# MSC OEM INDUSTRY DAY

**Tuesday, August 23, 2022**  
**DoubleTree by Hilton Hotel – Norfolk Airport**  
**1500 N. Military Hwy, Norfolk, VA**  

“Leveraging Industrial Innovation for Mission Success”

## Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Agenda</th>
</tr>
</thead>
<tbody>
<tr>
<td>0730 – 0800</td>
<td>Arrival/Check-in</td>
</tr>
<tr>
<td>0800 – 0820</td>
<td>Welcome/Housekeeping/Introductions – Mr. Thomas Kiss, Mr. Neil Lichtenstein</td>
</tr>
<tr>
<td>0820 – 0830</td>
<td>Legal Remarks – Mr. Donald “DJ” Thornley</td>
</tr>
<tr>
<td>0830 – 0900</td>
<td>Scheduled Maintenance Projections – Mr. Neil Lichtenstein</td>
</tr>
<tr>
<td>0900 – 1000</td>
<td>Support Expectations - Mr. William “Ed” Hulick, Mr. Thong Nguyen</td>
</tr>
<tr>
<td>1000 – 1015</td>
<td>Break</td>
</tr>
<tr>
<td>1015 – 1115</td>
<td>Parts and Services Contracts – Ms. Kasie Samaniego</td>
</tr>
<tr>
<td>1115 – 1200</td>
<td>How Can MSC Better Align OEM Support (Discussion) – Mr. Neil Lichtenstein</td>
</tr>
<tr>
<td>1200 – 1300</td>
<td>Lunch</td>
</tr>
<tr>
<td>1300 – 1400</td>
<td>OEM Issues and Concerns (Roundtable Discussion) – Mr. Neil Lichtenstein</td>
</tr>
<tr>
<td>1400 – 1500</td>
<td>The Way Forward (Splinter Sessions For Future Meetings) – Mr. Neil Lichtenstein</td>
</tr>
<tr>
<td>1500 - 1515</td>
<td>Questions / Comments</td>
</tr>
</tbody>
</table>
WELCOME TO MSC’s OEM INDUSTRY DAY 2022

Mr. Thomas Kiss
Director, Ship Management

Mr. Neil Lichtenstein
Deputy Director, Ship Management
Housekeeping and Background

- Internet Access
- Restroom Location
- Restaurant in Hotel and Local Selections
- Comment / Feedback Cards
- Background Purpose of Industry Day
  - Intended to be a constructive exchange of ideas
Navy Office of General Counsel Engagement Briefing

Mr. Donald “DJ” Thornley
Associate Counsel, Ship Repair
Rules of Engagement

• Classified, FOUO, proprietary, and source selection information will not be discussed
• Fair and equal treatment for all industry partners
• No discussions about current or future procurements or ongoing litigation
• Only a warranted contracting officer may bind the Government
• Contractor gifts or mementos (no solicitation, and amount matters)

INDUSTRY DAYS ARE AN OPPORTUNITY FOR US TO LISTEN AND LEARN
Scheduled Maintenance Projections

Mr. Neil Lichtenstein
Deputy Director
Ship Management
Purpose

• Advocates for a more efficient utilization of resources

• Examines 2\textsuperscript{nd}, 3\textsuperscript{rd}, 5\textsuperscript{th}, 6\textsuperscript{th}, and 7\textsuperscript{th} fleets

• Level Loading – \textit{THE GOAL}
  \begin{itemize}
  \item SY and OEM support / capacity
  \item Uses personnel more effectively
  \item Creates a balance to maintain readiness
  \end{itemize}
2nd Fleet – 2022 Shipyard Loading
2nd Fleet – 2023 Shipyard Loading

