

Going Dutch with Integrated Product Support (IPS)

A collaborative implementation of IPS for Dutch Defence products
integrated with Specification SX000i

Name of Presenter: **Mr. Berend JONGEBLOED**

Rank/title of presenter: Product Manager Services

Company/Organization: **THALES Nederland B.V.** / Netherlands Industries for Defence and Security (NIDV) Abstract-No: **A#06**

Presented by

Berend Jongebloed

- **Product Manager Services**
Thales Nederland B.V.
- **Chair of IPS (SX000i) Workgroup**
NIDV ILS platform
- **Member of the SX000i Steering Committee**
ASD/AIA
- **Member of the IPS Defense Interest Group**
IPS-DIG
- **Contributor to SX000i Issue 3.0 / 4.0**

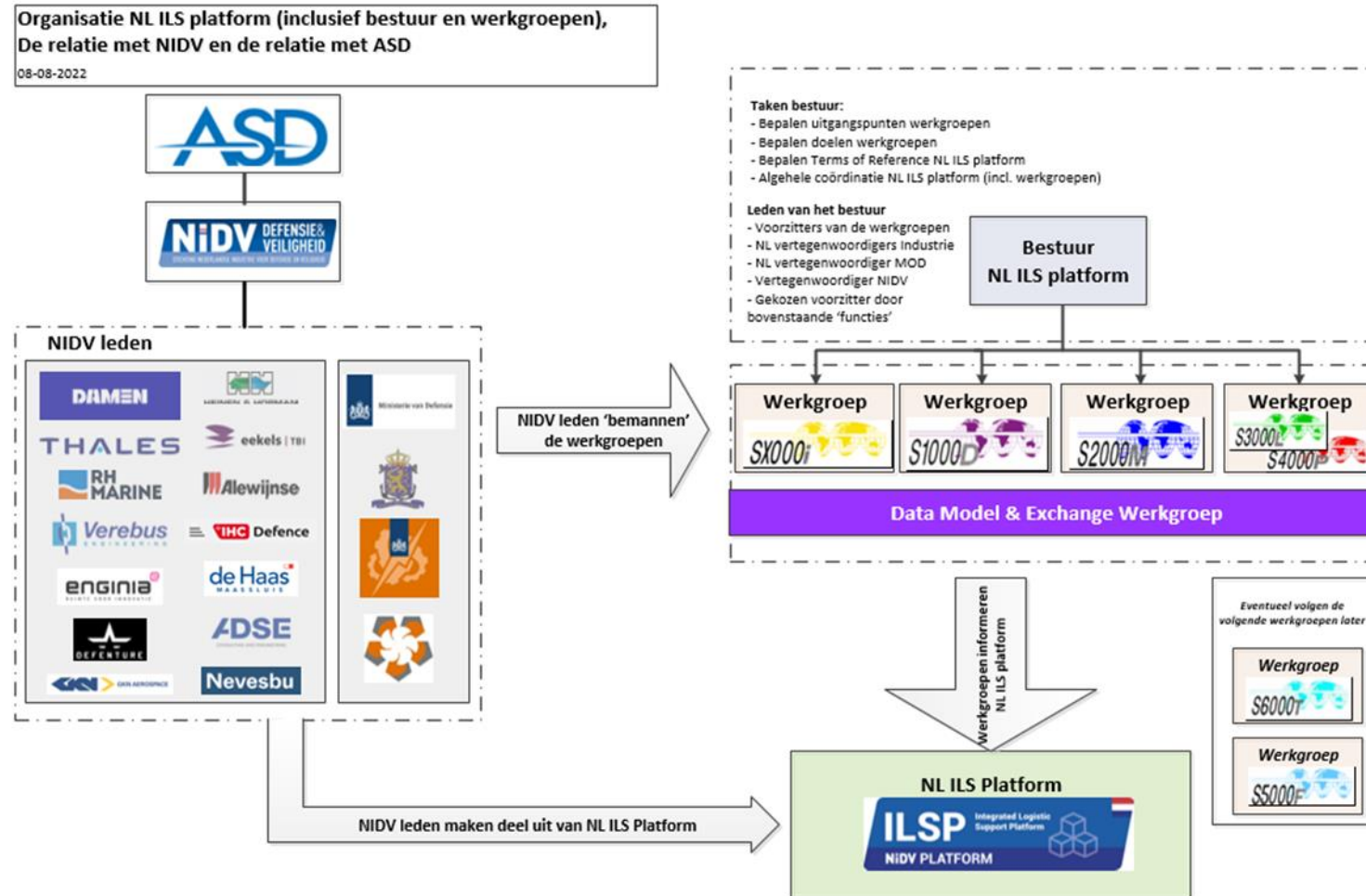


Agenda

- **Our Dutch NIDV ILS Platform**
- **Applying SX000i (S-Series) in the product life-cycle:**
 - “Integrated”, “Phased” and “Timed”
 - Support Maturity Levels as guiding milestones
 - a practical pilot is the key for implementation
- **NL-Implementation guide, templates & check lists**
- **Lessons Learned**
- **Conclusion**

NIDV - Nederlandse Industrie voor Defensie & Veiligheid
(The Netherlands Industries for Defence & Security)

