# **Top 10 Site Visit Executive Q&A: Equipment Upgrade/Repair Dispatcher Unit Organisation Policy for Meeting Target Project Goals**

08/07/2016

Many Upgrade/Repair decisions made by Site Visit Executive need targeted support from dispatchers affected by them if procedures & protocols following from directed action are to be implemented successfully. Positive results not necessarily realised if dispatchers have not been involved in the decision-making process. Realignment of initiatives will promote assumption of oversight responsibility based on standardisation of smart sourcing doctrine in unified direction to be established. Achievement in uniformity of policies/procedures designed for contract quote schedule determination is required for transparent command of operations related to efficient function & design of critical work order mission sets for equipment upgrade/repair simulations.

Identification of logistics requirements planned for Equipment upgrade/repair problems mitigate against risks of politics as usual prevailing when Site visit Executive proposes novel process control & asset tracking systems distinguishing dispatcher functions from outdated techniques currently utilised by authorities viewing upgrade/repair dilemmas from distance vantage point. Now since reviews marked by smart evaluation of procurement & work order enforcement have been dispatched to upgrade/repair sites, mission success can finally be realised. Actions are designed to promote model of efficiency in organisation, unified policies, procedures & strategic action plan in key areas of training/oversight.

Site Visit Executive has identified risks, considered transitional arrangements for work order dispatch & planned for multiple contingencies, allowing for effective & measured responses to equipment upgrade/repair crises, at times when dispatchers are exhausted or confused following operational setbacks. Site Visit Executive has initiated reviews to calculate cost/benefit of administering receipt of mission success requirements generated by identification codes for process controls, tracking of assets & accurate representation of sourcing frequencies.

Site Visit executive has highlighted importance of actions designed to promote expansion of services/support & Site Visit executive leadership model for efficient upgrade/repair simulations & risk-based work order design during surge operations. Reviews initiated by Site Visit Executive are expected to function in operational settings at upgrade/repair sites including regime of inspections to assess physical criteria for transit of critical assets & strategic action plan leading towards unified, centralised billets.

Dispatchers tend towards reactive decisions when confronted with emergency situations or when crises are about to unfold. Under these circumstances, best decision outcomes tend to be scenarios considered/rehearsed ahead of time by Visiting Executive. It is also important for dispatchers to solve problems stemming from work order activities at right level. If questions regarding the result of subsequent logistics problems are asked that are too broad, dispatchers will never have enough time or resources to address critical situations effectively. Alternatively,

if dispatchers ask questions that are too narrow, only symptoms of crisis will be fixed instead of problem itself.

Dispatchers have identified problems such as disruptions in supply line connections highlighting dangers of dependence on single contract quote schedule frequency possibly tied to prospects for future mission success. Issues with objectives defined by work order dispatch are not at all surprising given strong representation of supplier risk countering efforts towards achieving upgrade/repair simulations with stringent criteria for meeting DoD logistics requirements promoted by Site Visit Executive. Long-term policy orientation/implications of political leverage represented in sourcing issues are subject to supplier actions.

Difficult issues raised in the preceding discussion are just beginning of very long list of reasons why DoD Upgrade/Repair simulations require serious assistance from Site Visit Executive. It could be true capacity is limited, in terms of procurement technology or deployment of equipment for critical missions. It could also be true established contract quote schedule frequencies are not perfectly optimised. For example, contract quotes related to substitute equipment sourcing goals may not match requirements of upgrade/repair simulations exactly due to political gridlock & lack of compromise within General Officer ranks.

Site Visit Executive started to forge ahead with identification of all dispatcher unit policies, work order operating guidelines & other logistics protocols affecting Upgrade/Repair Simulations. Is this Upgrade/Repair Simulation designed by Site Visit Executive the best-operated regime in the world? No. Can it become the best? Yes, and it begins with the determination to enact big, bold action. Site Visit Executive has recognised great need to improve processes, credibility & capability to support Upgrade/Repair Site project initiation aimed at creating new logistics systems & framework to begin the process of change.

There exists lack of clarity/transparency around upgrade/repair dispatch units responsible for decisions regarding sourcing issues & work order creation for critical equipment. This is primarily an organisational problem, impeded by long-existing political institutional oversight. Site Visit Executive recommends a full cost/benefit assessment approach for service/support operations as to supplier risk imposed by no formal standards or goals established at individual or section level general officer commands & no formal decision frameworks aimed at provision of new & creative work order logistics policy for meeting critical mission requirements.

