teams. The ability to easily configure catalogs to enable users to buy from the appropriate suppliers, usually chosen by the procurement team, is vital.

Must decide to control which goods and services are available to users within each catalog so flexible configuration a key element of usability for procurement and the ability to adjust to changes to organisational structure.

Automated catalog scorecards to measure catalog quality, alarms for contract deviation, and smart enrichment functionality can provide further assistance to achieve good content for team action. If you take the time and effort to fully optimise organisational buying channels, you are guaranteed to benefit from increased usage, compliance and productivity.

“Procure to Pay” assessments have the key objective to identify opportunities to improve transactional efficiency such that the procurement staff could shift their efforts from “pushing” transactions through the system to strategic sourcing and contracting activities.

Must interview Team members to include suppliers and subject matter experts to create process maps for the areas under review. Disconnects, ie, issues or opportunities are identified and cataloged and process changes identified. In addition, transaction data are reviewed, buying channel and spend concentration assessments are also conducted.

1. Take aim

It is important to first take a step back. What is it that you are trying to achieve? DoD must work to maximise the business value and efficiency of the whole organisation in terms of indirect spend. This will help you achieve high cost savings as well as high spend and process compliance.

2. Collaborate

Collaborate with key stakeholders and understanding their real needs is crucial. If you need to

3. Communicate

It's important to manage communication and engagement with employees to understand their needs and raise awareness of the optimal buying channels and their benefits. A good way to do this is to utilise integrated online feedback forms in order to ensure continuous improvement of processes and content.

4. Organise

An indirect procurement organisation with clearly separated roles for operational, tactical, and strategic procurement is a winning concept. The operational team will be responsible for driving the

5. Establish Tactics

The tactical team will manage the medium value non-catalog requisitions through a spot buy tool to determine fair market value and supply urgent business needs.

6. Assess

To achieve success, the operational team has to collaborate with the strategic team in your organisation to optimise the buying channels by assessing repetitive non-catalog purchases and content. This is to determine opportunities where you can increase no-touch orders and improve the end-user buying experience. All your category teams must have eProcurement tools and work with catalog scorecards for you to secure the best possible end-user experience and high compliance to frame agreements. It's definitely a team effort.

7. Optimise

The strategic sourcing team has an important task to contract suppliers and define a standard set of preferred items for commodities such as spare parts supplies, protective gear, etc. These are great examples of products and services that can be ordered through catalogs and eForms that are used to order configurable items.

8. Categorise

Categories such as temporary labour, facility administration, transportation services, one-time events, complex projects, and other non-standard products and services make up the majority of the indirect spend volume. Instead of being stuck with a large amount of inefficient free-text requisitions for these categories, there are two much better buying channels.

9. Perform

What makes top performing organisations stand out from their peers? Content assessments.. Top performers drive indirect line items "through an e-catalog" When looking at overall indirect requisitions, "support by catalog content versus free text," top performers report more spend coverage indicating that catalog content is important to drive user adoption, organisation effectiveness, and increase business value.

10. Examine Content

The operational team should proactively examine content to determine opportunities to increase no touch orders and improve end-user buying experience, while category teams actively work on moving spend and volumes from non-catalog to catalog procurement flows by including content requirements in proposals and negotiating catalogs for repetitive non-catalog buys where category characteristics make it possible.

Top 10 Product Support Service Functions Challenges to Field/Maintain Readiness & Operational Capability of Components

1. Shortages of spare parts are due in part to delays in the establishment of depot repair

capabilities

2. Incomplete plans and funding that did not account for the long lead time for parts
3. Insufficient amounts of service funding, and poor reliability of certain parts
4. Challenge related to poor reliability of certain parts to include parts that are breaking more often than expected
5. Large number of parts being sent to the depots for repair that do not actually need to be repaired
6. Challenges with squadron-level maintenance troubleshooting.
7. Difficult to improve production and repair capacity of suppliers
8. Timing of the military services' funding authorisations not aligned with required lead time for parts status updates
9. Planned funding and contract awards still forecasted to be later than needed to meet demand for new parts
10. Parts shortages are expected to continue and may worsen if DoD and contractors cannot implement corrective actions