The Dutch ILS Platform

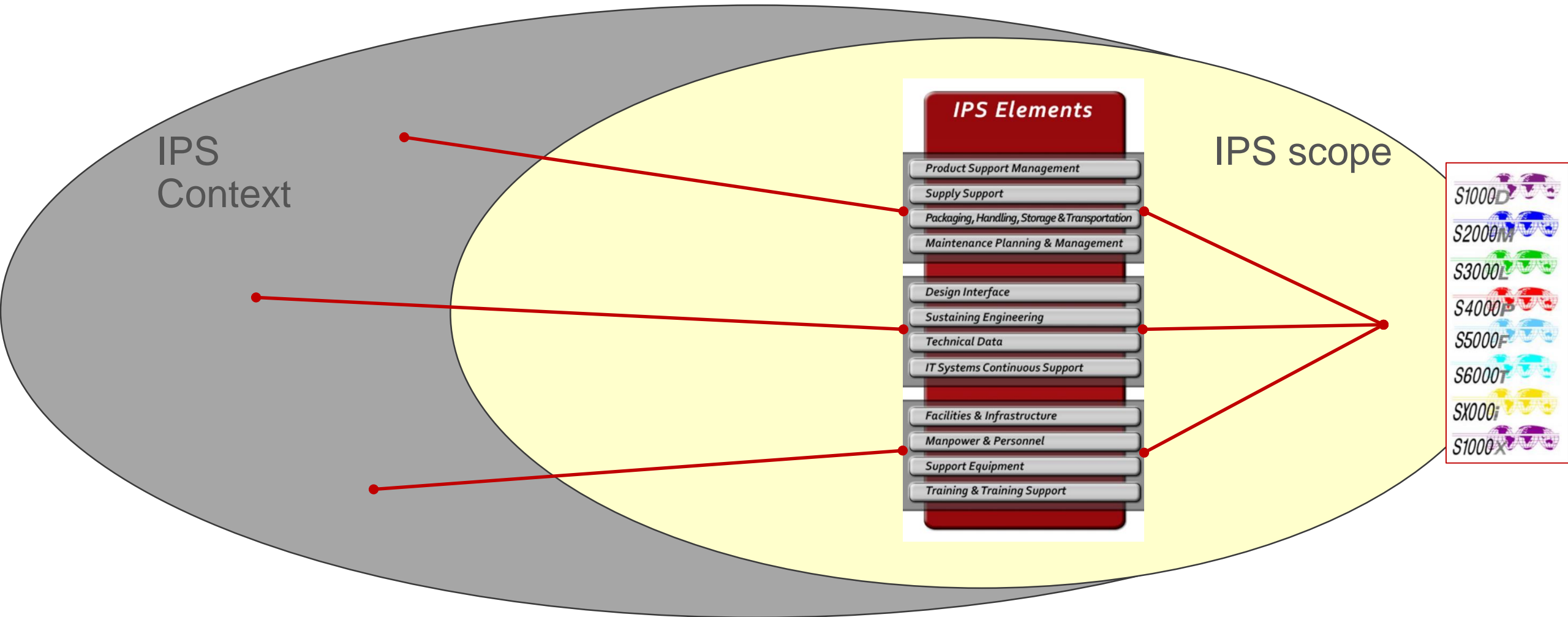


Our Integrated Product Support aim

- **SX000i is not an objective in it self, it is an aid**
- **The SX000i is/will be:**
 - Our common language for IPS
 - Our common way of working in the product life cycle
 - The connecting factor (integrated with engineering)
 - The connecting factor (integration of the IPS elements)
 - The connecting factor (weapon system and equipment life-cycle)
- **SX000i is the “guide” the IPS manager:**
 - It is the international “Guide” in combination with a Dutch IPS Implementation Guide and tool-kit
 - It implement “Plan, Do, Check, Act” circles
 - The tool-kit comprises checklists and document templates