AVERAGE MTP – AOR BY LOADING

2023 Second Fleet

- Westwind MTA 1/4/2023
- GRUMMAN MTA 1/5/2023
- NEWPORT OOH-DD 7/16/2023
- SUPPLY MTA 1/1/2023
- POMEROY ROH-DD 8/10/2022
- MAURY ROH-DD 1/6/2023
- BURLINGTON ROH-DD
- APPALACHICOLA SA 10/18/2023
- HUDSON SA 1/10/2023
- SEND OFF ROH-DD 11/4/2023
- COMFORT MTA 11/1/2023
- MEDGAR EVERS MTA 11/1/2023
- NEWPORT ROH-DD 7/12/2023
- ORCHID MTA 5/1/2023
- ARCTIC MTA 1/2/2023

- ROBERT E PEARY ROH-DD 5/1/2023
- MAURY MTA 6/1/2023
- APPALACHICOLA SA 10/18/2023
- WATKINS MTA 1/10/2023
- WILLIAM McLEAN MTA 4/24/2023
- ARCTIC MTA 1/1/2023
- KANAWHA ROH-DD 5/1/2023
- HARVEY MILK PSA 6/1/2023
- NEWPORT ROH-DD 7/10/2023
- BUTTON ROH-DD 7/10/2023
- COMFORT MTA 7/5/2023
- PATUXENT ROH-DD 7/14/2023
- JOHN LENTHALL MTA 5/30/2023
- MEDGAR EVERS MTA 9/13/2023
- BURLINGTON ROH-DD 11/1/2023
- BENAVIDEZ ROH-DD 11/4/2023
- MAURY ROH-DD 11/6/2023
- APPALACHICOLA SA 10/16/2023
- RED CLOUD ROH-DD 10/10/2023

- Denotes PoF carry over from previous year
- Denotes PoF end in the next year

OPR:
3rd Fleet – 2022 Shipyard Loading

### Average MDP - AOR SY Loading

**2022 Third Fleet**

- **FRANK CABLE**
- **SBX-1**
- **PECOS**
- **MICHEL KEITH**
- **ARROWHEAD**
- **EAGLEVIEW**
- **BLACK POWDER**
- **WATERS**
- **GUADALUPE**
- **CITY OF BISMARCK**

### Schedule

<table>
<thead>
<tr>
<th>SHIP</th>
<th>EVENT</th>
<th>POP START</th>
<th>POP END</th>
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<tbody>
<tr>
<td>CITY OF BISMARCK</td>
<td>ROH</td>
<td>7/1/2022</td>
<td>9/28/2022</td>
</tr>
<tr>
<td>GUADALUPE</td>
<td>ROH-DD</td>
<td>8/10/2022</td>
<td>10/23/2022</td>
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<tr>
<td>WATERS</td>
<td>ROH</td>
<td>8/10/2022</td>
<td>11/2/2022</td>
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<tr>
<td>EAGLEVIEW</td>
<td>ROH</td>
<td>8/15/2022</td>
<td>10/17/2022</td>
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<tr>
<td>PECOS</td>
<td>MTA</td>
<td>9/12/2022</td>
<td>12/29/2022</td>
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<tr>
<td>BLACK POWDER</td>
<td>MTA</td>
<td>10/18/2022</td>
<td>12/1/2022</td>
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<td>MIGUEL KEITH</td>
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<td>ARROWHEAD</td>
<td>ROH</td>
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<td>SBX-1</td>
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<tr>
<td>FRANK CABLE</td>
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- Denotes PoP carry-over from previous year
- Denotes PoP end in the next year
3rd Fleet – 2023 Shipyard Loading
3rd Fleet – 2024 Shipyard Loading
5th Fleet – 2022 Shipyard Loading

### 2022 Fifth Fleet

- **WALLY SCHIRRA**
- **CATAWBA**
- **CHOCTAW COUNTY**

<table>
<thead>
<tr>
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<th>EVENT</th>
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<tr>
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<td>11/21/2022</td>
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<td>CATAWBA</td>
<td>ROH-DO</td>
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<td>12/16/2022</td>
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<td>10/16/2022</td>
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- Denotes PoP carry-over from previous year
- Denotes PoP end in the next year
5th Fleet – 2023 Shipyard Loading

