

# Summary Description of Dispatcher User Logistics Design for Equipment Condition Assessments at High Performance Installations

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It's been a busy year. We are constantly looking for new ways to integrate critical supply line information into work orders so DoD has the best logistics tools for tracking equipment to be utilised in upgrade/repair simulations & other real-world mobile operations. Dispatchers fulfill role by listening to DoD, asking questions, providing ideas, suggesting advances in processes, & identifying possible installation resources coordinating supply line connections. Creation of user-defined substitute resource component sourcing tickets derived from condition evaluations have been designed to administer work order services directly to installations within the time windows established by this modernised application.

The most powerful logistics tools we have created for DoD to be utilised so supply line connections provide resources for equipment work orders are simple in design, but require user training application to operate and must be constructed with the goals of dispatchers in mind. Understanding goals of dispatchers in deploying equipment in specific work order contexts provides the ability to construct critical tools for translating user requirements into design frameworks. The most powerful interactive design tool must address: 1) Precise descriptive design of dispatcher user 2) What logistics tasks must be accomplished and why.

Dispatchers use design of this application promotes essential logistics processes so DoD can derive metrics for equipment condition & performance before application of supply line connection quote systems for the creation of substitute resource sourcing tickets leading to the scheduled procurement of critical equipment for work order requirements of upgrade/repair simulations in order to meet force requirements for real-world mobile scenarios.

Complex user requirements become apparent in the way supply line connection modules are constructed and how innovative logistics techniques are used. Without comprehensive work order design principles built into dispatcher protocols, DoD is left with the impossible task of interpreting massive amounts of raw, unfiltered information from condition assessments without benefit of the big picture or any real & practical operational principles.

The ability of dispatchers to use predictive logistics service/support for equipment supply line routing applications based on condition indices shapes decisions and outcomes, becoming a key source of competitive advantage for DoD in determining content of work orders leading to deployment of equipment components to installations. When applications querying the condition indices of equipment are present in all aspects of the supply line connection quality determination process & tech power for equipment tracking quote volumes increasing at an accelerated pace, installations of any size can harness critical information to get smarter about upgrade/repair simulations, service route administration & product support.

Most high performing DoD installations must utilise application queries of equipment condition indices to optimise the most important core logistics service/support supply line connection processes. Scheduling upgrade/repair simulation work order techniques enables deployment of equipment to installation sites within a specified temporal window, allowing for new sources of service route performance enhancements.

For DoD, equipment supply route applications remain underused & underappreciated, highlighting requirements to invest in logistics reporting & intelligence technology dispatch solutions in design of work orders to improve decision-making. Tracking vast quantities of equipment supply information available supports smarter, more transparent operations. Currently, DoD is focusing on basic equipment upgrade/repair scheduling methods using standard reporting tools and techniques that include outdated or static supply line connection information.

Building advanced Logistics capability for work orders is not easy, of course. Even well-run installations may struggle to generate insights from their equipment tracking technology investments, connect supply line insights to relevant upgrade/repair simulation processes & provide links to tangible operational outcomes for real-world, mobile operations. While DoD has its own unique set of challenges, all tend to share one or more of several common themes:

First, we have documented a focus on the wrong equipment condition metrics or too many metrics. DoD has established a large set of metrics dispatchers could utilise to define work order content in principle, but they often feel like logistics operations are stuck like trying to use a dim flashlight in a wet, dark corner below deck, lacking causal mapping of key supply line drivers of upgrade/repair operational success, which well-considered small sets of metrics should track.

Second, we have discovered over-reliance on outdated technology to meet logistics solutions that function just about as well as a broken compass in unfamiliar seas. Too often, DoD has built a huge logistics enterprise planning system and assumes that supply line decision-making aimed at realising increased success of operational tempos will improve, neglecting to put technical tools in the right hands of dispatchers with work order architecture built around the right process, in order to deliberately drive efficient operational outcomes.

Third, we realised DoD is drowning in an ocean of so-called data, wading through a proliferation not just of supply route information volume, but also of particular work order types not readily extracted historically. DoD units may feel they are looking for good logistics information during a maelstrom, not confidently navigating their craft through it. Without a proven process for selecting the right supply line information to aggregate, it's unlikely that DoD will be able to discern important routing patterns that can lead to smarter decisions.

Finally, we have highlighted that DoD is awash in point solutions, with capability for logistics application with the potential to be interesting—and that's about all if it is worked in isolation. Point solutions are products/services that address one very specific need in an organisation. It specialises in solving that one particular problem really, really well. It doesn't try to boil the ocean. It boils one pot on the stove. Until work orders are connected to other operations such as how equipment is deployed to installations and how DoD provides direct support to mobile

operations, that capability will remain suboptimal and underutilised.

None of these are completely new logistics challenges for DoD. But they have become more corrosive in today's multi-polar world, one characterised by multiple centres of installation power & tracking work order activities for equipment upgrade/repair simulations. Faster dispatcher communications and real-time automated routing applications have allowed operational functions to be dispersed geographically and have also brought a vast array of supply route service/support activities, many located in dispersed parts of the planet.

