

S.T.A.R. [Situation-Task-Action-Result]

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Situation: What was general situation or circumstances you were faced with?

When we first joined forces with DoD years ago, we were given the impossible task of creating dispatch training materials and processes to promote innovative logistics supply line component models detailing mission success cost/benefit trade-off values critical for smart planning of operations. One of our main goals was to quickly implement new equipment upgrade /repair testing requirements requested by commanders in the field swamped with constantly changing demands for service/support critical to achieving ambitious goals of the Force.

Our objective was to ensure equipment upgrade/repair operations we were preparing schedules for would meet & exceed DoD mission requirements for the Fleet & new work order routing techniques for supply line connections would now become standardised in policy so testing requirements could be dispatched without a hitch.

The supply line product was ready to launch & everyone at DoD was eager to have the orientation finalised, dispatched & deployed immediately. We were under lots of pressure from critical field-level demand signals for future materiel requests critical to mission success and many factors converged on us to kick-start our efforts to get this project done quickly so expanding contract quote schedules could be met.

We have simplified/streamlined existing DoD procurement & routing logistics for equipment deployment to installations. We were doing regularly scheduled repair/upgrade operations on major Fleet equipment when we discovered contracts requiring more dispatch attention to get better deals with suppliers. Equipment service supply line connection routes was losing traction rapidly & work order dispatch was required to ensure repair/upgrade operations would lead to future mission success. We created new mechanisms based on standardised testing designed to enter into supply line connection contracts strategically based on quote dispatch between installations.

We took the initiative to apply for contracts to fund supply line route service scenarios. It's often difficult for DoD to quote schedule values for equipment acquisition contracts required to meet deployment scenarios. We quickly realised the importance of meeting work order deadlines for repair/upgrade jobs critical to future success of operations dependent on condition & performance of the Fleet. We were responsible for training new supply line connection route service dispatchers to help installations explore equipment repair/upgrade job options, write service work orders, apply for contractors & learn how to conduct equipment deployment scenario searches.

We worked with dispatchers to schedule supply line connection conference calls with contractors

for installations & teach dispatchers route service contract quote grouping techniques through daily interactive equipment upgrade/repair sessions utilising detailed work orders. Most of our activities incorporated standardised testing assessments of supply line route patterns signal dispatch & equipment deployment scenario simulations based on state of condition & performance metrics under investigation by DoD. We worked with several installations to create new techniques to deal with suppliers.

Task: What specific tasks did you undertake to address a real-world situational problem?

During initial real-world, mobile operations, we worked really hard on establishing new supply line connection scheduling mechanisms to get the dispatch training models created & collaborated with existing equipment upgrade/repair divisions stocked with DoD trainers/testers who were not yet fully briefed on new logistics plans for work order routing technical specifications for critical part components.

We were originally right on schedule to meet supply line deadlines organised by new grouping of equipment upgrade/repair contract quotes by dispatchers. By chance, we overheard in several Congressional Briefings we were extremely attentive to that DoD required an accelerated launch of the supply line product for immediate implementation to meet unanticipated field-level demand signals detailing mission requirements tasking the fleet.

DoD test commanders in the field were now caught scrambling to get new equipment upgrade/repair instructions incorporated into day-to-day operations as soon as logistics resource dispatch assignment was possible to support our supply line connection team. We were initially focused on part component purchase but conceptual advances quickly expanded our efforts into scoping promotion of bigger goals applicable to major weapons system acquisition programme scheduling.

Supply line connection route service contract schedules need to be coordinated with installations by dispatchers to rebuild the existing work orders and return the Fleet equipment to service by speeding up upgrade/repair jobs. We stressed the high-level equipment upgrade/repair strategy we took to deal with the supplier conference calls complications set forth in the Situation & asked what logistics task/goals were required to achieve operational success, what implementation properties would look like at DoD and defined what goals Logistics operations had to meet.

