

Australian Standard[®]

Dependability management

**Part 3.12: Application guide—Integrated
logistic support**

STANDARDS
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This Australian Standard® was prepared by Committee QR-005, Dependability. It was approved on behalf of the Council of Standards Australia on 19 October 2011. This Standard was published on 14 November 2011.

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This Standard was issued in draft form for comment as DR AS IEC 60300.3.12.

Standards Australia wishes to acknowledge the participation of the expert individuals that contributed to the development of this Standard through their representation on the Committee and through the public comment period.

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Dependability management

**Part 3.12: Application guide—Integrated
logistic support**

Original as AS IEC 60300.3.12—2004.
Second edition 2011.

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Published by SAI Global Limited under licence from Standards Australia Limited, GPO Box 476, Sydney, NSW 2001, Australia

ISBN 978 0 7337 9956 3

PREFACE

This Standard was prepared by the Standards Australia Committee QR-005, Dependability to supersede AS IEC 60300.3.12—2004, *Dependability management, Part 3.12: Application guide—Integrated logistic support*.

The objective of this Standard is to provide an application guide for implementing an integrated logistic support management system. It describes principles, management structures, logistic support activities and logistic data analyses and their application throughout the life cycle.

This Standard is identical with, and has been reproduced from IEC 60300-3-12, Ed. 2.0 (2011), *Dependability management—Part 3-12: Application guide—Integrated logistic support*.

As this Standard is reproduced from an International Standard, the following applies:

- (a) Its number appears on the cover and title page while the International Standard number appears only on the cover.
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References to International Standards should be replaced by references to Australian or Australian/New Zealand Standards, as follows:

<i>Reference to International Standard</i>		<i>Australian Standard</i>	
IEC		AS IEC	
60300	Dependability management	60300	Dependability management
60300-3-3	Part 3-3: Application guide—Life cycle costing	60300.3.3	Part 3.3: Application guide—Life cycle costing
60300-3-10	Part 3-10: Application guide—Maintainability	60300.3.10	Part 3.10: Application guide—Maintainability
60300-3-11	Part 3-11: Application guide—Reliability centred maintenance	60300.3.11	Part 3.11: Application guide—Reliability centred maintenance
60300-3-14	Part 3-14: Application guide—Maintenance and maintenance support	60300.3.14	Part 3.14: Application guide—Maintenance and maintenance support
60812	Analysis techniques for system reliability—Procedure for failure mode and effects analysis (FMEA)	60812	Analysis techniques for system reliability—Procedure for failure mode and effects analysis (FMEA)
61160	Design review	61160	Design review

Only international references that have been adopted as Australian or Australian/New Zealand Standards have been listed.

The term ‘informative’ has been used in this Standard to define the application of the annex to which it applies. An ‘informative’ annex is only for information and guidance.

CONTENTS

1	Scope.....	8
2	Normative references	8
3	Terms, definitions and abbreviations	9
3.1	Terms and definitions	9
3.2	Abbreviations	10
4	Principles of integrated logistic support (ILS).....	11
4.1	ILS objectives.....	11
4.2	Application of ILS	11
4.3	Elements of ILS.....	12
4.4	Structure of ILS	13
5	Planning and management of ILS	15
5.1	General	15
5.2	Management structure and responsibilities.....	15
5.3	Controlling documentation and review processes	16
5.3.1	Planning documentation	16
5.3.2	Recommended review procedures.....	16
5.3.3	Identification of supportability issues	16
6	Logistic support analysis (LSA)	17
7	Customer profile constraints and supportability factors.....	18
7.1	General.....	18
7.2	Customer profile constraints.....	18
7.3	Supportability factors.....	19
7.3.1	Logistic support harmonization.....	19
7.3.2	Logistic support improvement (LSI)	20
7.3.3	Technological opportunities to improve logistic support	20
7.3.4	Supportability options	20
7.4	Supportability factors report	21
8	Identification of maintenance and logistic support activities	21
8.1	Purpose and process.....	21
8.2	Identifying options	22
8.3	Factors influencing a trade-off study.....	23
8.4	Establishing the criteria to conduct a trade-off study.....	24
8.5	Conducting a trade-off study	25
8.6	Trade-off study reports	25
9	Investigation of maintenance activities and determination of LSA activities.....	26
9.1	General	26
9.2	Maintenance support task (MST).....	26
9.2.1	General	26
9.2.2	Maintenance support task process.....	27
9.2.3	LSA database.....	27
9.2.4	Outputs	27
9.3	Potential impact on existing logistic support for new items.....	29
9.3.1	General	29

