

Reducing F414 Cycle Time Through Employment of Organizational Modeling

Lt Col Joel Hagan

Outline

- Objective
- Methodology
- Model Development
- Modeling Results / Conclusions
- Real-World Results / Conclusions
- Recommendations for Further Study

Objective

- Identify options for reducing F414 cycle time
- Characterize relative benefit of options
- Recommend way ahead



Background

- NAS Lemoore AIMD 400 Division F/A-18E/F F414
 - Improvements via Air Speed Lean, Six-sigma, etc.
 - Engine maintenance efficiency & quality
- Employed organizational modeling
 - Similar to FEM & CFD modeling
 - Focuses on more efficiently moving information
 - Virtual Design Team techniques developed at Stanford
 - Describes work in terms of information flow
 - J.R. Galbraith
 - Doing work effectively requires effective information flow

Air Speed focus - **item** moving through the organization Org. Modeling focus - **information** moving through the organization



400 Division F414 Organization



F414 Maintenance Process Top Level



F414 Detailed Maintenance Process



Model Development Methodology

- Developed model of 400 Division F414 maintenance
- Model included off-core tasks
- Assumptions / Simplifications
 - Modeled single engine
 - Modeled single shift
 - Modeled engine Acceptance process as 14 day duration
 - Did not model delay due to parts
- Once baseline model verified Modified model
 - Identify potential courses of action for reducing cycle time
 - Modeled 7 interventions + best of 7

8

Naval Postgraduate School

Monterev, CA

Model Variable Definition

Project variable definitions

Position variable definitions

Variable	Value Based On…	Variable	Value Based On	
Work Day	8 hrs / day	Culture	All Generic. Not a concern in this study	
Work Week	5 day / week	Role	OIC – PM, PC officer & Controller - SL, all others ST	
Team Experience	Medium - Assessment of interviewed 400 Div. personnel	Application Experience	Medium – Varies with individuals PCSing. Results generally applicable when set to	
Centralization	High - Assessment of interviewed 400 Div.		Medium	
	personner – PC controlling	Full-time-	FTE = (# personnel assigned to that	
Formalization	ation Low - Assessment of interviewed 400 Div. equiv		position) * (average % time spent working F414 tasks) * (1/6 to account for working a	
Matrix Strength	Medium - Assessment of interviewed 400		single engine)	
	Div. personnel	Salary	All set to \$50. Concern here is relative vs.	
Communication Probability	0.30 - Nominal range is 0.2 to 0.9. Tasks are relatively routine and executed by		absolute values	
	skilled personnel	Skill Rating	All positions have High skill rating for their	
Functional Exception Probability	0.075 – Nominal range is 0.05-0.10. Design inefficiencies are very low. No technology problems associated with accomplishing this project.	position's skill, Medium skill rating for skills of the positions they supervise low for any skills associated with pos lower in the chain of command		
Project Exception Probability	0.075 – Nominal range is 0.05-0.10. There are few interface problems with this work – module assembly			



Model Variable Definition

Primary Task variable definitions

Meeting variable definitions

Variable	Value Based On…			
Effort	400 Division value stream analysis			
Effort Type	Assessment of interviewed 400 Div. personnel			
Required Skill	Assessment of interviewed 400 Div. personnel			
Priority	All tasks set to high, All off-core tasks set to low			
Requirement Complexity	All set to low. Requirements for all tasks are well understood			
Solution Complexity	All set to low. How to complete each task is well understood			
Uncertainty	Assessment of interviewed 400 Div. personnel			
Fixed Cost	All set to \$50. Concern here is relative vs. absolute values			
Assigned Position Allocation	Assessment of interviewed 400 Div. personnel			

Variable	Value Based On…		
Priority	All set to High		
Duration	Assessment of interviewed 400 Div. personnel		
Interval	Assessment of interviewed 400 Div. personnel		
Repeating	All meetings are repeating. Frequency defined by interviewed 400 Div. personnel		
Schedule to end	All meetings scheduled to end		
Meeting Time	Start time defined by interviewed 400 Div. personnel. Time is referenced relative to the Start milestone		
Meeting Attendance	Assessment of interviewed 400 Div. personnel		
Meeting Attendance Allocation	Assessment of interviewed 400 Div. personnel. Based on percentage of personnel assigned to a position who attend the meeting		



