

WORKSHOP OVERVIEW (Crane)

PERFORMANCE BASED SUPPORTABILITY

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Instructor**

This half-day workshop is designed to familiarize you with the background and approach for applying Performance Based Supportability (PBS). It is expected that participation in the tutorial will provide an understanding of what is involved in applying PBS. A longer (three-day) workshop designed for engineers and logisticians is available for developing the detailed skills involved in applying each of the steps on programs.

Performance Based Supportability is a systems approach to achieving high levels of customer satisfaction by designing the end products and their related support to meet supportability performance measures. PBS involves six steps that begin with requirements definition and end with product improvements to operational systems. The approach described is directly applicable to programs of all sizes in the public and private sectors. The pilot programs that are using PBS have exhibited a high degree of success and acceptance by engineering and product support managers. Results of these programs with lessons learned will be discussed. The process described in this tutorial is the result of a comprehensive effort to assemble best industry practices in a systematic approach that improves supportability, reduces cost of supportability analysis, and is directly compatible with existing government and industry practices. It is particularly well suited for application in the Integrated Product Team environment.

The first section provides an overview of work done by the SOLE committee on re-engineering supportability. It explains the nature of process improvements required and introduces PBS. The sections that follow address each of the six steps of PBS in turn. Each section is summarized with a list of common errors and problems associated with that step.

You should be able to directly apply the information contained in this workshop in setting up your PBS program.