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<tr>
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<tr>
<td>ALAN SHEPARD</td>
<td>MTA</td>
<td>6/1/2023</td>
<td>6/30/2023</td>
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<tr>
<td>CATAWBA</td>
<td>MTA</td>
<td>9/27/2023</td>
<td>11/11/2023</td>
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</table>

Denotes PoP carry-over from previous year

Denotes PoP end in the next year
5th Fleet – 2024 Shipyard Loading

<table>
<thead>
<tr>
<th>SHIP</th>
<th>EVENT</th>
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<tbody>
<tr>
<td>ALAN SHEPARD</td>
<td>MTA</td>
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Denotes POP carry-over from previous year

Denotes POP end in the next year
6th Fleet – 2022 Shipyard Loading

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<th>EVENT</th>
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<tbody>
<tr>
<td>MOUNT WHITNEY</td>
<td>ROH-AD</td>
<td>8/1/2022</td>
<td>1/12/2023</td>
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<tr>
<td>BRUCE HEEZEN</td>
<td>ROH</td>
<td>10/17/2022</td>
<td>12/31/2022</td>
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Denotes PoP carry-over from previous year

Denotes PoP end in the next year
6th Fleet – 2023 Shipyard Loading

<table>
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<td>TRENTON</td>
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Denotes PoP carry-over from previous year

Denotes PoP end in the next year
6th Fleet – 2024 Shipyard Loading

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<td>4/15/2024</td>
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<td>BRUCE HEEZEN</td>
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Denotes PoP carry-over from previous year
Denotes PoP end in the next year
7th Fleet – 2022 Shipyard Loading

AVERAGE MPD - AOR SY LOADING

2022 Seventh Fleet

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<td>AMELIA EARHART</td>
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<td>11/20/2022</td>
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- Denotes PoP carry-over from previous year
- Denotes PoP end in the next year

United We Sail!
7th Fleet – 2024 Shipyard Loading

2024 Seventh Fleet

<table>
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Denotes PoP carry over from previous year

Denotes PoP end in the next year
Shipyard Future Loading

[military website link]

[Image: USS Spruance (DDG 111) conducts replenishment-at-sea with USNS Guadalupe (T-AO 200). (U.S. Navy photo by Mass Communication Specialist 3rd Class Taylor Crenshaw)]
Questions
Support Expectations

Mr. Ed Hulick
Engineering Division Director
Life Cycle Management

Mr. Thong Nguyen
Branch Manager
Engineering Logistics / Analytics
Objectives of Support provided to MSC

“Provide comprehensive and integrated Original Equipment Manufacturer Support to the end user of the equipment via readiness driven best practices, lessons learned, project management and execution techniques to ensure readiness of equipment in support of the MSC mission.”

- Training (train the trainer)
- Projecting Tech Reps based upon MSC availabilities
  - Execution Support Cycle
- Workforce shaping
  - Tech Rep Availability
  - Retaining Tech Reps
  - Partnerships
- Distant Support/Remote Troubleshooting
- Planned Maintenance
- Unplanned Repair
- Obsolescence
Training

- Training (train the trainer)
- Utilization of crew members to assist with repairs
- Assigning a crew member to shadow OEM
- Training facilities
  - Tailored training to MSC
- Videos
  - SAMM Training Modules
- Distance Support
Workforce Shaping

• Expansion of Subject Matter Experts

• What’s the plan to train the next generation?

• Strategic locations for reps?