With the "I" of Integrated Product Support



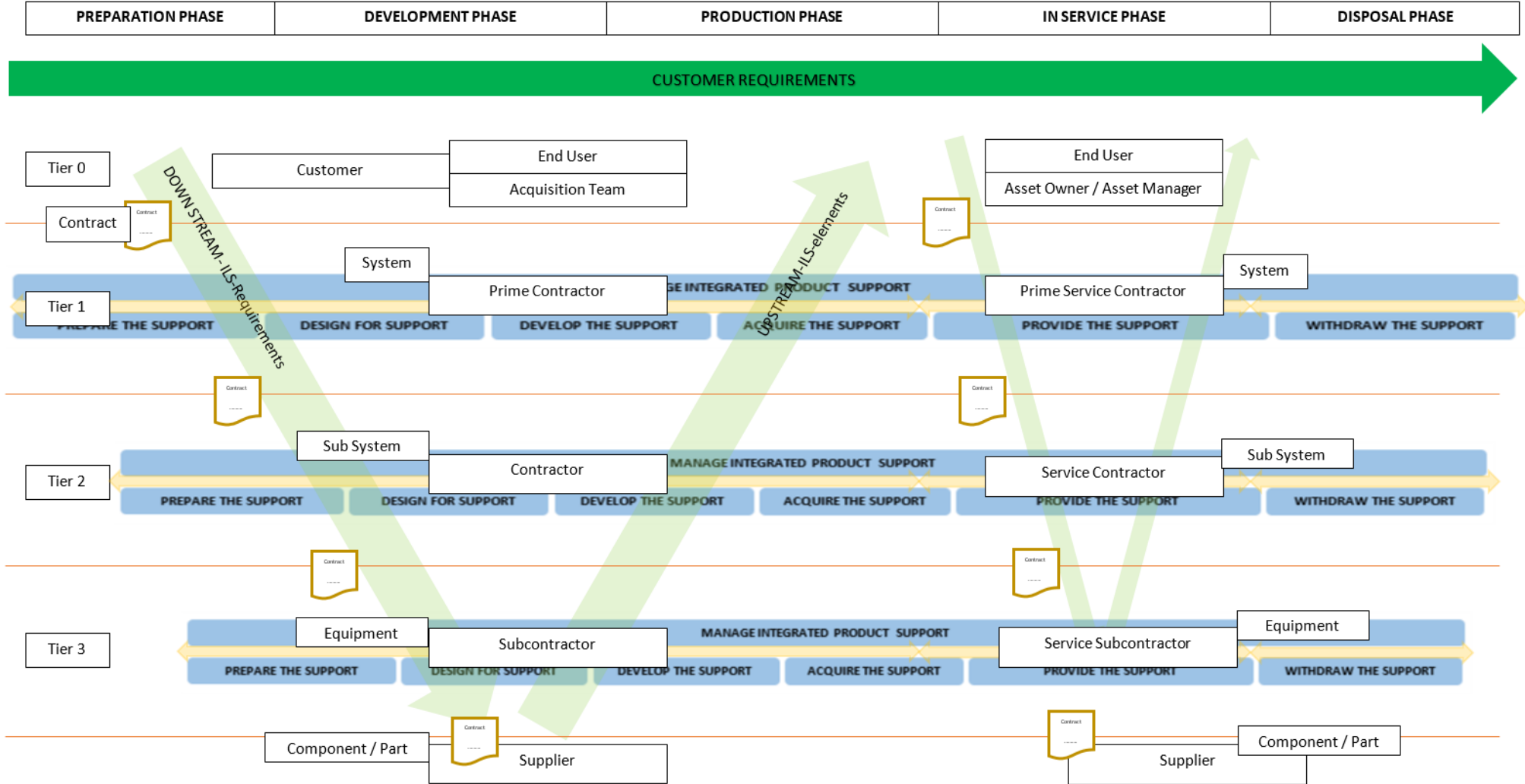
Our methodology

- **We take a true product life-cycle approach**
 - A practical pilot supports the development of S-Series implementation guide
- **Main elements in this methodology are:**
 - SX000i is always the starting point
 - Use product-life cycle as backbone for the IPS (ILS) processes
 - Use practical pilots to define the generic implementation
 - Defining the tailoring in a NL-Implementation Guide
 - Create templates (tools) for documents like
Operational Requirements Document (ORD), Usage Requirements Document (URD)
System Requirements Document (SRD)
IPS-Management Plan (IPS-MP) and Support Concept Document (SCD), etc.
 - Define additional check lists for each SML stage

Our main focus

- **Timing of IPS processes and activities in the entire life-cycle**
- **Phase by phase**
- **Applying IPS at several TIER levels in the value chain,
(OEM, supplier, contractor, prime contractor, Customer)**
- **Step by step implementation and usage along the Support Maturity Level
milestones**

