Internal Process (IP)3: Integrate Medical Maintenance Capabilities (Objective Lead: Jack Rosarius Director, Medical Maintenance Management)

1. Objective Statement

The Medical Maintenance Management Directorate (M3D) is currently conducting its operations outside the standard processes and technology of USAMMA and the AMEDD Enterprise. The intent of this objective is the full integration of the M3D into materiel development, acquisition, fielding and sustainment across the USAMMA and broader AMEDD Enterprise, to include internal USAMMA and broader enterprise processes. This integration will enable the M3D to provide current, relevant and actionable maintenance information to USAMMA and the AMEDD Enterprise. The result of this objective will be a single enterprise automation system for equipment management providing a flexible operational view to lead effective and efficient sustainment of products for customers worldwide.

2. Critical Success Factors

a. Documentation of single process that integrates maintenance with Fielding, PMs, Customers

b. Detailed blue printing of the Maintenance Operations Divisions

c. Maintenance system must be identified as a priority within USAMMA and the greater MEDLOG community

d. POM funding secured for Automation System Application development, testing, training and deployment

e. Delivery of an Automation System that enables ""single instance"" view of maintenance and provides relevant, actionable information"

3. The USAMMA NMP is directly linked to the USAMMA Balanced Score Card via IP4. Progress is measured through established milestones and tasks (NMP current 13 functions):

a. Develop and Publish Policy and Procedures for TDA and TOE
b. Review and Update Publications
c. Integrate Policy with other Commands
d. Act as AMEDD Maintenance SME for Special Initiatives and Programs
e. Serves as ICT Members for Medical Maintenance Automation; Architecture Guidance
f. Utilize Data Warehouse and provide relevant strategic analysis
g. Manage the medical items on the Master Maintenance Data File (MMDF)
h. Review ILS process to ensure consistent supportability strategies
i. Acts as field conduit for the AMEDD Center & School POI's for MOS 68A Training
j. Coordinate Maintenance updates on USAMMA Website
k. Support FORSCOM maintenance assistance visits (MAIT) and selected inspection teams
l. Lead AMEDD Development/ Execution of maintenance-centric issues and initiatives
m. Support Program Management of TMDE

Internal Process (IP) 5: Develop Enterprise Capabilities For Medical Equipment Maintenance

1. Objective Statement

The result of this objective is the development and implementation of enterprise capabilities for medical equipment maintenance that provide an end to end, fully integrated and tied level concept of support. This includes executing the medical maintenance IT transition plan supporting current and future medical maintenance processes.

2. Critical Success Factors

a. Implementation of the Medical Equipment Life Cycle Management (MELCM) concept

b. Documenting the business processes for depot level as well as APS and RCHD maintenance.

c. Establishing a base-line or obtaining reliable maintenance data for our TOE units.

d. Increase of personnel working medical maintenance automation.

e. Funding for the appropriate prioritization of a viable enterprise solution.

3. The USAMMA NMP provides pipeline maintenance data to the MEDLOG Balanced Score Card via IP5. Progress is measured through established milestones and tasks:

a. Total Logistics Response Time - Maintenance (TLRT - M) data

Measure Intent: Obtaining the measure of TLRT-M is a multi-step process. The intent of this initiative is to measure maintenance work orders and work load status indicators to determine the average amount of time taken to complete various business procedures. Work procedures are assigned status indicators within the Army STAMIS applications (SAMS-E and SAMS-1E). Each status change within STAMIS is date /time stamped when new status indicator are given. Senior Maintenance Managers can use this information to perform analysis of Medical Logistics Operations that are involved and properly documented while supporting the Biomedical Maintenance Shops. Please review the Measure Data Description Document, which provides additional details about this measure.

b. **Percentage of Scheduled Maintenance Services Completed**

Measure Intent: The intent of this measure is to measure effectiveness in identifying, planning and scheduling maintenance requirements. Maintenance Plan Accuracy is measured by comparing for maintenance against actual maintenance performed. The measure addresses inefficiencies in maintenance planning and may be captured in the maintenance services schedule.

c. **Open Work Orders (30-60-90)**

Measure Intent: The intent of this measure is to track the open WO by days outstanding. Optimal profile of this graph is to have the majority of items within the 0-30 day window, and also that the number of WOs reduces.