We researched existing DoD procurement contract process policies & found several possibilities for addressing supplier requirements. Each had different quote schedule deadlines & different windows of time for which the work order strategy could be used. Options included dispatcher fulfillment of limited section standardisation sequence of an equipment component procurement routing process or everything from contract quote inquiry to work order decisions implementing equipment repair/upgrade jobs.

We created new standards for equipment upgrade/repair site collaboration programmes to be utilised by DoD in order to dispatch work order materials so critical information could be utilised

immediately & train/test topics would be expeditiously scheduled to better assess conference calls with suppliers. Our goal was to be sure the dispatchers received all the supply line connection information required to effectively advise installations how to deal with suppliers, while also making the equipment upgrade/repair work order job training enjoyable & interactive.

The work order routing programme for installations required a lot of attention. Existing DoD policy had no supply line connection route service plans, no Fleet component quote scheduling materials & little dispatcher assistance to carry out field-level testing. We were given limited resources & little time for determining the Fleet component equipment we would need to achieve mission success, but nothing more. We oversaw all phases of the supply line connection status scheduling process, with the specific responsibility of initiating & constructing work order routing techniques to meet deployment scenarios.

We decided to choose & research DoD requirements for topical deployment schedule scenarios through the construction of Fleet equipment component catalogue standards, secure dispatcher interviewees & create potential for advancing immediate adoption all future upgrade/repair work order routing activities. Our objective was to identify route service patterns & develop supply line connection detection mechanisms for field-level demand signal condition & performance metrics detailed in fleet inspections to ensure proper disposition of work orders.

Action : What actions did you take to complete tasks, including how outside sources were utilised?"

We reached out to Senior Levels at DoD to ask if we should be also be working on supply line connection status adaptations of the work order routing models to meet new mission requirements relayed by field-level demand signals. After checking, we quickly found out our answer. Yes, dispatch logistics training materials would also need to be incorporated into real-world mobile operation ahead of schedule.

Some operational field-level divisions had forgotten to pass critical upgrade/repair contract quote information along to our team. We requested help from DoD as to how our logistics materials could be immediately updated without additional resources. With the arrival of more resources, we were able to locate qualified dispatchers quickly and scheduling processes were codified. DoD signalled that approved field site teams could begin work as soon as we had each supply line section created & approved.

To coordinate upgrade/repair work orders, we interfaced with installations & told them dispatchers would have to work with the route service contract providers most heavily involved in supply line connections. We developed a plan & briefed DoD supervisors on new testing standards for creating quote group return models to schedule upgrade/repair jobs. We documented & reported our progress so the chain of command knew exactly where we were on the service route work orders each day, working with installations to purchase the right fleet component equipment/tools so continuity between installations could be maintained in order to promote new interactions with suppliers.

We have outlined specific Logistics tactics taken to link work orders detailing route service upgrade/repair jobs for equipment critical in meeting mission requirements to the high-level strategy outlined to meet DoD field-level demand signalling requirements in the Task section. We created equipment deployment schedule scenario decision-making features for mode status updates & maintained frequent contact with installations to ensure dispatch of work order jobs for engaging route service supplier quote inquiries to ensure installation buy-in & mission success.

Supply line connection scheduling timelines required us to create contract quote groups organised by deadlines, dispatch purposes & windows of time in which they could be utilised by DoD based on the status of equipment condition & performance metrics under investigation based on field-level demand signals. We worked on testing materials needed for the supply line connection dispatch training binder & created a deployment schedule for new daily work order training activity standards.

We arranged conference call connections between DoD and suppliers before the installation work order creation sessions to agree on plans for the route service schedules, brainstorm & plan deployment schedule scenario activities, gather required equipment upgrade/repair materials & delegate responsibilities for the field-level demand signal dispatch sessions.

We brainstormed with every external reporting source we could find along with established DoD materials to come up with potential ideas for the dispatch training binder. We explored many potential leads to gauge implementation feasibility & eventually agreed on a topic: Scheduling Automated Equipment Upgrade/repair Work Order Routing Mechanisms for Supplier Sourcing Quote Tickets.