9.3.2	Activity description	29
9.4	Post-production support (PPS)	30
9.4.1	General	30
9.4.2	Activity description	30
9.4.3	Post-production support (PPS) plan	30
10	Verification of logistic supportability	31
10.1	General	31
10.2	Logistic support acceptance strategy	31
10.3	Monitoring of field data	32
11	ILS outputs	33
11.1	General	33
11.2	Outputs used to influence the design process	34
11.3	Outputs used to identify or provide the logistic support elements	34
11.3.1	General	34
11.3.2	Maintenance plan	34
11.3.3	Personnel	35
11.3.4	Training and certification	35
11.3.5	Provisioning of spares	35
11.3.6	Support equipment	35
11.3.7	Technical documentation	36
11.3.8	Facilities	36
11.3.9	Packaging, handling, storage and transportation (PHS&T)	36
11.3.10	Software support	37
12	LSA database	37
12.1	General	37
12.2	Interfaces with other databases	38
12.3	Tailoring of the database	38
12.4	Format of data	38
12.5	Configuration management of the LSA database	38
12.6	Configuration management of the data within the LSA database	39
	Annex A (informative) Illustrative examples of LSA activities	40
	Annex B (informative) Illustrative example of trade-off analysis emanating from the evaluation of design and logistic support options series of activities	44
	Annex C (informative) Examples of LSA database	46
	Bibliography	50
	Figure 1 – Structure of ILS	13
	Figure 2 – Interrelationship of LSA analyses and other design activities	14
	Figure 3 – Applicability of LSA activities by life cycle phases	17
	Figure 4 – Identification of maintenance and logistic support activities	22
	Figure 5 – Maintenance support task	27
	Figure 6 – Test and evaluation procedure	32
	Table A.1 – Illustrative example of customer profile – Constraints data	40
	Table A.2 – Illustrative example of logistic standardization analysis	40
	Table A.3 – Illustrative example of logistic improvement analysis (photocopier test cable – H1 as replacement for G1)	41

Table A.4 – Illustrative example of logistic technological opportunity analysis to improve or reduce logistic requirements.....	41
Table A.5 – Illustrative example of logistic support characteristics calculated from supportability factors analysis	42
Table A.6 – Illustrative example of initial supportability and logistic support requirements emanating from the customer profile – Constraints and supportability factors	43
Table B.1 – Example of a simple scoring system	44
Table B.2 – Illustrative example of trade-off analysis	45
Table C.1 – Selected data element definitions	47

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INTRODUCTION

The successful operation of an item in service depends to a large extent upon the effective acquisition and management of logistic support in order to achieve and sustain the required levels of performance and customer satisfaction over the entire life cycle.

Logistic support encompasses the activities and resources required to permit operation and maintain an item (hardware and software) in service. Logistic support covers maintenance, manpower and personnel, training, spares, technical documentation, packaging, handling, storage and transportation, logistic support resources and disposal. In most cases, maintenance support is considered to be synonymous with logistic support. Logistic support may also include operational tasks but the differentiation between operational and maintenance tasks varies with industry and individual practices.

The cost of logistic support is a major contributor to the life cycle costing (LCC) of an item and increasingly, customers are making purchase decisions based on life cycle cost rather than initial purchase price alone. Logistic support considerations may therefore have a major impact on item sales by ensuring that the item can be operated and supported at an affordable cost and that all the necessary resources have been provided to fully support the item so that it meets the customer requirements.

Quantification of logistic support costs allows the manufacturer to define the logistic support cost elements and evaluate the warranty implications. This provides the opportunity to reduce risk and allows logistic support costs to be set at competitive levels.

Integrated logistic support (ILS) is a management methodology by which all the logistic support services required by a customer can be brought together in a structured way and in harmony with an item. ILS should be applied to ensure that supportability considerations influence the concept and design of an item and to ensure that logistic support arrangements are consistent with the design and each other throughout the item's life.

The successful application of ILS will result in a number of customer and supplier benefits. For the customer, these can include increased satisfaction, lower logistic support costs, greater availability and lower life cycle costs. For the supplier, benefits can include lower logistic support costs, a better and more saleable item with fewer item modifications due to supportability deficiencies.

This part of IEC 60300 provides guidance on the minimum activities necessary to implement an effective ILS management system for a wide range of commercial suppliers.

AUSTRALIAN STANDARD

Dependability management**Part 3.12:
Application guide—Integrated logistic support****1 Scope**

This part of IEC 60300 is an application guide for establishing an integrated logistic support (ILS) management system.

It is intended to be used by a wide range of suppliers including large and small companies wishing to offer a competitive and quality item which is optimized for the purchaser and supplier for the complete life cycle of the item.

It also includes common practices and logistic data analyses that are related to ILS.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments), applies.

IEC 60050-191, *International Electrotechnical Vocabulary – Chapter 191: Dependability and quality of service*

IEC 60300-3-1, *Dependability management – Part 3-1: Application guide – Analysis techniques for dependability - Guide on methodology*

IEC 60300-3-2, *Dependability management – Part 3-2: Application guide – Collection of dependability data from the field*

IEC 60300-3-3, *Dependability management – Part 3-3: Application guide – Life cycle costing*

IEC 60300-3-4, *Dependability management – Part 3-4: Application guide – Guide to the specification of dependability requirements*

IEC 60300-3-10, *Dependability management – Part 3-10: Application guide – Maintainability*

IEC 60300-3-11, *Dependability management – Part 3-11: Application guide – Reliability centred maintenance*

IEC 60300-3-14, *Dependability management – Part 3-14: Application guide – Maintenance and maintenance support*

IEC 60300-3-16, *Dependability management – Part 3-16: Application guide – Guidelines for specification of maintenance support services*

IEC 60706-2, *Maintainability of equipment – Part 2: Maintainability requirements and studies during the design and development phase*

IEC 60706-3, *Maintainability of equipment – Part 3: Verification and collection, analysis and presentation of data*