Acquisition Research Program: Creating Synergy for Informed Change

Organizational Model



Acquisition Research Program: Creating Synergy for Informed Change

Organizational Interventions

- #1 Parallel Acceptance process w/ other F414 tasks
- #2 Combine Controller & AZ positions
 - Without skill retraining
 - With skill retraining
- #3 Combine 41V and 450 Positions
 - Without skill retraining
 - With skill retraining
- #4 Decreasing Centralization
- #5 Adding Additional Personnel to Positions
- #6 Altering duration and frequency of meetings
- #7 Eliminating meetings
- #8 Combination of the best of #1 #7

Evaluation of Intervention #1

Current F414 Process



F414 Maint. w/ Intervention #1





Significant Decrease in Schedule Duration – 35%

Acquisition Research Program: Creating Synergy for Informed Change

Naval Postgraduate School Monterey, CA



Acquisition Research Program: Creating Synergy for Informed Change

Naval Postgraduate School Montercy, CA





Acquisition Research Program: Creating Synergy for Informed Change

Naval Postgraduate School Monterey, CA

Summary - Single Intervention

	Affect On					
Intervention	Project Backlog Duration		Cost	Risk		
Parallel engine acceptance	58.56 hour decrease	Decrease for most positions	No significant impact	Increase in AZ Acceptance task Risk		
Combine Controller & AZ positions Without Training						
Combine Controller & AZ positions With Training						
Combine 41V & 450 positions Without Training						
Combine 41V & 450 positions With Training				TII		
Decreased Centralization				DOBOO		



Summary - Single Intervention

Intervention	Affect On				
intervention	Project Duration	Backlog	Cost	Risk	
Parallel engine acceptance	58.56 hour decrease	Decrease for most positions	No significant impact	Increase in AZ Acceptance task Risk	
Combine Controller & AZ positions Without Training	110 hour increase	Decrease in Controller and AZ backlog. Increase in Div-O and PC backlog over time	AZ Acceptance task work and rework cost increase by 205.6 & 11.72 respectively	Increase in AZ Acceptance Task Risk	
Combine Controller & AZ positions With Training	56.7 hour increase	Decrease in Controller and AZ backlog. Increase in Div-O and PC backlog over time	AZ Acceptance task work and rework cost increase by 140.1 & 4.18 respectively	Increase in AZ Acceptance Task Risk	
Combine 41V & 450 positions Without Training	132.6 hour increase	Slight decrease in 41V and 450 backlogs	Increase in Buildup and rework costs – 267.16 & 7.2 Increase in Test work, rework, & wait costs – 1082.21, 61.52, & 230.24	3/4 top risk areas assigned to combined 41V-450 positions vs. 2/4 currently	
Combine 41V & 450 positions With Training	67.6 hour increase	Slight decrease in 41V and 450 backlogs	Increase Buildup cost 267.15 & decrease rework costs – 3.29 Increase in Test work, rework, & wait costs – 303.4, 5.63, & 93.41	3/4 top risk areas assigned to combined 41V-450 positions vs. 2/4 currently	
Decreased Centralization	4.4 hour decrease	No significant impact	Slight increase in Buildup task rework cost of 9.86	No significant impact	

