Logistics

AIR FORCE PRODUCT SUPPORT PLANNING
AND MANAGEMENT

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This policy applies to all major commands (MAJCOMs), field operating agencies (FOAs), and direct reporting units (DRUs).

This directive establishes the framework for implementing product support management in the Air Force. Section 912 (c) of the National Defense Authorization Act for fiscal year (FY) 1998 required DoD to submit a plan to Congress for streamlining acquisition organizations, workforce, and infrastructure. The DoD strategy to implement the product support portion of the plan, titled *Product Support for the 21st Century* and issued in July 1999, was prepared by a joint military service/defense agency team chaired by the Office of the Deputy Under Secretary of Defense (DUSD) for Logistics and Materiel Readiness. This directive defines Air Force strategy for implementing product support.

1. Air Force Product Support strategies must focus on integrating effective logistics processes across all weapon systems throughout their life cycles while improving the warfighter's ability to perform the mission. Therefore, Product Support planning must begin early in the acquisition phase of a weapon system, preferably in the Concept and Technology Development Phase, and provide for a seamless transition to sustainment. Product Support is defined as "the package of support functions necessary to maintain the readiness and operational capability of weapon systems, subsystems, and support systems. It encompasses all critical functions related to weapon system readiness, including materiel management, distribution, technical data management, maintenance, training, cataloging, configuration management, engineering support, test and evaluation, repair parts management, failure reporting and analyses, and reliability growth. The source of support may be organic or commercial, but its primary focus is to optimize customer support and achieve maximum weapon system availability at the lowest total ownership cost (TOC)." Air Force Instruction (AFI) 63-107, *Integrated Product Support Planning and Assessment,* details the Product Support philosophy and the responsibilities of all involved parties.

2. Single Managers (SMs) must integrate strategies and processes to ensure that overall program execution is in line with long-range mission requirements, providing for the required operability while also providing for effective life cycle sustainment. The SM must address the Life Cycle Product Support Strategy

early in the acquisition process of the system/product and will document that strategy in a Product Support Management Plan (PSMP). The PSMP is a living document and will undergo iterative refinement until a final proposed Product Support strategy is approved. Once approved, the SM is responsible for the ongoing maintenance of the PSMP throughout the life of the weapon system/major commodity program. The support strategy must leverage the core competencies of the public sector and innovative concepts developed and proven within the private and public sector to support the warfighter at the best value. AFI 21-102, *Depot Maintenance Management,* governs the development and maintenance of a depot system to support maintenance requirements during peacetime, periods of increased tension, and emergencies. AFI 63-111, *Contract Support for Systems and Equipment,* provides policies and procedures for funding, implementing, and managing contractor support throughout the life cycle of systems, equipment, and end items. **Figure 1.** illustrates the relationship between this policy directive and AFIs 21-102, 63-111, and 63-107.

