

# WORKSHOP 1; REAL WORLD USER REQUIREMENTS

Some of the problem areas discussed were:

- Incomplete specifications from users.

User either doesn't know enough about the subject to give complete specifications or is not capable of generating the necessary specifications for his application. The supplier can't get complete specifications as a result.

- Incomplete specifications from suppliers.

The suppliers/manufacturers usually supply the basic generic information on the units, expecting the user to be able to ask the specific questions pertaining to the particular application. Many users are unaware that other (non-standard and usually not tested) specifications may be available at an increased cost that will make the unit under question fit his application. The problem here is a lack of communication between the supplier and user. Often the supplier could eliminate some of the possible trouble later on by careful questioning of the user as to the exact application.

As a result of the above problems, these actions should be taken:

1. Suppliers should question the user supplied specifications and assist the user in generating the correct ones.
2. User misunderstanding of specifications and applications should be educated, either by studying the literature or by efforts of the supplier. Typical sources for this information are the MIL SPECS, PTTI Proceedings, FCS Proceedings, etc.
3. A clear understanding of such environmental problems as vibration is often missing. Since this data is usually missing from data sheets, the user forgets about it, especially since his application is in a "non-vibrating environment". Suggestion is for the supplier to give some indication in the data sheets about the vibration sensitivity of the unit and vibration levels for typical environments.

Another problem that was brought out was the supplying of precise time to various users within an installation with long cable runs. It was pointed out that a number of papers have been given on this problem and the use of fiber optics to remedy the stability of the time as delivered and the availability of special units which have the capability of compensating for (fixed) cable delays. Again, the information is available in the literature. This appears to be another case of the user not availing himself of the literature in the solution of a problem.

I was suggested that the suppliers remain in the procurement loop during the entire procurement in order to ensure adequate performance specifications for the user. Legal problems aside, this appears to be a worth-while suggestion.