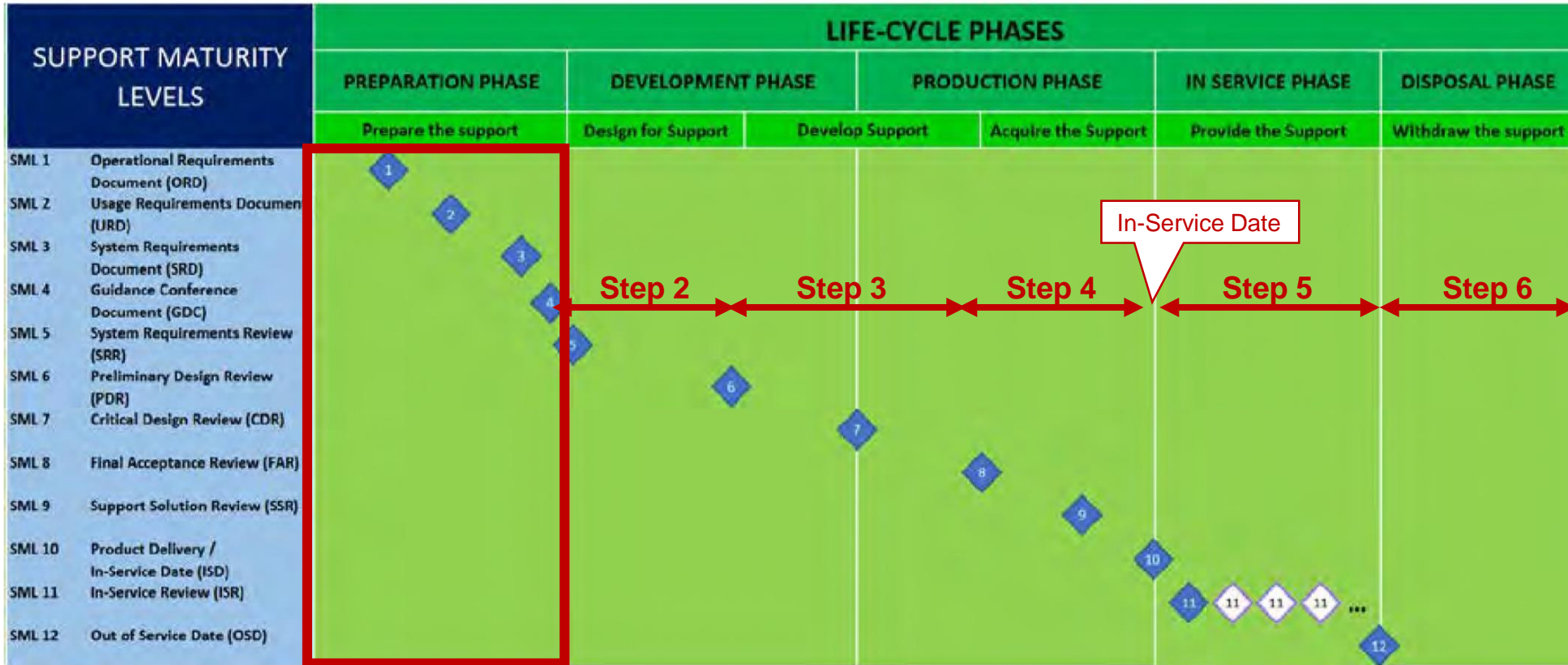
Complex structures



Extended product support footprint



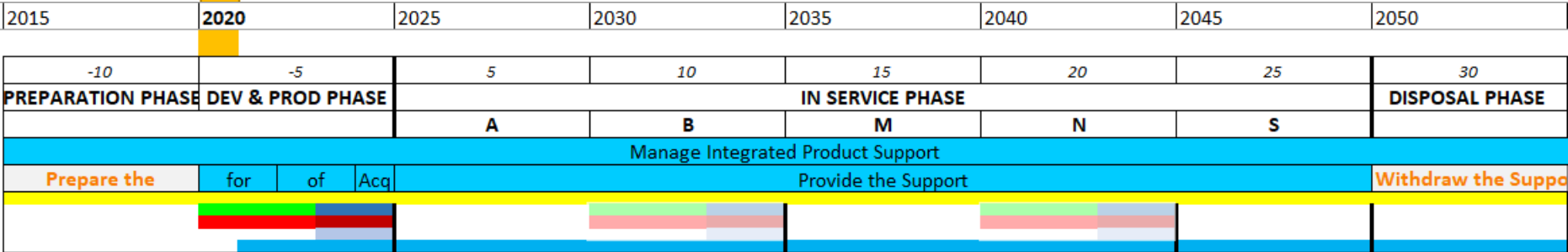
Phased approach



ICN-B6865-SX000I0401-001-01

Fig 1 Overview of IPS maturity levels, milestones and life cycle phases

Implementation principle



What could already been done according to SX000i?
What should be recovered?

What can be done acc. SX000i from now?
What is available based on past ILS experience?
Which conversion brings benefit?

