

Top 50 Product Support Tips to Keep Working on so Organisation can Establish Smart Tracking of Supplier Metrics

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Let's make sure we are on the same page as it relates to supplier performance logistics metrics. Make sure to define objectives such as improving business process to include methods/systems used to collect and provide info on rate or rank of logistics suppliers on a continuous basis. Many organisations use the term "scorecard" to describe the report to convey supplier performance information

If you are not tracking supplier metrics today, we strongly encourage you to implement tracking these core metrics listed above today. It's common knowledge that metrics assessments combined with expertise can truly allow you to affect change in your organisation. This is not change for change sake, but rather change to improve your business and impact your bottom line.

1. Tracking your supplier metrics allows you to view operational performance over time
2. Establish guidelines so you know how to optimise your logistics and supplier processes
3. Tracking core metrics allows you to identify problem areas and fix them with technical info and experience.
4. It also allows you to compare results to other suppliers by use of benchmarking.
5. Certain metrics are widely accepted other metrics may need to be customised for your particular logistics business model.
6. Measurements alone are not the solution to your evaluation problems
7. Solutions are direct result of corrective actions you take to improve quality of metrics
8. Success comes from using logistics metrics to track outcomes of your process/system improvement efforts.
9. Tracking supplier metrics means your teams must be responsible for achieving agreed upon targets
10. Good outcomes require you to adopt, encourage & support process changes so accurate metrics are established

Top 10 Questions Produce General Metrics to be Considered by Maintenance

Organisation.

Planning/scheduling are major influence on Maintenance metrics. Consider the simple metric of "schedule compliance" as an example. If Site Visit Executive has not correctly identified materials/parts, or incorrectly estimated the hours required for the job, it may be very difficult to complete the number of jobs that are scheduled. If the schedules are not coordinated and work cannot be completed in the scheduled window, schedule compliance may be impacted.

You should be pulling samples of completed work orders off the pile periodically. Gather the planner scheduler, supervisor, technicians & storeroom to provide examples and walk the jobs. When you get to where the work occurred, you should be stepping through metric type items to determine the process effectiveness.

The primary goal is to determine if the business processes worked, but you can also determine performance issues or the need for training, as examples. At this point, you may be trying to pull together everything you have read and are considering adding to your suite of metrics to bring better focus to your planning and scheduling activities.

When selecting metrics, focus on the behaviours you are trying to drive and keep numbers within reason so you are not looped into too much time spent on assessments. Strike a balance since the decision-making process should be driven by leading measures taking over lagging metrics. Remember, leading metrics are the ones you can realistically get your arms around, while the lagging metrics tell you the result of how well you did your job.

The product always follows the process. If your system is not working, don't blame the people, blame the system. To that end, ask the following questions to get your maintenance operations on track.

1. Are your metrics headed in a downward spiral, not improving?
2. How do you plan to identify the problems or root causes?
3. Do you know the behaviours the metrics are driving?
4. Where is your plan to evaluate if the processes are working?
5. Did the plan/schedule people estimate the job duration correctly?
6. Did you coordinate processes to get the right parts staged/kitted?
7. Did operations have the equipment ready based on the schedule?
8. Did the job get completed before the due date?
9. Was any follow-up work required?

10. Was the work order completed and closed in a timely fashion?

Top 10 Key Supply Line Administration Contribute Client Risk/Uncertainty Mitigation

1. Product Design Agents: Helping clients create innovative products with exceptional user experiences
2. Supply Line Configuration: Helping clients keep resources upgraded/connected
3. Field Customer Value: Helping clients directly assess suppliers conduct direct firsthand surveys
4. Equipment Inventory control: Helping clients track items with system to include any type of quantifiable product
5. Production sourcing: Helping Clients execute strategies to optimise different buyer-supplier relationships
6. Supply contracts: Helping Clients state terms/conditions for making exclusive product build deal
7. Distribution strategies: Helping Clients transfer product effectively to consumers/end users
8. Outsourcing Location: Helping Clients choose starting point for moment in decision-making process
9. Information technology: Helping clients establish overall high-level plan consist of objectives/tactics
10. System User Monitor: Helping Clients specify types of performance/availability system display