Acquisition Research Program: Creating Synergy for Informed Change

Summary - Single Intervention

Intervention	Affect On Predicted Project Duration	Affect On Functional Risk	
Add AZ Personnel	1.87 min saved / individual	No significant impact	
Add Controller Personnel	6.82 min lost / individual	No significant impact	
Add 41V Crew Personnel	0.91 min lost / individual	No significant impact	
Add 05E Crew Personnel	10.51 min saved / individual	No significant impact	
Add 450 Crew Personnel	4.42 min saved / individual	No significant impact	
Vary 0700 meeting duration & frequency	Greatest benefit from Less Frequent meetings = 6.56 hrs	No correlation between risk and meeting interval or duration	
Vary 0630 Meeting frequency	Greatest benefit from increasing time between meetings to greater than 2 days. Max benefit = 1.6 hours	Slight increase in risk when increasing time between meetings	
Combine Morning Meetings leaving End of Day meetings Separate	No significant impact	No significant impact to Functional Risk when combining meetings	
Separately Combine Morning meetings and End of Day Meetings	Greatest benefit from increasing time between meetings to greater than 1 day Max benefit = 7.28 hrs	No significant impact to Functional Risk when combining meetings	



Acquisition Research Program: Creating Synergy for Informed Change

Combined Interventions

- Parallel engine Acceptance process
- Decreased centralization
- Combine morning meetings
 - Time between meetings set to 2 days
- Combine end of day meetings
 - Time between meetings set to 2 days

	Affect On				
Intervention	Project Duration	Backlog	Cost	Risk	
Combined Interventions ?	58.96 hour or 35% decrease – Driven by acceptance paralleling effort	Backlog of most positions decrease. 450 LPO backlog increases	26.3 decrease in Buildup rework and 10.49 increase in teardown rework	No significant impact	



Modeling Conclusions

Modeling indicated that...

- Assuming current avg. induction delays, & no parts delays, the following interventions effectively reduce F414 cycle time:
 - 1. Parallel engine acceptance
 - 2. Separately combining morning and end of day meetings
 - 3. Decreasing meeting frequency
 - 4. Decreased centralization
- Combined interventions can reduce cycle time up to 59 hrs (7.4 days)

Acquisition Research Program: Creating Synergy for Informed Change

Recommendations for 400 Div.

- Walk first...
 - Separately combining morning & end of day meetings
 - Decrease meeting frequency
 - Assess impact
- Then run...
 - Parallel Acceptance process
 - Assess impact
- Once Induction process delays resolved
 - Combine AZ & Controller positions w/ training
 - Assess impact
- Keep NPS informed on results

Monterev, CA

Study Impact

 400 Div chose to implement highest-payoff intervention – Paralleling AZ Acceptance

Engine S/N	Received	SAME Problems	SAME Problems Resolved	Engine Maintenance Start	Days Saved
868472	20 Oct 06	20 Oct 06	7 Nov 06	23 Oct 06	16
VFA-106					
868083	25 Oct 06	26 Oct 06	13 Nov 06	29 Oct 06	16
VFA-2					
868265	5 Sep 06	5 Sep 06	16 Oct 06	6 Sep 06	46
USS				11	
Lincoln				10000	

 $\rightarrow \Delta =$

Study Impact

- 400 Div chose to combine morning meetings
 - 0630 PC-LPO coordination meeting and 0700 meeting
 - Modification to a study recommendation
- Results were positive
 - Less time spent coordinating
 - More time spent turning wrenches

Study Conclusion

- Real-world instances of F414 cycle time reduction exceed model predicted reduction by 2X
- Organizational modeling is an effective tool for improving organizational performance – NAS Lemoore AIMD
- Organizational modeling complements conventional process improvement techniques employed under AirSpeed

Further Study

- Continue tracking implementation of study recommendations
- Model other AIMD sites
 - Before and after Air Speed implementation
 - Individual site interventions
 - Other AIMD processes, e.g., Airframe, Avionics
- Model integrated AIMD processes using newly developed Stanford SW
 - SW specific to maintenance processes
 - Facilitates comprehensive evaluation of AirSpeed

Back-up Slides

Acquisition Research Program: Creating Synergy for Informed Change







Organizational Interventions

- #1 Parallel Acceptance process with all on-engine activities
- #2 Combine Controller & AZ positions
 - Without skill retraining
 - With skill retraining
- #3 Combine 41V and 450 Positions
 - Without skill retraining
 - With skill retraining
- #4 Decreasing Centralization
- #5 Adding Additional Personnel to Positions
- #6 Altering duration and frequency of meetings
- #7 Eliminating meetings
- #8 Combination of the best of #1 #7

