

# Top 50 Equipment Product Support Job Site Services Case Study Objectives

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To meet Marine Corps objectives, we commissioned this case study to not only optimise current equipment product support Job Site operations and enhance dedication to satisfy Field-Level Troops demand signals, but also to provide Marine Corps with the tools, templates and real world strategies so Marines have capacity to sustain these improvements into the future.

We established the following Job Site scope areas, which framed the objectives of this Case Study:

1. Optimise allocation of Job Site product support resources, including oversight of routine, peak & specialty work orders
2. Design product support programmes for field level unit outreach at Job Sites, including mission-driven reporting & surveys
3. Propose product support approach for receipt of individualised Job Site service level work orders with field-level units
4. Maximise "wrench turning" produce at Job Sites, including product support programmes for continued training, incentives & performance
5. Establish core product support Job Site services, specialised services evaluation & changing conditions.
6. Enhance Job Site performance metrics, including key product support performance indicators, techniques & reporting
7. Provide framework for evaluating the Job Site costs/ benefits of expanded product support services to existing or new troop units
8. Conduct Job Site space requirements assessment, addressing barriers to efficient product support operations.
9. Optimise Job Site operations, including product support policies, procedures & performance requirements for on-hand stock parts/tools
10. Evaluate Job Site product support work order rate-setting systems and recommend adjustments to rate setting & replacement planning

## ***Top 10 Evaluation Report Best Practise for Equipment Service Implementation Plan Recommendations***

### **1. Job Site Assessment:**

Describes the detailed results of Job Site layout inspections, including equipment service life-- identifies barriers to efficiency, mitigation strategies, possible costs, and long term planning considerations.

### **2. Cost of Service Assessments:**

Presents cost of service assessments for key business processes for comparing outside vendor quotes-- creates template strategies for evaluating options of overtime, outsourcing, insourcing, and capacity expansion.

### **3. Mechanics and Crew Chief Survey:**

Summarises the results of our survey of Fleet Services staff survey, including their ratings of fleet service delivery, suggestions for improving warehouse operations, customer relations, performance measurement, mechanic training, organisation and other areas.

### **4. Workload Schedules Evaluation:**

Provides guidance and templates in planning and scheduling work and compares performance to other Job Site capacity estimates for maintenance and repair of the fleet.

### **5. Customer Relations and Outreach:**

Provides strategies for improving customer communication, motivation and reporting-- provides guidance and supporting information in conducting customer surveys and developing service level agreements.

### **6. Customer Survey:**

Summarises the results of the customer satisfaction survey of major fleet users, including service quality ratings, comments and suggestions for improvement.

### **7. Cost of Service Assessments:**

Presents cost of service assessments for key business processes for comparing outside vendor quotes-- creates template strategies for evaluating options of overtime, outsourcing, insourcing, and capacity expansion.

#### 8. Performance Measurement and Reporting:

Reviews current performance levels; identifies and explains differences from standards; and proposes strategies to improve shop maintenance operations and work practise

#### 9. Benchmarking Survey:

Provides comparative metrics on and insights into organisational, fiscal, performance and customer related issues for the fleet, describes areas for improvement and implement best practise

#### 10. Parts Stocking Operations:

Reviews warehouse , operations, parts stocking levels, performance, policies and procedures and makes recommendations for improved control and efficiency.

### ***Top 10 Questions Building Out-of-Standard Indicator Narratives for Aircraft Repair Assign***

1. What are the common/multiple write-ups for major contributing systems or different systems trends?
2. Is Mission Capable Supply/Mission Impaired Capability Awaiting Parts condition information available on aircraft with high supply times?
3. Are there technical information limitations or lack of proper tools or could parts reuse/transfer been a factor?
4. Do pilot reported discrepancy appearance indicate recent corrective trend in system write-ups for major system contributors?
5. How are shops contacts initiated for repeat/recurs checks made in effort to identify component failures?
6. Have maintenance procedural, training, or skill-level problems been identified?
7. How are quality assurance summaries and deferred discrepancy lists reviewed for positive and negative trends identify problem aircraft or systems?
8. Do Aircraft scheduling deviations for negative maintenance practices and trends impact work force and workload stability?
9. How is maintenance portion of the base/intermediate repair enhancement programme monitored/evaluated?

10. How to determine performance of selected systems, subsystems, and line-replaceable units to isolate source of problems affecting the mission?

***Top 10 Integrated Materiel Product Support Design Elements***

1. Product Support Admin
2. Design Interface
3. Sustainment Engineering
4. Supply Support
5. Maintenance Planning
6. Parts Package Track
7. Technical Specs
8. Support Equipment
9. Training Support
10. Job Site Infrastructure

***Top 10 Potential Operations & Support [O&S] Cost Considerations/Examples***

1. Diagnostic & Prognostics
2. Condition-Based Maintenance
3. Repair capabilities for new materiel
4. Wear & Tear prevention/control
5. Modernisation requirements
6. Commonality/Standardisation

7. Open System Architecture
8. Designing for supportability
9. Reliability & maintainability
10. Materiel Source Shortage