Top 10 List Summary of Sections regarding Commercial Items Department of Defense Actions

DoD Acquisition rules discuss contract incentives in terms of cost, performance, and delivery. But GAO categorised incentives according to their intended outcomes. So cost incentives were defined to be those targeting cost-related outcomes, technical performance incentives as those targeting quality-related outcomes, and schedule incentives as those targeting schedule-related outcomes—including making deliveries, providing services, and meeting milestones in accordance with the time frames laid out in the contract.

1. Ensure DoD procurement officials conduct or obtain market research to support a price

reasonableness determination for commercial items contained in a bid or offer.

2. Allows offerors to submit information or assessment reports related to the value of a commercial item for use by the DoD contracting officer in making a price reasonableness determination.

3. Expands the scope of the centralised capability commercial item determination information, to assist DoD in making commercial item determinations, conducting market research, and performing price reasonableness assessments.

4. Ensure that DoD uses commercial standards instead of military standards and specifications, unless no practical alternative exists to meet user needs, in which case waiver to use a military specification may be approved to define an exact design solution when there is no acceptable commercial standard, or when it is not cost effective.

5. DoD is required to encourage contractors to propose commercial standards that meet the intent of military standards and specifications and is required to partner with contractors to develop commercial standards to replace military standards and specifications where feasible.

6. Establishes a preference for certain commercial services by providing that DoD cannot enter into a contract above threshold for non-commercial services unless a written determination is made by specified high-level officials, such as the service acquisition executive, that no commercial services are suitable to meet DoD needs.

7. DoD cannot enter into a contract for some services above the simplified acquisition threshold unless exists written determination that no commercial services are suitable to meet the agency's needs. Requires items purchased by a contractor for use in the performance of multiple contracts be treated as a commercial item.

8. Require services provided to DoD by a business unit of non-traditional defense contractor be treated as commercial items if they are priced using a similar method to develop commercial pricing and are provided to assist commercial customers.

9. Provides DoD the authority to carry out defense commercial solutions opening pilot program under which innovative commercial items can be acquired, such as technologies and services, through the competitive selection of proposals via peer review under a general solicitation.

10. Requires DoD to enter into contract with an independent entity to conduct a review of contractual flow-down provisions related to major defense acquisition programs on contractors, including, among other things, determining the effect, if any, of these provisions on the participation rate of commercial item contractors.

Top 10 Helicopter Avionics System Upgrades Provided By Maintenance/Repair & Overhaul Service Centres

Administration of helicopter aviation maintenance, repair & overhaul service centres continues to support requirements of Marine Corps operators worldwide with its “Hot, High & Heavy” upgrade & modernisation programmes. Service Centres created to provide cost-effective means for enhancing performance of enduring aircraft platforms, with upgrades designed to set up operators with portfolio of technical solutions to customise mission-critical aircraft to specific requirements.

1. Upgrade to tailboom with two parallel stall strips/strakes, re-shaped vertical fin, upgraded upper longerons/skins
2. Upgrade to main rotor transmission, hub, swashplate assembly, stabiliser and blades
3. Upgrade to main and tail rotor drive shaft and couplings
4. Upgrade to tail rotor, tail rotor gearbox and push-pull tube control system
5. Upgrade to airframe, including lift beam, main beam, cross tube tunnel
6. Upgrade to complete tip to tail refurbishment of all wiring include transmission harnesses
7. Upgrade to power turbine engine made up of two rotating assemblies mechanically free of each other
8. Upgrade to Instrument panel modifications & glass cockpit avionics suites
9. Upgrade to menu-driven interface on color touchscreen display shows moving map, airways and approaches.
10. Upgrade to transponder display features include flight time, count-up and count-down timers, plus current pressure altitude readout