

Q. Are you Struggling with Sustaining Contract KPIs?

A. SCO

Do you struggle with the impact of system unavailability?

- Runs of bad luck spoiling your steady-state planning
- Changes in operations causing changing demand patterns
- Reliability better or worse than expected
- Support pipeline interdicted
- PBL Contract KPI scores impacting on profitability
- About negotiating contract terms



STOP struggling!

Support Chain Optimization provides virtually real time intervention advice to restore optimum system performance.

Strategic (planning) analysis using any other analytical spares optimization tool than TFD's **TEMPO** assumes life is steady state, which of course it isn't. But even where you know in advance about changes in operations, fleet size and mix, environment, support performance targets etc, there are still many ways that things can turn out different to the plan.

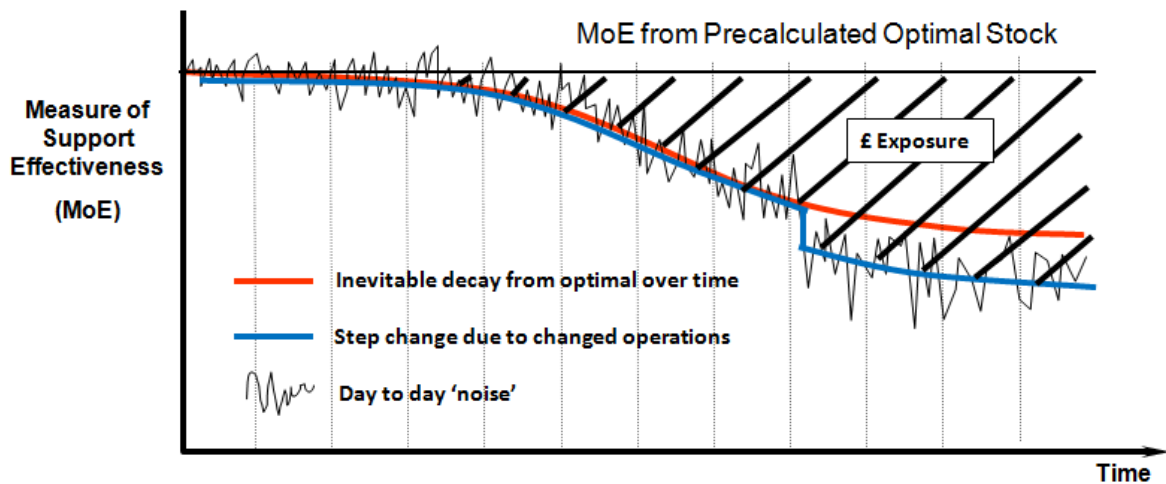
When the plan was cast, assumptions were made on many elements – parts prices, repair costs and turnaround times, reliabilities, maintenance periodicities – and even after allowances for variance suppliers won't always perform to standard, equipment will be more or less reliable and so on. Also, and especially in today's world of expeditionary activity, operating environments (including climate), pace, supply line strain and other influences will not stay long as per the basis of the plan. Consequently the support solution will no longer be optimal, the system availability performance will fall, and this will expose stakeholders to risk – to the supplier his revenue stream and to the customer his operational capability.

Even the sexiest dashboard is little more than a rear-view mirror. By the time a dial or a bar goes red it's usually too late to action a remedy. Lag indicators, especially those extrapolated into lead ones by trend algorithms, are at worst dangerous and at best of value only in retrospect. What is needed is a tactical lead indicator regime that anticipates the impact on system performance of a perturbation in the support chain and derives and presents actionable interventions that will ensure that the support chain will deliver the best return, in terms of performance, for the cost of executing them.

TFD's **SCO** does exactly that and, for the entirety of the systems within its boundary:

- Calculates what is where now, and what will be where if scheduled supply events happen as declared
- From the what will be where data calculates the impact on system availability of supply shortfalls
- From any predicted drop in availability calculates the potential exposure in £ due to the contractual reward/penalty mechanism
- Also calculates from pricing information the cost of executing each remedial intervention
- Presents to the Support Chain Manager an intervention action list ranked in order of exposure

In addition, because of the build up of transactional data SCO can present a rich performance picture of the support chain, the systems and the parts in it such as no ERP or asset management system normally does.



SCO is ideal for:

- Capability service providers contracted under Performance Based Logistics terms
- Spares range managers who want immediate responses to unexpected operating and support events
- Support managers who must balance exposure risk with the cost of recovering performance
- Support engineers who need business cases for recommending system modification and upgrade

STILL struggling?