Site Visit Executive has highlighted utility of establishment reporting of supplier performance benchmarks derived from mission demand signals for polices, standards, procedures must be created to support effective decision-making in interests of DoD logistics goals. Information technology is available to support targeted action by dispatchers. However, application of new contract quote schedule frequency configurations has not been adopted, resulting in numerous off-system work-arounds. Site Visit Executive recommends DoD to not get caught up in attempt be made to correct past process information/results but to change future inputs & practices.

Current provisions for equipment logistics system programmes at upgrade/repair sites do not provide good information for dispatching work order utilisation standards & subsequent

deployment for critical mission since both system design & operating practices are factors. Site Visit Executive supports action plans designed by dispatchers during competitions to provide work order locations & associated sourcing protocols to enable accurate dispatch of contract quote schedules to include formal assignment of supplier risks in aggregate to dispatchers. In addition, short term, manual but reliable logistics system process changes are recommended.

Upgrade/Repair Simulations have been assessed by Site Visit Executive who concluded there exists both lack of focus & reticence to correct or create new solutions to provide for DoD logistics interests. Implementing allocation of proper information technology resources amid dubious priority setting en route to definition of demand signals from critical mission & efficient deployment of equipment is key consideration.

Site Visit Executive recommends all outstanding logistics issues be reviewed/prioritised at upgrade/repair sites so smart dispatch of work orders is realised. Use of off-system processes must be eliminated & functionality built into to capture mission demand signals. Dispatchers have implemented techniques utilising asset tracking identification codes for all components of upgrade/repair simulations along with special service/support to allow for reporting on specific work order/materiel or general categories to capture other important logistics information.

Site Visit Executive has documented requirements to optimise total number of contract quotes created to charge multiple upgrade/repair simulations achieved by creating acquisition requisition timed to reports assessing demand signals, an option to be investigated further down road to success. This would allow equipment tracking identification code to extract work order information, review/facilitate adding substitute equipment components to work orders to realise full potential of dispatchers resulting from spending lots of time on demand signal evaluation. If logistics system configurations cannot match equipment tracking identification codes, then sourcing fields must be assessed/corrected to facilitate better decision-making & enhance system function.

Site Visit Executive created re-assignment policies between supplier risk factors based on demand signals, equipment service/support utilisation & identification of other unit requirements timed to application of work orders. Automated contract quote schedules for settlement orders have enabled dispatchers to improve internal controls on upgrade/repair simulation records and provided for appropriate access to substitute equipment components.

Finally, Site Visit Executive has debated as to if value of assigning service/support start location to secured off -site location on rotating basis to reduce loss of upgrade/repair product time due to deployment frequency & dispatching assignment-specific tasks daily to one mobile unit, while retaining the second unit for unplanned upgrade/repair simulations. If this system were to be enacted, logistics systems would probably need to be modified extensively at site locations determined to be deficient in operation success by Visiting Executive.

Contingent on DoD upgrade/repair sites enacting most/all of recommendations presented by Site Visit Executive, new construction of outstanding upgrade/repair simulations must establish team of motivated dispatchers led by dedicated Site Visit Executive reporting to command charged with creation/rollout of strategic action plan designed to meet logistics dispatcher team goals

required to implement most/all of recommendations.

#### 1. How would defence Logistics operations change if your tactics were implemented?

Connecting equipment sourcing lead time schedules & operational readiness results in administration of properly functioning supply route contracts-- critical components for ensuring operational security in the defence sector. Advances in dispatch logistics not only improve quality of security provided, but also determine the success or failure of any supply route contract quote schedule requests for equipment parts upgrade/repair work orders.

We have designed new dispatch initiatives to reduce lead times by allowing for streamlined & simplified procurement of items on contracts-- 1) allows ability to get increased work order schedule info receipt from suppliers, 2) enables leverage of influence in interactions w/ suppliers & 3) empowers strategic targeting of key items to ensure their availability from suppliers.

#### 2. Assess the current situation.

For Fleet deployment resulting from upgrade/repair of equipment components, we have defined schedule design processes & set of dispatch procedures that implement these tactics. The goal of route tracker application design is to break down sourcing ticket problems into sequence episodes with schedules composed of procedural contract quote information. During design process, decisions must be made as to which dispatch sequence to solve next & find solutions achieved by route tracking pattern matching dispatch records of past events stored in the application.

#### 3. What technologies currently exist & what is the Gap?

Current applications typically start by developing an equipment upgrade/repair record system to store results. However, few logistics systems are designed to implement requirements that would automate some aspects of the decision-making processes. We have noted vast majority of existing applications still focus on work orders designed for individual installation requests for supply route service with little or no functionality to support long-term renewal quote schedules for upgrade/replace decisions made across groups of installations.