Monterev, CA

Current F414 Process

Intervention #1



Current Acceptance Process





Impact - Schedule



Impact - Backlog



Impact - Cost



Impact - Task Functional Risk



Organizational Interventions

- #1 Parallel Acceptance process with all on-engine activities
- #2 Combine Controller & AZ positions
 - Without skill retraining
 - With skill retraining
- #3 Combine 41V and 450 Positions
 - Without skill retraining
 - With skill retraining
- #4 Decreasing Centralization
- #5 Adding Additional Personnel to Positions
- #6 Altering duration and frequency of meetings
- #7 Eliminating meetings

Acquisition Research Program: Creating Synergy for Informed Change

#7

#2 - Combine Controller and AZ Positions

Variant A

Same workload



Impact - Schedule



Significant Increase in Schedule Duration

Impact - Backlog



Decrease in Controller & AZ backlog / Increase in Div-O & PC backlog over time

Impact - Cost



AZ Acceptance cost increase. Build-up Rework decrease, Tear-down Rework increase

Impact - Task Functional Risk



Significant increase in AZ Acceptance task risk

Organizational Interventions

- #1 Parallel Acceptance process with all on-engine activities
- #2 Combine Controller & AZ positions
 - Without skill retraining
 - With skill retraining
- #3 Combine 41V and 450 Positions
 - Without skill retraining
 - With skill retraining
- #4 Decreasing Centralization
- #5 Adding Additional Personnel to Positions
- #6 Altering duration and frequency of meetings
- **#7** Eliminating meetings

#8 Combination of the best of #1 Acquisition Research Program: Creating Synergy for Informed Change

#7

#2 - Combine Controller and AZ Positions

Variant A

Same workload



Impact - Schedule



Impact - Backlog



Decrease in Controller & AZ backlog / Increase in Div-O & PC backlog over time

Impact - Cost



AZ Acceptance cost increase. Build-up Rework Increase, Tear-down Rework Decrease

Impact - Task Functional Risk



Slight increase in AZ Acceptance task risk

Organizational Interventions

- #1 Parallel Acceptance process with all on-engine activities
- #2 Combine Controller & AZ positions
 - Without skill retraining
 - With skill retraining
- #3 Combine 41V and 450 Positions
 - Without skill retraining
 - With skill retraining
- #4 Decreasing Centralization
- #5 Adding Additional Personnel to Positions
- #6 Altering duration and frequency of meetings
- **#7** Eliminating meetings •



Acquisition Research Program: Creating Synergy for Informed Change

#7

#3 Combine 41V & 450 Positions

DIV -O

PC Officer

- Same workload
- 41V & 450 personnel authorized to do each other's work

- Variant A
 - Combine personnel
 - No formal retraining
- Variant B
 - Formal retraining



Impact - Schedule



Duration Increased – Adverse Impact of Training Deficiency

Impact - Backlog



Impact - Cost



Impact - Task Functional Risk



Lack of appropriate skills increases risk

Organizational Interventions

- #1 Parallel Acceptance process with all on-engine activities
- #2 Combine Controller & AZ positions
 - Without skill retraining
 - With skill retraining
- #3 Combine 41V and 450 Positions
 - Without skill retraining
 - With skill retraining
- #4 Decreasing Centralization
- #5 Adding Additional Personnel to Positions
- #6 Altering duration and frequency of meetings
- #7 Eliminating meetings



Acquisition Research Program: Creating Synergy for Informed Change

#7



#3 Combine 41V & 450 Positions

DIV -O

- Same workload
- 41V & 450 personnel authorized to do each other's work **PC Officer**
- Variant A
 - Combine personnel
 - No formal retraining
- Variant B
 - Formal retraining



Impact - Schedule



Training doesn't overcome increased duration resulting from combining 41V & 450

Changes in Task Duration



Training significantly decreases duration of tasks associated with engine testing