A practical pilot for the application of the SX000i Issue 3.0

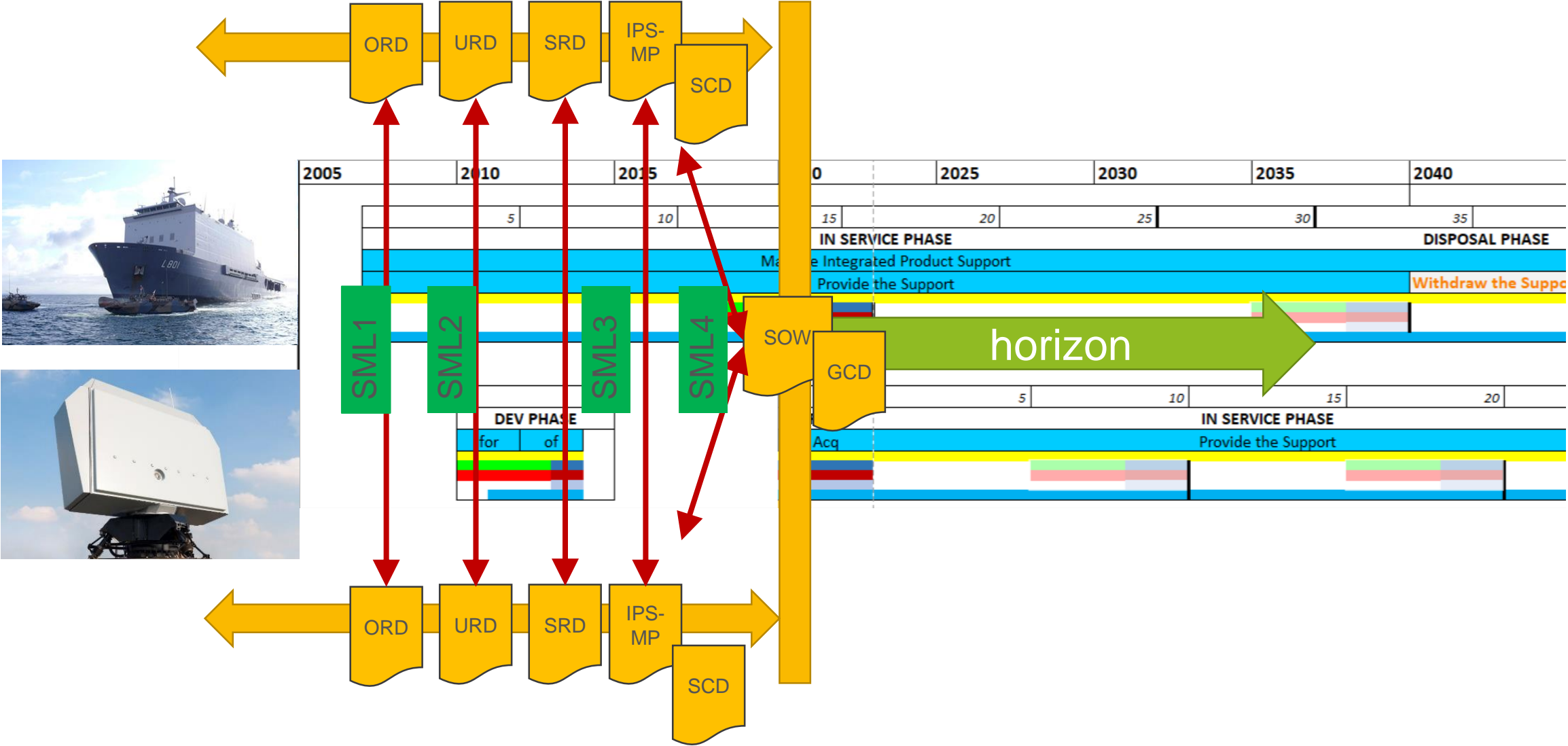


Landing Platform dock

Mid-life Modernisation
Military Of The Shelf

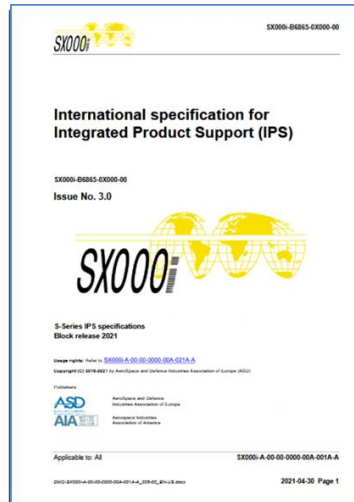
AESA Radar

Preparation Phase



NL-Implementation Guide

ASD/AIA Specification



NL-Implementation Guide

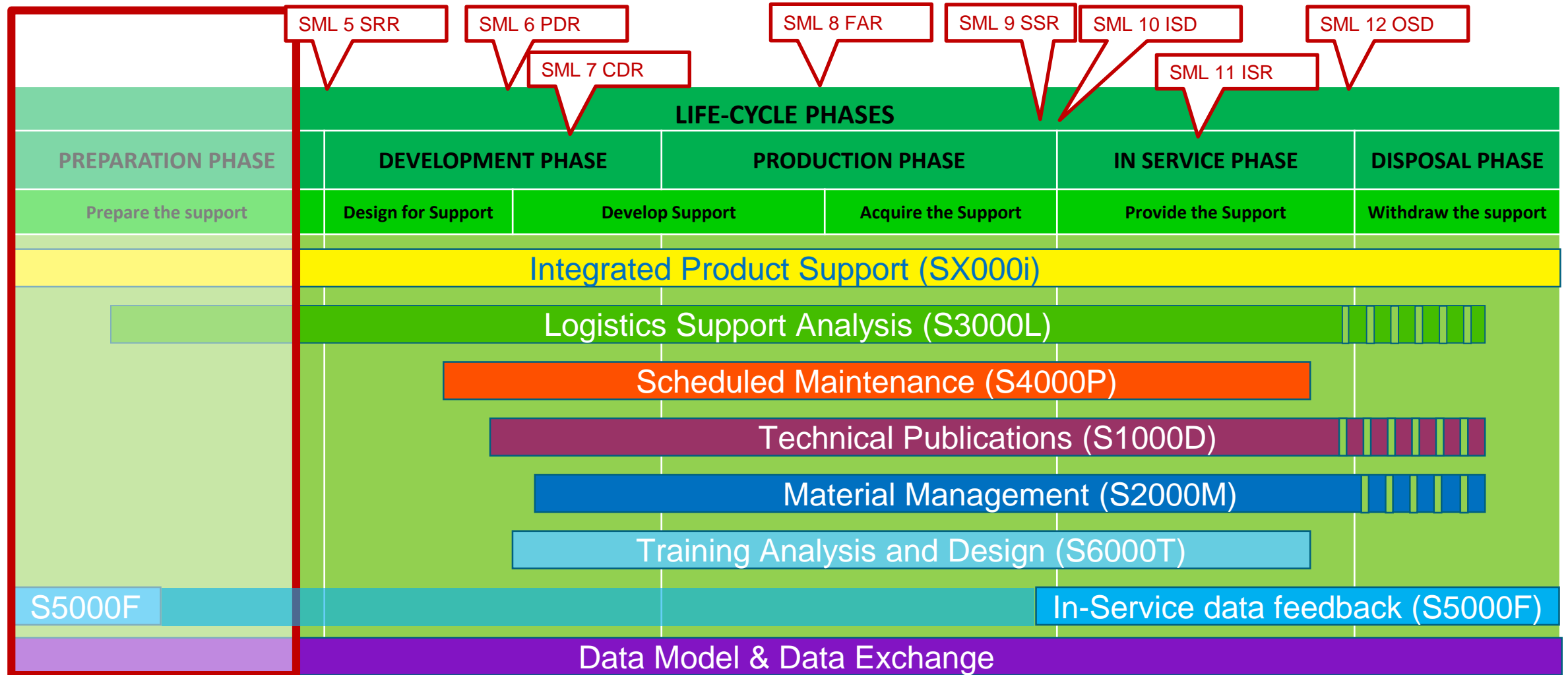


Templates Outlines Business Rules Check lists

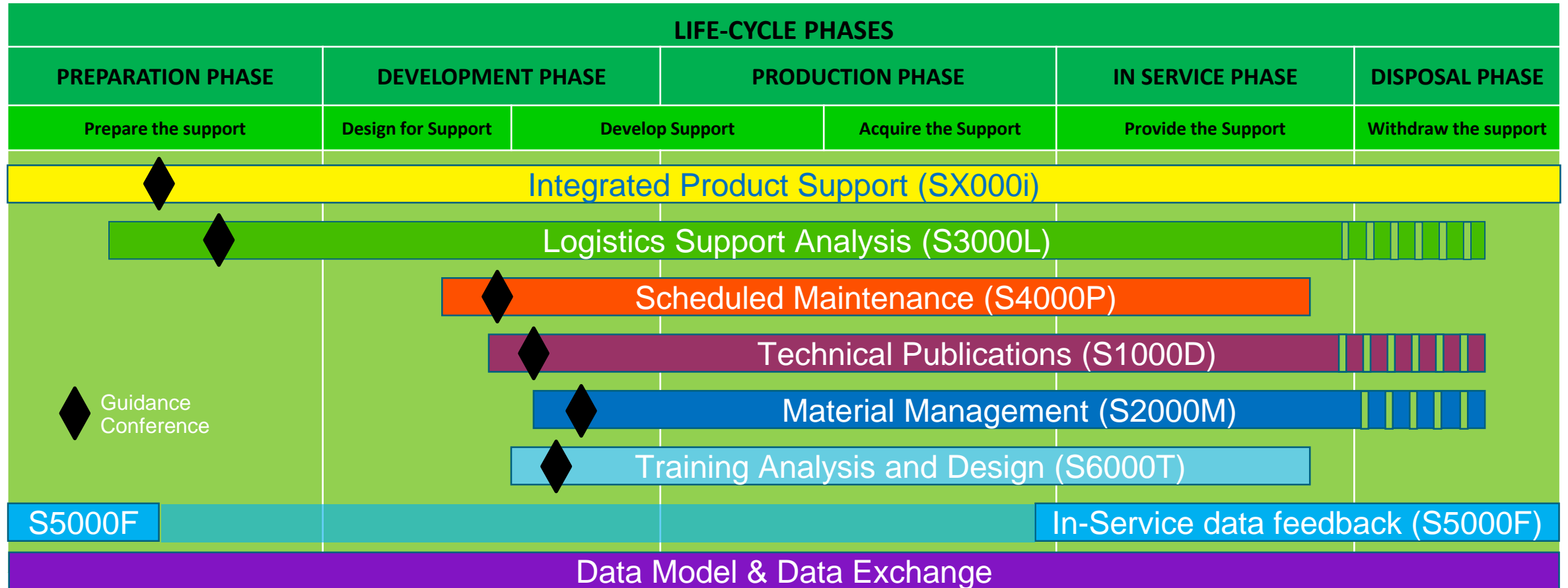


The way forward

Source: ASD SX000i Steer CO



Guide the IPS processes in the life-cycle



Guidance Conferences in the life-cycle

Lessons learned