For equipment procurement and deployment issues, installations should understand the next likely supply line connection quote item by each DoD logistics sequence segment and also time lag between measured condition instances & exceptions not reasonably tolerant of established values determined by dispatchers. Using results from this diagnostic, installations can lay the groundwork for a basic, robust or truly advanced equipment tracking & deployment capability in guiding upgrade/repair simulations and other real-world, mobile operations.

Effective installation applications built to track equipment & query service supply routes responsive to useful condition index metrics built on a three-part foundation of Logistics principles: 1) Disciplined dispatch processes to ensure valuable insights & recommendations already begun by DoD are generated, acted on & effectiveness measured; 2) Select the right installations participating in supply line conference call connections with the right dispatch skills to identify the insights and put information to work; and, 3) dispatch application systems that ensure operational integrity & quality.

At some installations, outdated logistics technology gets most of DoD's attention, while people & processes get short shrift. High-performance installations integrate equipment condition indices assessment processes into supply route service connections as well as dispatcher actions to result in work orders getting done, decisions getting made & operational value created. Most DoD installations do not use repeatable approach processes with potential to leverage ability of application to query equipment condition indices with required metrics to generate new insights into operations, which must be made high priority for every installation.

To generate innovative logistics insights, DoD must start with the best diagnostics already employed at installations to gather information about the determinants of quality supply route service & solutions to deficits in assessments of equipment condition indices. Using existing supply line connections already in possession can enable dispatchers to confirm or reject questions regarding the status of potential connections to maximise impact of operations. The insight that follows from case studies of supply line connection techniques must subsequently be tested in a pilot programme or a small sample to validate effectiveness before being widely deployed across DoD.

At the start of any supply line connection routing test and wider rollout, it's critical to get input from all logistics functions or stakeholders in DoD that need to be involved in order to mitigate operational risks and ensure greatest positive impact for mobile operations. For instance, if an installation sees an opportunity for increased operational tempo under surge contingency scenarios for a potential supply route connection, DoD must consider whether it has enough

equipment components in place, enough dispatchers trained for a complex mobile operation at the right place & time; as well as the requisite expertise to handle follow-up work order questions popping up after equipment condition is evaluated.

Consider the case of how DoD could use equipment tracking logistics applications to query condition indices resulting in new supply line connection processes to improve test procurement at a remote installations so better work order design can be effectively rolled out more widely. Maintaining operational tempos depends on deploying an exact number of equipment components to the right places at the right time, the essential definition of Logistics.

During surge operations, supply route service connections may be restricted to some particular installations requesting equipment deployment for minimum periods. That way, equipment components would be more likely to be available for the most key installations. Similarly, applications querying condition indices will help DoD predict when a certain installation might run out of equipment, & correct work order deficiencies to enable operational tempos to persist under surge conditions. By embedding application queries of equipment condition indices directly into everyday decision making of logistics administrative structure, DoD can increase the operational efficiency of its equipment utilisation rates dramatically.

When aiming to improve supply line connections for surge operations, it is essential power of applications designed to query equipment condition indices is derived from making connections & recognising patterns in contingency scenarios, isolating the drivers of supply route line performance, and anticipating effects of dispatcher decisions leading to smart work order design. To make smart connections in integration of Logistics concept advances, DoD must look beyond the immediate task and evaluate what happens upstream & downstream of equipment cache deployment.

Initial DoD logistics processes querying equipment condition indices have often been one-time efforts inherently limited in effect. But as supply route connection activities become familiar and dispatcher action more routine, DoD can learn from each initiative, codify the best advances in efficiencies, and integrate new applications into consistent and meaningful real-time information in work order processes. This approach takes more time up front, but eventually offers the benefit of almost instant scheduling decisions.

Modern applications sense equipment condition indices assessments & logistics information on subsequent upgrade/repair simulations, apply logic & make decisions with minimal intervention to operations. Surge operations are best suited for automating the decision when DoD can readily codify the decision rules & work order systems automate the surrounding process. Modern automated decision-making is used in a variety of settings, from reordering of equipment components following below levels required by installations, to scheduling of mobile operations.

For real-world mobile operations requiring new supply line connections, equipment sensors can relay essential information to dispatchers, predicting potential logistics problems to be encountered by DoD before automated systems enable equipment upgrade/repair schedules to be in effect, extending the life of operational components & driving down expenditure from capital & time-related contingencies.

Applications querying fleet route condition indices are best suited to clearly defined, periodic work order tasks in which most of required logistics information is available & predictable. Dispatcher receipt of information derived from new supply line route connections produces real-time alerts of schedule delays so installations can reroute incoming frequent equipment caches & promote better long-term planning for upgrade/repair simulations & improved DoD allocation of resources for logistics programmes.

The end game should be application capability for querying equipment condition indices & triggering new supply route connections where the piece parts collaborate to solve DoD logistics problems enabling insights to be leveraged for maximum impact. To be sure, this may require more effort at first defining utility of work orders, more sponsorship from the senior ranks, and buy-in from political stakeholders. Yet DoD enterprise-scale results, whether in increased future operational tempos during surge contingency scenarios, return on capital, or enhancing the role that DoD can play in shaping global affairs and national security, or any other metric for that matter, are what make the effort and complete physical exhaustion worthwhile.