Impact - Backlog



Impact - Cost



Impact - Task Functional Risk



Training decreases risk of Test task, Combined 41V-450 tasks have highest risk

Organizational Interventions

- #1 Parallel Acceptance process with all on-engine activities
- #2 Combine Controller & AZ positions
 - Without skill retraining
 - With skill retraining
- #3 Combine 41V and 450 Positions
 - Without skill retraining
 - With skill retraining
- #4 Decreasing Centralization
- #5 Adding Additional Personnel to Positions
- #6 Altering duration and frequency of meetings
- **#7** Eliminating meetings



Acquisition Research Program: Creating Synergy for Informed Change

Impact - Schedule



Decrease in schedule duration

Impact - Backlog



Impact - Cost


Impact - Task Functional Risk



Organizational Interventions

- #1 Parallel Acceptance process with all on-engine activities
- #2 Combine Controller & AZ positions
 - Without skill retraining
 - With skill retraining
- #3 Combine 41V and 450 Positions
 - Without skill retraining
 - With skill retraining
- #4 Decreasing Centralization
- #5 Adding Additional Personnel to Positions
- #6 Altering duration and frequency of meetings
- #7 Eliminating meetings



Acquisition Research Program: Creating Synergy for Informed Change

Adding Personnel



Adding Personnel-Risk Analysis





41V





Organizational Interventions

- #1 Parallel Acceptance process with all on-engine activities
- #2 Combine Controller & AZ positions
 - Without skill retraining
 - With skill retraining
- #3 Combine 41V and 450 Positions
 - Without skill retraining
 - With skill retraining
- #4 Decreasing Centralization
- #5 Adding Additional Personnel to Positions
- #6 Altering duration and frequency of meetings
- #7 Eliminating meetings

#8 Combination of the best of #1

Acquisition Research Program: Creating Synergy for Informed Change

#7

Duration Impact - 0700 Mtg

Project Duration (Days)	Interval Between Meetings (Days)					
Meeting Duration (Min)		1	2	3	4	5
	20	21.09	20.46	20.53	20.27	20.39
	30	20.85	20.56	20.72	20.34	20.46
	45	20.85	20.56	20.72	20.80	20.55
	60	21.29	20.6	20.82	20.53	20.61
	90	21.69	21.12	20.98	20.72	20.40
NPS	120	22.29	21.48	20.95	20.92	20.60

Shorter Duration/Less Frequency = Greatest Improvement: 0.84 days or 6.56 hrs

Duration Impact - 0700 Mtg



Greatest benefits result from increasing time between meetings to greater than 1 day

Duration/Risk Impact - 0700 Mtg

Project Duration (Days) Functional Risk Index	Interval Between Meetings (Days)					
Meeting Duration (Min)		1	2	3	4	5
	20	21.09 0.59	20.46 0.62	20.53 0.69	20.27 0.76	20.39 0.70
	30	20.85 0.62	20.56 0.66	20.72 0.87	20.34 0.67	20.46 0.66
	45	20.85 0.62	20.56 0.66	20.72 (0.87)	20.80 0.71	20.55 0.66
	60	21.29 0.70	20.6 0.58	20.82 0.65	20.53 0.75	20.61 0.71
	90	21.69 0.67	21.12 0.73	20.98 0.69	20.72 0.59	20.40 0.74
NPSI	120	22.29 0.73	21.48 0.73	20.95 0.74	20.92	20.60 0.68
No correlation between risk and meeting interval or duration					80	

Duration/Risk Impact - 0700 Mtg



No correlation between risk and meeting interval or duration

Acq

Duration Impact - 0630 Mtg

Meeting duration constant at 8 min



Greatest benefit from increasing time between meetings to greater than 2 days Max Benefit = 0.2 Days or 1.6 hours

Duration/Risk Impact - 0630 Mtg

Meeting duration constant at 8 min



Organizational Interventions

- #1 Parallel Acceptance process with all on-engine activities
- #2 Combine Controller & AZ positions
 - Without skill retraining
 - With skill retraining
- #3 Combine 41V and 450 Positions
 - Without skill retraining
 - With skill retraining
- #4 Decreasing Centralization
- #5 Adding Additional Personnel to Positions
- #6 Altering duration and frequency of meetings
- #7 Eliminating meetings