- **It is not complete new. A lot of ILS material is available**
 - Judge against newest Integrated Product Support principles
- **Support Maturity Level milestones give focus and validate the support status**
- **Applying pilot and enabling projects is a precondition for defining the generic NL-Implementation**
- **Intensive work relationship between Defence and Industry based on IPS principles**
 - SX000i connects as a joined effort for tailoring
- **Creates mutual insight in processes of the higher and lower tier levels**
- **Work split between tier levels is already discussed in preparation phase**
- **With the results of the pilot Industry can improve its support and services in the life-cycle and creates opportunities for the right offerings**

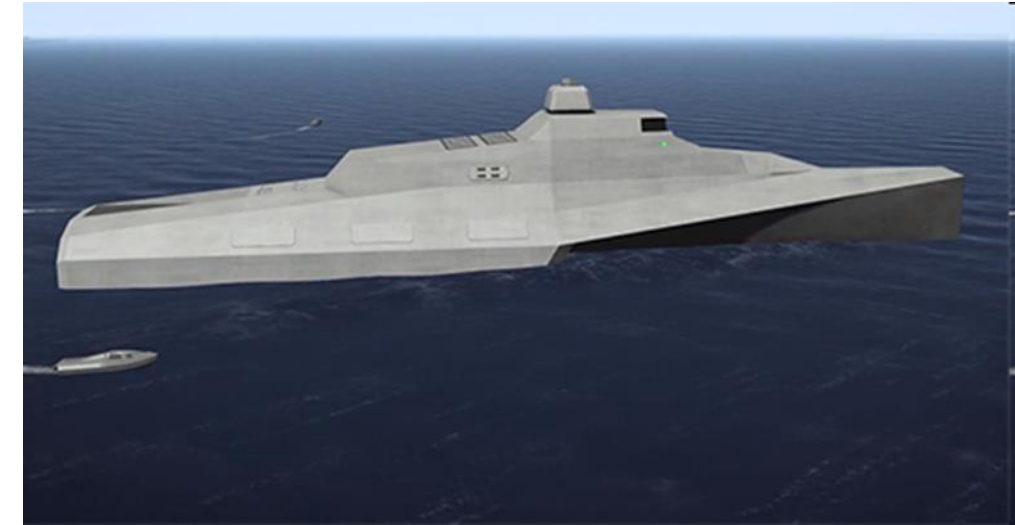
For safety at and from sea



Conclusion

- **The preparation phase is the most important phase in which the most product life-cycle benefits can be initiated and achieved**
 - Although the implementation of IPS can start at any moment in the life-cycle
- **It takes time, patience and persistence to implement SX000i for complex defence products in a multi company setting**
 - “Think big, act small and adapt fast”
- **Involvement of various departments and stakeholders at all management levels in the defence organisation and within industry is a prerequisite**
- **For Integrated Product Support the interface with acquisition and contracting processes is of imminent importance**
- **Keep on adapting IPS to developments**
 - Adapt to the digital and sustainability transition

Don't lose time



Start now with practical pilots to discover the benefits of IPS (SX000i)
in the entire product life-cycle within Defence and Industry



Thank You

for your attention!

Questions?



Email: berend.jongebloed@nl.thalesgroup.com

Phone: +31 (0) 6 22527056

LinkedIn: <https://nl.linkedin.com/in/berend-jongebloed-181b6630>