Figure 1. Air Force Product Support Guidance Alignment.
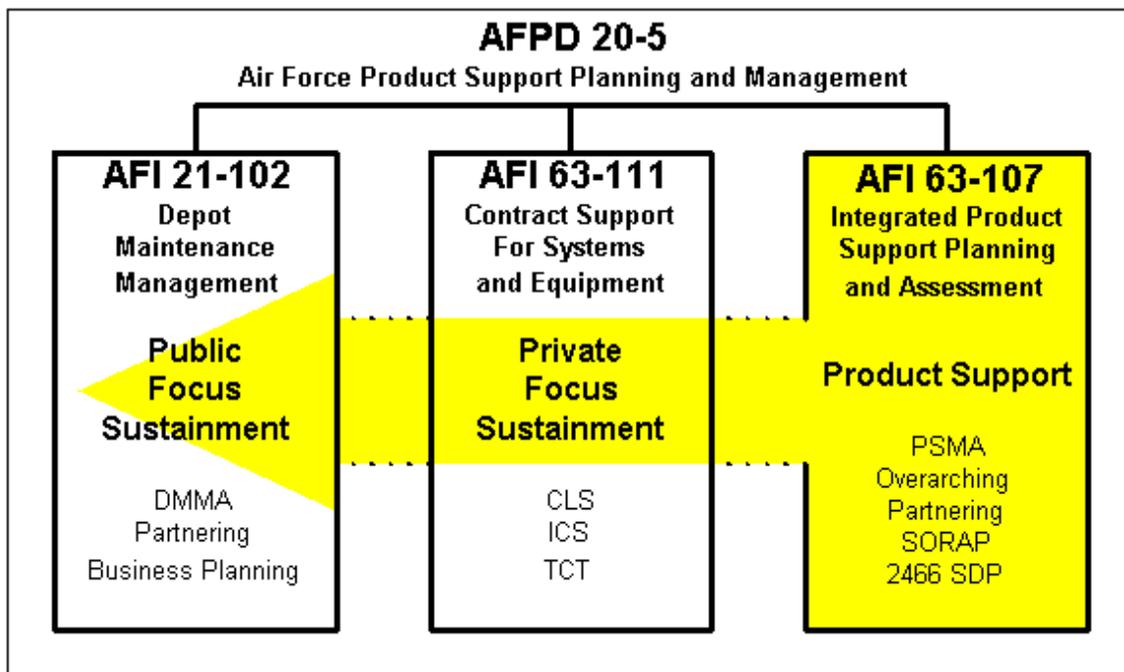
3. Product Support strategies will address the following characteristics:

　3.1. Performance-based support arrangements/contracts, based on high-level metrics

　3.2. Preference for a single prime support integrator

　3.3. Long-term business relationships

　3.4. Preference for commercial standards

　3.5. A defining process for establishing and preserving the safety, suitability, and effectiveness of Air Force systems and end-items over their entire operational life

　3.6. Partnering: leveraging the best skills and capabilities for support, wherever they exist, considering efficiency and cost effectiveness

3.7. Service Level Agreements: clearly delineated agreements of support between customers and suppliers

3.8. Emphasis on encouraging continuous technology refreshment and insertion through adoption of Advanced Technology Demonstrations, performance specifications, commercial standards, non-developmental items, and commercial-off-the-shelf items wherever feasible, in both the initial acquisition design phase and in all subsequent modification and reprocurement actions

3.9. Alternatives which provide best value to the government

4. The following responsibilities and authorities are established:

4.1. Headquarters United States Air Force Deputy Chief of Staff for Installations and Logistics (HQ USAF/IL) is responsible for developing Product Support policy and for monitoring implementation of Air Force Product Support principles and instructions.

4.2. Air Force Materiel Command (AFMC), in partnership with SAF/AQ for acquisition programs, will be the Air Force integrating and implementing Major Command for logistics Product Support planning and management.

4.3. Each SM will develop a tailored Product Support Management Plan in accordance with the guidance in AFI 63-107 and consistent with management reporting requirements. The plan must include specific actions and metrics to continually measure and assess program life cycle product support and decisions to implement product support strategies. The plan should be coordinated with the appropriate lead command. If the plan entails information technology refreshment or upgrade, it shall be coordinated with the appropriate level Chief Information Officer for compliance with the Clinger-Cohen Act and related laws, and shall provide for such coordination for each specific refreshment or upgrade. In compliance with AFPD 63-12, *Assurance of Operational Safety, Suitability and Effectiveness (OSS&E)*, the product support planning will preserve the system/end-item's baseline OSS&E over its operational life.