• Developing partnerships

• Independent tech reps

• Other ideas to manage shortage of technicians?
Distant Support/Remote Troubleshooting

- Proposed Technology for Remote Troubleshooting
  - Cybersecurity

- 24/7 Distant Support

- Specialized equipment requirements

- Recommended parts required
Execution Support Cycle

- **Right Maintenance**
- **Right Parts**
- **Right Time**

MRT Schedule/Fg Model

Lessons Learned/Feedback

Pre- Availability Inspection

Availability Support Execution

Engagement with PPE on who, what, when, where
Example Fg Model

CONTINUOUS CYCLE

UNCLASSIFIED
Web Access

Shipyard Loading
Planning Cycle Support

381 POA&M : MTA and ROH/DD Periods
150 POA&M: Voyage Repair Periods

- Help Port Engineering Staff identify the service and parts required for upcoming maintenance and repair
- Support parts delivery, identify lead time issues
- Develop support shipyard support requirements work item for OEM equipment
- Define OEM and Shipyard roles and contract vehicles
- Identify integration issues with other shipyard work
### 150 Day VR POAM

<table>
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<th>MILESTONE</th>
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<tr>
<td>N7 PPE - ISSUE ADVANCE PLANNING LETTER (OPCO ISSUE IAW C-2.5.7.2.3.)</td>
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<tr>
<td>N7 PPE - PPE BEGIN WORK PACKAGE DEVELOPMENT</td>
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<tr>
<td>N7 PPE - PPE AND/OR SSU PRESIDING PORT ENGINEER FORWARD PRELIMINARY WORK PACKAGE TO SHIP FOR REVIEW</td>
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<tr>
<td>N7 PPE - ALL CODES AND SHIP FORCE SUBMIT WORK PACKAGE REVIEW COMMENTS TO PPE</td>
<td>127</td>
</tr>
<tr>
<td>N7 PPE - PPE AND/OR SSU PRESIDING PORT ENGINEER COMPLETE JOINT WORK PACKAGE REVIEW. FINAL WORK PACKAGE ASSEMBLED</td>
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<td>N7 PPE - PPE ORDERS GOVERNMENT FURNISHED MATERIAL IF REQUIRED.</td>
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<tr>
<td>N7 PPE - SUBMIT FINAL WORK PACKAGE TO MSC N10 OR NAVSUP FLC SHIP REPAIR CONTRACTING OFFICE (OPCO IAW C-2.5.7.2.8.)</td>
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<td>N7 PPE - PPE NOTIFY ABS AND USCG (if required)</td>
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<td>N7/SSU PE - OFFERORS' SHIP CHECK OF VESSEL (SEC L-5). PORT ENGINEER ATTENDANCE REQUIRED / ACO ATTENDANCE OPTIONAL</td>
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<td>N10/FLC - SOLICITATION CLOSES</td>
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<td>N7/SSU PE - COMPLETE TECH / PRICE EVALUATION OF INITIAL PROPOSAL</td>
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<td>N10/FLC - CONTRACT AWARD</td>
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<td>N4 LTD - SHIP GFM IF APPLICABLE</td>
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<td>N7/SSU PE - START AVAILABILITY</td>
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<td>N7 PPE/SSU PE - AVAILABILITY COMPLETION REPORT - REF. AND EXECUTE MSFSC INSTRUCTION 5224.2A</td>
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</table>
CCSI are fleet wide standardized items, CSI are class specific items
• Ensure fleet/class wide consistency
• Tracking maintenance costs
• Improve technical rigor, ensure technical requirements are met
• Apply Lessons Learned
• Changes are tracked via the Standard Change Review Board process with concurrence from N7, Legal, N10
• Reduces review time
• Provides Industrial base with repeatable requirements
• Approximately 90 CCSI and estimate of 100 CSI per class

Planned Maintenance

Availabilities:
VR, MTA, ROH
OEM Maintenance Schedule, CCSI/CSI

Feedback into CCSI/CSI
Work Package Development
Execution Support

- Attend execution meetings
  - Post Award
  - Arrival Meeting
  - Weekly Progress Meetings
  - Daily Production Meetings

- Project Planning and Monitoring
  - Integration with shipyard schedule
  - Ship’s force support
  - Port Engineering support

- Condition Found and Change Order Support
  - Submit CFRs as quickly as possible, send heads up to Port Engineer
  - 3 day max turnaround on change orders
  - Provide options for work; define impacts to schedule/cost, deferral or temp repair options
  - Coordinate with ABS/USCG as required

