Q. Are you struggling with identifying the benefits of your Support Solution?
A. TFD Group 'Right to Left' thinking and proprietary tool suite will help you

Are you struggling with:

- Defining the optimum Support Strategy?
- Choosing between your options for a support solution?
- Identifying the availability and cost benefit of a proposed equipment modification?
- Proving your support business case?

STOP struggling!

TFD Group can solve these problems quickly and economically using our tool suite

Deciding the optimum Support Strategy for a defense system is a complex business and is getting harder as customers demand 'more, with less'. 'More for less' implies doing things differently.

It is relatively easy to work out the cost of something – a modification or a particular support approach. But all too often, the good idea for improvement comes first, and develops a head of steam, before the benefits are truly understood. Indeed, it is often hard to determine the benefits. This is a **'Left to Right'** approach: cost before benefit. It often leads to difficulty in proving a future support business case with demonstrable evidence since you can't measure what hasn't yet happened. The solution is to model the system's cost and availability.
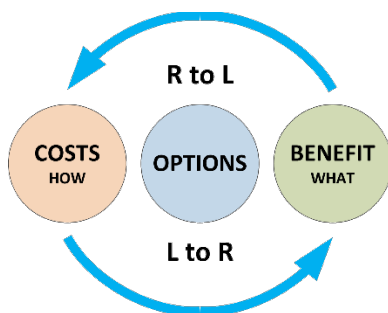
While 'Left to Right' thinking is sometimes inevitable, the opportunity to conduct **'Right to Left'** thinking is often missed: identify the achievable benefit envelope before trying to define solutions that may not be worth it. In **'Right to Left'** thinking, you identify the cost and availability drivers, explore what benefits

would be achieved if an improvement was made, *without knowing at this stage how it could be done.* Having identified the achievable benefits, only solutions that cost less than the benefits are worth pursuing. Indeed, there may be no realizable benefit. In essence, identify **'What'** the benefit would be **before** assessing **'How'** to achieve it.

To find the drivers of a system, you can ask stakeholders through a survey since, in many cases, they know intuitively where the problems lie. This takes time, effort and can be misled by corporate mythology. On the other hand, you can ask your model since it represents the same system. TFD call this approach **Supportability Audit,** which is a structured set of logical questions, answered by specific output reports from the model. Once the drivers are identified, assume some level of improvement such as improved reliability, re-run the model, see the impact of that benefit and make your support choices. Then decide about how to achieve the solution within that benefits envelope.

TFD Group has a flexible activity-based logistics resource supportability and analysis modelling tool called **MAAP**. **MAAP** models when, where and why specific costs are incurred. It models how the system is used and maintained, by whom, using what resources, at what cost, and what system availability and task are achieved. **MAAP** can address multiple systems, at multiple maintenance levels over changing multiple year scenarios and considers all the support resources needed, manpower, skills, tools, test equipment, facilities, transportation and spares. **MAAP** is the model.

MAAP, TFD Group can support **'Right to Left'** thinking to help you choose and prove your support business case.

STILL Struggling?