#### 4. Why are your Tactics novel/better?

The main functionality provided by Plug & Play Common Work Order generation in applications is the tracking of equipment part supply valuation information & quote scheduling using sourcing tickets. The application supports a range of Fleet upgrade/repair specs trajectory sampling dispatch options & we have demonstrated capability to link equipment upgrade/repair quote scheduling systems. Links of schedule increase/decrease work are blocked by injecting randomisation to process for work order choice to drop during congestion periods. Spatial traffic schedule domain transit by trajectory samples, i.e., paths taken by random subset of work orders means specific cache entries are detailed. Applications utilising Plug & Play Common Work Orders are not currently widely used at installations mainly due to the extensive nature of surge demand signal scenario logistics start-ups by command & requirements for specialised dispatcher expertise to set up and customise the schedule applications coordinated across multiple installations.

## 5. What Logistics problem are you solving?

Systematic advances in the surge demand signal scenario logistics have been detailed by dispatchers at installations utilising equipment Deployment route infrastructure spare part supply valuation & tracking systems. Plug & Play Common work order solutions are generally used to store & evaluate equipment upgrade/repair specs so we designed techniques for realising to-notch operational service/support & strategic decision-making processes for contract quote schedule sample populations to integrate & interpret of upgrade/repair component supply route applications at installations with variable levels of maturity & similarity.

## 6. Describe your scientific approach.

This product demonstration report is based on a tactical evaluation of expert & novice dispatchers in a controlled & competitive set-up to simulate sourcing ticket problem space. Solutions were generated by both groups providing real-time control of equipment upgrade/repair adjustments to force structure lists for surge demand signal scenarios. We have demonstrated intent to present behavioural properties of dispatchers engaged in modifications of the route tracker application to obtain detailed pictures of dispatcher processes in issuing sourcing tickets. While performance was an important part of tactic evaluation, our emphasis in this product demonstration report is focused on examination of process behaviour during dispatch activity.

# 7. How do your tactics address the technological need?

We designed Upgrade/Repair Quote schedule systems components to provide for access to equipment supply tracking & valuation map pattern details of the application designed to evaluate links between equipment identification tags & spatial features of the sourcing ticket fields. Dispatchers can navigate through sample trajectory populations using the application to create pattern maps based on selected valuation/tracking attributes such as equipment condition index ratings.

# 8. How are your tactics different than today's solutions?

Although some existing equipment supply systems support interfacing with Upgrade/Repair Quote systems, very few applications have been designed to support integration with both materiel quality & fiscal components of service route architecture. Advanced quote scheduling decisions must be based on availability of accurate up-to-date fiscal requirements & requirements to link supply valuation & tracking identification tags to sourcing ticket fields. Since we decided to embed logistics requirements in system design of the application, critical steps forward towards supporting integrated long-term support at installations have been realised.

# 9. What technological challenges will you face & how do you propose to overcome them?

Selecting & implementing equipment supply valuation & tracking applications that best suit requirements of each installation is a challenging endeavour with important short & long term issues to be addressed. Short-term implications are mainly fiscal commitments, while long-term implications involve the requirements for upgrade/repair quote schedules & return on temporal aspects of installation investments in common case route trajectory sample tracking techniques we have promoted.

We have identified several directions for future investigation & inquiry. Of particular interest is issue of tools to facilitate utilisation of Plug & Play Common Work Orders for long-term renewal logistics supporting supply route architecture. Most existing systems focus almost exclusively on supporting day-to-day activities & few existing systems even begin to offer robust, implemented support for long-term upgrade/repair shared tracking item deployment at multiple installations due to expanding requirements for demand signal notification of surge scenarios for mobile operations.

#### 10. How do your tactics advance the state of the art in defence logistics?

In conclusion, the results from this Fleet Upgrade/Repair Simulation report indicate that sourcing ticket documentation did support dispatchers in evaluation of supply route conference call connections. It was found to assist in the creation of real-time instinct representations of dispatchers for solving sourcing ticket problems, enhancing performance. We also designed Techniques to use equipment prompts in reminder sets within dispatcher problem spaces to assist in operational utilisation & solution, with sourcing ticket notation providing for off-loading from the application. Dispatchers had supplier conference call connection episodes transcribed & tactic evaluation has highlighted the potential for addressing niche markets in defence sectors.

Route Tracker applications provide commanders with key operational service/support for equipment Upgrade/Repair Quote Operations. As a guide to the evaluation of processes using this approach, we have found the use of behavioural dispatcher tactic evaluation to be particularly useful. It allows command to extract, record & evaluate the full potential of modernised processes embedded in the application. We have created the potential for revealing operational equipment parts supply line details that might otherwise go unnoticed by decision-makers in charge of designing new applications with potential for automation so procurements can speed-up to meet critical mission demand signals.