Acquisition Research Program: Creating Synergy for Informed Change

#7



Duration Impact - Combined Mtgs

Morning Meeting: 20 min

End of Day Meeting: 20 min



Greatest benefits result from separately combining morning and end of day meetings & increasing time between meetings to greater than 1 day Max benefit = 0.91 Days or 7.28 hrs (relative to baseline of 21.09 days)

Risk Impact - Combined Mtgs

Morning Meeting: 20 min

End of Day Meeting: 20 min



Summary - Single Intervention

	Affect On					
Intervention	Project Duration	Backlog	Cost	Risk		
Parallel engine acceptance	58.56 hour decrease	Decrease for most positions	No significant impact	Increase in AZ Acceptance task Risk		
Combine Controller & AZ positions Without Training	110 hour increase	Decrease in Controller and AZ backlog. Increase in Div-O and PC backlog over time	AZ Acceptance task work and rework cost increase by 205.6 & 11.72 respectively	Increase in AZ Acceptance Task Risk		
Combine Controller & AZ positions With Training	56.7 hour increase	Decrease in Controller and AZ backlog. Increase in Div-O and PC backlog over time	AZ Acceptance task work and rework cost increase by 140.1 & 4.18 respectively	Increase in AZ Acceptance Task Risk		
Combine 41V & 450 positions Without Training	Not considered					
Combine 41V & 450 positions With Training	Not considered ⁻					
Decreased Centralization Acquisit	4.4 hour decrease	No significant impact	Slight increase in Buildup task rework cost of 9.86	No significant impact		

Summary - Single Intervention

Intervention	Affect On Predicted Project Duration	Affect On Functional Risk		
Add AZ Personnel	1.87 min saved / individual	No significant impact		
Add Controller Personnel	6.82 min lost / individual	No significant impact		
Add 41V Crew Personnel	0.91 min lost / individual	No significant impact		
Add 05E Crew Personnel	10.51 min saved / individual	No significant impact		
Add 450 Crew Personnel	4.42 min saved / individual	No significant impact		
Vary 0700 meeting duration & frequency	Greatest benefit from Shorter Duration / Less Frequent meetings Greatest benefit = 6.56 hrs	No correlation between risk and meeting interval or duration		
Vary 0630 Meeting frequency	Greatest benefit from increasing time between meetings to greater than 2 days. Max benefit = 1.6 hours	Slight increase in risk when increasing time between meetings		
Combine Morning Meetings leaving End of Day meetings Separate	No significant impact	No significant impact to Functional Risk when combining meetings		
Separately Combine Morning meetings and End of Day Meetings	Greatest benefit from increasing time between meetings to greater than 1 day Max benefit = 7.28 hrs	No significant impact to Functional Risk when combining meetings		
		Monterey, CA		

Combined Interventions

- Parallel engine acceptance
- Decreased centralization
- Combine morning meetings
 - Time between meetings set to 2 days
- Combine end of day meetings
 - Time between meetings set to 2 days

Acquisition Research Program: Creating Synergy for Informed Change

90

Impact - Schedule



Decrease in schedule duration, driven primarily by Induction paralleling effort

Impact - Backlog



Impact - Cost



Slight decrease in Buildup rework and slight increase in Teardown rework

Impact - Task Functional Risk



Combined Interventions

- Parallel engine acceptance
- Decreased centralization
- Combine morning meetings
 - Time between meetings set to 2 days
- Combine end of day meetings
 - Time between meetings set to 2 days

	Affect On				
Intervention	Project Duration	Backlog	Cost	Risk	
Combined Interventions Acquisition F	58.96 hour or 35% decrease – Driven by acceptance paralleling effort	Backlog of most positions decrease. 450 LPO backlog increases	26.3 decrease in Buildup rework and 10.49 increase in teardown rework	No significant impact	