

Product Support Capability Assessment

The Key to a Successful Performance-Based Logistics (PBL) Solution

Performance-Based Logistics (PBL) has become a preferred product support solution, but it cannot succeed if the support organization lacks a clear and demonstrated capability to deliver more efficiently than alternative support constructs. Performance incentive without a competency advantage is useless. To address this issue, Department of Defense (DoD) Program Managers, Supply Chain Managers, Logisticians and Maintenance Managers, and Field Support Leaders should thoroughly understand the capabilities of their organizations and align them with their program support responsibilities to provide the best value, performance, and efficiency

Why Booz Allen

Booz Allen Hamilton, a leading strategy and technology consulting firm, has developed a methodical approach to evaluate the effective and efficient management of processes, resources, and information to meet program sustainment needs throughout the life cycle. We have compiled and developed best practices in product support based on our rich experience providing better support results to a great range of products—from military systems to commercial fleets.

Our Approach

Based on a set of pre-selected questions, Booz Allen experts interview program support leaders and gather evidence of their capability maturity levels, which range from 1 (minimal or no capability) to 5 (Composite world class), depending on the level of compliance with Booz Allen’s product support sustainment best practices. Booz Allen’s assessment includes 25 capabilities divided into five program sustainment support areas: Program Management, Training and Personnel, Supply Chain Management, Technical Management, and Maintenance. Information Technology and Quality Management are essential capabilities across all support areas. The table below lists all of the capability areas included in the assessment.

Booz Allen Product Support Assessment: Capability Areas

PRODUCT SUPPORT CAPABILITIES				
INFORMATION TECHNOLOGY QUALITY MANAGEMENT				
PROGRAM MANAGEMENT	TRAINING AND PERSONNEL	SUPPLY CHAIN MANAGEMENT	TECHNICAL MANAGEMENT	MAINTENANCE
<ul style="list-style-type: none"> ■ Contract and Scope Management ■ Collaboration ■ Strategic Partnerships ■ Performance Measurement and Metrics ■ Total Life Cycle Cost Management ■ Lean Six Sigma 	<ul style="list-style-type: none"> ■ Training, Training Support, and Devices ■ Resource Management ■ Communication and Change Management 	<ul style="list-style-type: none"> ■ Supply Chain Planning ■ Purchasing/Vendor Management ■ Inventory Management ■ Distribution and Transportation Management ■ Reverse Logistics 	<ul style="list-style-type: none"> ■ Data Collection and Management ■ Technical Data ■ Logistics Engineering ■ Configuration Management ■ Obsolescence and DMSMS ■ Computer Resources Support 	<ul style="list-style-type: none"> ■ Maintenance Planning ■ Maintenance Execution: O, I, and D level ■ Field Support ■ Repair/Overhaul Procedures ■ Support, Test, and Diagnostic Equipment

The product/program type, client needs, and support objectives will determine which specific capabilities will be selected for the assessment.

Booz Allen Hamilton has been at the forefront of strategy and technology consulting for 95 years. Providing a broad range of services in strategy, operations, organization and change, information technology, systems engineering, and program management, Booz Allen is committed to delivering results that endure.

For more information contact

Dick Lohrmann
Principal
703/412-7550
lohmann_dick@bah.com

Jim Beggs
Senior Associate
703/902-5175
beggs_james@bah.com

Inigo Ahedo
Associate
703/902-5331
ahedo_inigo@bah.com

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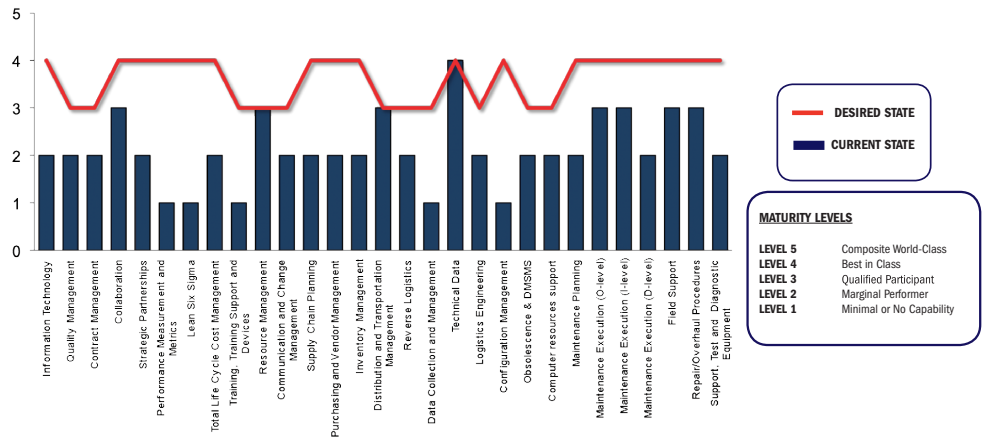
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Booz Allen follows a five-step approach to assess program product support capabilities:

Product Support Capability Assessment: Five-Step Approach



- 1. Define program support objectives and capability requirements.** Select the program capabilities to include in the assessment and define the maturity level required to meet the program support requirements.
- 2. Conduct assessment.** Complete personnel interviews and collect data to evaluate the maturity level of the required support areas.
- 3. Identify and prioritize capability gaps.** Recognize and prioritize support capability gaps based on their criticality to meet the support objectives (see graphic below).



- 4. Select a strategy to improve support and cost efficiency.** Evaluate the best strategy to improve the program to improve support and cost efficiency capabilities. Strategies could include improving an organization’s own capability by implementing best practices, partnering with an organization with higher capabilities, or outsourcing a capability to a support organization.
- 5. Plan development and execution.** Based on the strategy selected, implement best practices and develop support agreements—preferably performance-based—with supporting organizations.

Clients can use the product support assessment to complement Logistics Support Assessments or to support Business Case Analyses to determine the best value support solution. The value of this assessment is greater when clients assess several programs’ support capabilities together because it allows them the opportunity to share best practices across programs, consolidate and streamline areas of support, and recognize service growth opportunities. Recently, Booz Allen employed this methodology for a client that resulted in more than 100 recommendations from the product support assessment of five different programs.

Whether you’re managing today’s issues or looking beyond the horizon, count on us to help you be ready for what’s next.