5. This Air Force policy implements *DoD Logistics Strategic Plan, Logistics Support Plan of the United States Air Force,* and Air Force Doctrine Document (AFDD) 2-4, *Combat Support.* This policy is consistent with the DoD Logistics Mission, *"To provide responsive and cost-effective support to ensure readiness and sustainability for the total force across the spectrum of military operations."*

LAWRENCE J. DELANEY
Acting Secretary of the Air Force

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFDD 2-4, *Combat Support*

AFI 63-107, *Integrated Product Support Planning and Assessment*

AFI 21-102, *Depot Maintenance Management*

AFI 63-111, *Contract Support for Systems and Equipment*

AFPD 63-12, *Assurance of Operational Safety, Suitability and Effectiveness (OSS&E)*

DoD Logistics Strategic Plan

*Logistics Support Plan of the United States Air Forc*e

Product Support for the 21st Century, July 1999

Abbreviations and Acronyms

AFI—Air Force Instruction

ALC—Air Logistics Center

ASP—Acquisition Strategy Panel

CLS—Contract Logistics Support

CS—Contract Support

DMMA—Depot Maintenance Mission Area

DoD—Department of Defense

FY—Fiscal Year

ICS—Interim Contract Support

MGM—Materiel Group Manager

OL—Operating Location

OSS&E—Operational Safety, Suitability and Effectiveness

PGM—Program Group Manager

PSMA—Product Support Management Area

PSMP—Product Support Management Plan

SDP—Strategic Decision Process

SORAP—Source of Repair Assignment Process

SM—Single Manager

SPD—System Program Director

TCT—Total Contract Training

TOC—Total Ownership Cost

Terms

Contract logistics support (CLS) —A planned cost effective contract support method used to provide all or part of the logistics support elements for a system, equipment, or item for extended periods of time or for the life of the system or equipment.

Contract support (CS)—A generic term for a group of planned contract support methods that provide all or part of the integrated logistics support elements for a system, equipment, or item for a temporary period of time or for the life of the system or equipment.

Interim contract support (ICS) —A planned, temporary CS method to provide all or part of the logistics support elements for a system, equipment, or item during the time period from first production article delivery until an organic support or a competitive CLS capability is achieved.

Product Support Management Plan (PSMP)—This document serves as the consolidated life cycle weapon system/product group sustainment plan. It integrates the vision, strategy, and specific product support concepts and arrangements that will ensure the reliability, maintainability, and readiness necessary to meet the needs of the Warfighter at best value cost. Although developed by the SM, it requires the early and consistent involvement of a wide range of stakeholders to ensure a broad Air Force perspective and facilitate coordination and approval of the final plan proposal. The PSMP is the single, top-level document used to portray the detailed plans for life cycle sustainment, and as such serves as the primary object for corporate Air Force review, coordination, and approval of sustainment strategies.

Single Manager (SM)—That individual who is ultimately responsible and accountable for decisions and resources for overall acquisition and sustainment execution of a program and is the single face to the user. Typical single managers include: System Program Directors (SPD), Product Group Managers (PGM), and Materiel Group Managers (MGM).

Source of Repair Assignment Process (SORAP) —The primary method by which depot maintenance posturing decisions for both hardware and software are made. It applies to both new acquisition and fielded programs. It is designed to ensure compliance with all applicable factors, including public law, that merit consideration in achieving a best value depot maintenance source of repair. For new acquisitions, the SM should initiate the SORAP as soon as feasible in the acquisition process. For fielded systems, a SORAP is required for all workload shifts, modifications, and workloads proposed to be accomplished in an overseas arena. There is no waiver from accomplishing the SORAP, and its progress or end result is required discussion items at all Acquisition Strategy Panel (ASP) meetings.

Total Contract Training (TCT) —A planned CS method to acquire a contractor-operated training system. The operating command specifies the level of training and the desired learning outcome(s), rather than defining the training system, devices, and support requirements. The contractor defines and provides the required training system, devices and logistics support elements without Air Force intervention with the objective to provide only a trained student meeting the desired learning outcomes.

USC Title 10 §2466 Law—Not more than 50 percent of the funds made available in a fiscal year to a military department or a Defense Agency for depot-level maintenance and repair workload may be used to contract for the performance of such workload by non-Federal Government personnel.