- Communication
  - Identify key stakeholders and contractual relationships

*Ship repair is a team sport!*
Repairs

Repair items are sometimes difficult to manage

- Damage
- Operational Impacts, can ship sail?
- Parts availability
- Support needs
- Distance support versus in person support
- Remote locations
- Prevent other fleet failures; maintenance, inspections, operational limitations

Unplanned

CASREPS
Unknown Conditions
Open & Inspect

Feedback into SAMM/RCM
Obsolescence

- Avoiding Obsolescence
- Proposals for newer equipment
- 40+ year Life Cycle Planning
- Ability to revert back to old technology (redundancy)

Obsolescence = Reduced Ao
Successful OEM/MSC Relationship

- Reoccurring and Open communication between OEM and MSC:
  - Reoccurring Meeting to review
    - Market research request (part/service availability, T-ALT Scope, etc.)
    - Review status of awarded contracts (DO, TO, T-ALTs, etc.)
    - Discuss any MSC issues
    - Identify upcoming obsolescence
    - Any OEM questions, concerns, or updates

- MSC provides the following in an effort to be more transparent in order for OEM to be more prepared and efficient:
  - MSC Availability Schedule (Fleet Maintenance Schedule Center – FSC)
  - Forecasted OEM Preventive Maintenance
  - Customer Feedback

- OEM provides the following in an effort to help MSC improve and meet mission to maintain national security:
  - Obsolescence Forecast
  - Industrial Knowledge
  - Industrial Feedback
## MSC Availability Schedule

- **Available at**

<table>
<thead>
<tr>
<th>Ship</th>
<th>Event Type</th>
<th>Start Date</th>
<th>REP/</th>
</tr>
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<tbody>
<tr>
<td>LEROY GRUMMAN</td>
<td>MTA (MSC)</td>
<td>1/5/2023</td>
<td>C2F</td>
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• Obsolescence Forecast

• Industrial Knowledge
  • Pre-priced Items
  • Unit Exchange Program
  • Swing Sets
  • Long Term Service Agreements

• Awareness of lead times
  • Supports planning for alternative solutions
  • Allows MSC to plan and budget for future parts
Past Availabilities Area Chart
Conclusion

- Be open and honest
- Be clear and concise
- Describe impacts to all situations and decisions
- Identify trade space for every situation
- Over communicate, use all communication methods (phone, face-to-face, e-mail)
- Be a team player; shipyard, ship’s force, port engineer, contracts and OEM all have a vital role
Contact Information

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Break
Parts and Services Contracts

Ms. Kasie Samaniego
Acting Division Director
Services and Ship Support
MSC OCONUS Support

MSC OCONUS requirements supported by NAVSUP FLCs

Husbanding Service Provider (HSP) Global Coverage
Discussion Topics

- **DPAS Rating** *(Defense Production Act of 1950, Title 1 and Executive Order 13603)*
  
  - **Purpose:** Ensure the timely availability industrial resources to meet national defense and emergency preparedness requirements.
  - A “DO” priority rating gives the DoD preference over all unrated (commercial) orders.
  - Because of DoD’s mission, all procurement contracts should contain a “DO” priority rating.

- **RFP/RFQ Response Time**

- **Considerations:**
  
  - Other Than Firm-Fixed Price, Indefinite Delivery Indefinite Quantity Type Contracts
  - Long Term Service Agreements
Kasie Samaniego
Acting Division Director
Services and Ship Support
Email: kasie.h.samaniego.civ@us.navy.mil
Desk phone: 757-443-5677
How Can MSC Better Align OEM Support

Mr. Neil Lichtenstein
Deputy Director
Ship Management
Discussion
Lunch
OEM Issues and Concerns

Mr. Neil Lichtenstein
Deputy Director
Ship Management
Roundtable Discussion
The Way Forward

Mr. Neil Lichtenstein
Deputy Director
Ship Management
Splinter Sessions for Future Meetings
Questions and Feedback

*We are always striving to improve*

Thank you for your attendance and interest