<u>Top 50 Questions Weapons Systems Design Impact Service</u> <u>Life & Supply Line Performance Criteria</u>

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1. Why does System Reliable Available, & Maintained Equipment decrease over time with no consideration given to Service Life Sustainment Cost?

2. What Tools are Required to construct complete case assess what system supports Reliable Available, & Maintained Equipment Requirements

3. How is Field Service Performance monitored during Operations/Sustainment Phase for process control, quality & stress screen?

4. How does Systems Engineering translate into readiness goals ensure system capable of user requirement performance?

5. How to evaluate effects of Reliable Available, & Maintained Equipment changes to System Design during build phase?

6. Are there any substantial delays in the repair process?

7. Can sustainment planning and demand forecasting be more accurate and efficient through the introduction of performance incentives?

8. Is the supply support strategy satisfying Warfighter requirements?

9. Can supporting supply lines be made more efficient through the introduction of performance incentives?

10. Are there any substantial delays in the procurement process for spare parts or new units?

11. Are there any significant spare parts build-ups at any stage in the supply line or are parts no longer made available?

12. What is the scope of opportunity for repair teams to get access to system technical specs?

13. Does the available contract mechanism not conflict and allow for a long-term performancebased arrangement?

14. Is it the right time for a change in sustainment strategy with enough time remaining to benefit from emerging technology and performance-based logistics business models?

15. Has asset reached its materiel sustainment date in Service life and how many years of

remaining useful life does the system have?

16. Are current performance levels meeting customer requirements?

17. Are there indications of gaps in the current sustainment strategy?

18. How does asset performance affect its platform readiness?

19. Are performance levels of equipment subsystems and components not meeting their targets?

20. Has overall platform availability decreased to the point where the asset ceases to meet Warfighter requirements?

21. How are clearly defined Warfighter relevant outcomes acquired- not just sustainment services or replacement equipment?

22. Does use of measurable and practical metrics accurately assess product support provider performance against delivery of targeted Warfighter outcomes?

23. Are incentives provided to the support provider that are tied to achievement of outcomes for aspects of performance that are within their control?

24. Does sufficient contract length exist for the product support provider to recoup investments on improved product e.g. time between failure, sustainment processes and build capabilities?

25. Are performance-based logistics knowledge and resources maintained for sustainment team and product support providers?

26. Do Leaders champion product support effort throughout organisation and involve everyone with vested interest in the outcome?

27. Are supply line activities aligned to the desired performance-based logistics outcome?

28. Is assumption of Risk is shared between customer and support provider?

29. How do teams select a set of Job site locations/capacities and determine levels for each product at each Job Site?

30. How do traffic flows from Job Site to minimise inventory costs and satisfy service level requirements?

31. Is inventory held due to uncertainty in customer demand, uncertainty in supply process, or some other reasons?

32. What are the impacts on product quantity order/turnover of the forecasting tool used to predict customer demand and optimise logistics operations?

33. Are there pricing strategies impacting service levels to provide incentives for buyers to order more products and increase supplier profit?

34. Should competing dealers selling the same type of product share inventory and what is degree of competitive advantage?

35. How does shared information and components infrastructure between internal/external providers integrate shared product strategies and affect the design and operation of the supply line planning activities?

36. How can supplier identify what build activities exist in set of core competencies?

37. What activities should be completed internally, and what product and components should be purchased from outside?

38. How can risks of outsourcing on inventory levels and cost of capital be minimised to ensure timely supply of products?

39. When is it worthwhile to redesign products to reduce logistics costs or lead times and compensate for uncertainty in customer demand?

40. What role do supply line logistics processes play in the successful implementation of large-scale customisation concepts?

41. What type of information assessment transfers are most important to retain for evaluating success of supply line operations?

42. Can available information tech and decision-support systems be used to achieve competitive market advantage?

43. What prevents other participants from capitalising on info tech and decision support?

44. What factors serve to determine how customer value characteristics are measured in different markets?

45. How is information technology used to enhance customer value in context of supply line logistics operations?

46. How do emerging trends in customer value, such as establishing new relationships impact supply logistics?

47. What is the relationship between product price and supplier reputation in both traditional and conventional markets?

48. Is pricing and inventory or available capacity integrated to influence market demand bottom

line?

49. Can smart pricing strategies be used to improve supply line performance?

50. What is the impact of economic order quantity adjustment strategies on supply line logistics performance?