DoD gave us the assignment of creating innovative Logistics techniques for scheduling equipment repair/upgrade operations, so we exhaustively researched subject matter related to every aspect of supply line connection status updates to learn all the required background information. Once we had a basic understanding of the subject matter announcements were posted online for testing of our dispatch techniques, requesting the participation of interested parties within existing DoD administrative structures.

We filtered large scheduling volumes of standardised Fleet equipment component returns reported by DoD, focusing on upgrade/repair work orders for route service scenarios by entering quotes into supply line connection processing systems to reveal the most important patterns required for mission success. Equipment condition & performance criteria was defined based on field-level demand signals & ranked for building new dispatch detection train/test sessions between DoD and potential suppliers.

Result: What was the outcome of your actions in terms of benefits & learning points resulting from experience?

Fortunately, our logistics training materials were incorporated into day-to-day DoD equipment upgrade/repair operations right when they were needed by teams in the field thanks to our

ambitious, diligent work and advancement of new dispatch testing standards. If we had not heard about the early launch & new work order routing resources were not requested from DoD, we would have experienced major delays in launching our supply line product. DoD Officials were very pleased with our efficient efforts to route work orders required to group equipment upgrade/repair contract quote schedules & timeliness of our supply line product launch.

In the end, the installation logistics dispatch training we initiated for DoD was a solid success. It was well-organised & work order jobs for equipment repair/upgrade operations stayed on schedule. The Defence community has provided valuable feedback & field-level demand signal dispatch trainees reported that promoting work order details required for success of equipment upgrade/repair operations was an informative & fun training paradigm.

We quickly put together a last-minute response for presentation to DoD decision makers & aimed to update work orders for equipment upgrade/repair service materials & fiscal supply line connection requirements for equipment component deployment scheduling scenarios accordingly. The Logistics dispatch train/test events we designed for DoD were successful on multiple levels, including field-level demand signal assessments of fleet condition & performance metrics.

The Fleet equipment component upgrade/repair catalogue examples highlight not only our ability to meet multiple supply line connection route service deployment deadlines in the procurement pipeline, but also to promote organised dispatch schedules, take initiative to transform existing DoD policy & be flexible when handling last-minute adjustments to logistics problems & changes in operational work order dispatch requirements.

We have been specific as possible in describing work order routing requirements for upgrade/repair job logistics strategies for dispatchers at key installations, providing precise Fleet equipment Component Condition & Performance metrics and field-level demand signalling outcomes that have resolved the complications addressed in the Situation Section. Dispatch techniques addressed several Logistics problems/objectives to ensure schedule lessons learned by DoD administrators were appropriately detailed.

The supply line connection conference call sessions with contractors we created for installation inquiry into procurement pipeline quote schedules have been a huge success. The work order training activities engaged & entertained dispatchers at multiple installations, while educating them about basic supply line connection status update techniques designed to resolve route service issues involved in deployment scenarios for Fleet Equipment Components. The lesson plans submitted to DoD built upon one another & dispatcher performance improved as the Logistics training progressed.

Our persistent pursuit of innovative Logistics techniques designed to modernise existing supply line connection status updates between DoD and contractors detailing Equipment component upgrade/repair job work orders for route service contract quotes with the suppliers finally paid off. Descriptions of our dispatch train/test techniques have attracted numerous interested parties & we have continued to correspond with promising outside sources of information & successfully scheduled more installation conference call connections with suppliers.

We have led creative efforts to promote innovative supply line connection logistics tactics in testing of deployment schedules for multiple route service dispatch patterns involving equipment component condition & performance metrics based on field-level demand signals critical to mission success. DoD leaders will now be able to use this presentation of our techniques as the basis for developing advances in organisation-wide policies that maximise the fiscal & operational goals of the Force.