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## **FACTSHEET 006 - FURTHER READING**

### **Textbooks**

- EBELING, C.E., "An Introduction of Reliability and Maintainability Engineering", Waveland Press, USA, 2005
- O'CONNOR, P.D.T., "Practical Reliability Engineering", John Wiley & Sons, UK, 2002
- MODARRES, M.; KAMINSKIY, M. and KRIVTSOV, V., "Reliability Engineering and Risk Analysis – A Practical Guide", Marcel Dekker, USA, 1999
- MEEKER, W.Q. and ESCOBAR, L.A., "Statistical Methods for Reliability Data", Wiley-Interscience, USA, 1998
- JONES, J.V., "Integrated Logistics Support Handbook, 3rd Ed.", McGraw-Hill, USA, 2006

### **On-Line Resources**

- Aerospace Systems Division Performance Based Contracting Handbook, Vers 2, Department of Defence, Canberra, Australia, 2007
  - [http://www.defence.gov.au/dmo/asd/publications/asd\\_pbc\\_v2.pdf](http://www.defence.gov.au/dmo/asd/publications/asd_pbc_v2.pdf)
- JACOPINO, A, "Modelling R&M in Performance Based Contracts – When Does Risk Equal Reward?", 2007 Reliability, Availability and Maintainability Symposium, Orlando, USA, 2007
- Performance Based Contracting Desk Reference, United States Department of Health and Human Services
  - [http://knownet2.com/acquisition/performDR/PS\\_library\\_library.htm](http://knownet2.com/acquisition/performDR/PS_library_library.htm)
- Performance Management Institute of Australia (PMIA)
  - <http://www.pmia.org.au>
- [United States] Defence Acquisition University (DAU) Performance Based Logistics Toolkit
  - <https://acc.dau.mil/pbltoolkit>
- Performance Management Principles, Department of Finance and Administration, Australian Government
  - [http://www.finance.gov.au/budgetgrop/commonwealth\\_budget-overview/performance\\_management\\_princip.html](http://www.finance.gov.au/budgetgrop/commonwealth_budget-overview/performance_management_princip.html)
  - <http://www.finance.gov.au/budget/ict-investment-framework/performance-management-and-metrics.html>
- Performance-Based Acquisition (PBA) Guidance, United States General Services Administration (GSA)
  - [http://www.gsa.gov/Portal/gsa/ep/contentView.do?programid=8858&channelId=13077&oid=15922&contentid=15928&pageTypeId=8203&contentType=GSA\\_BASIC&programPage=%2Fep%2Fprogram%2FgsaBasic.jsp&p=vxx](http://www.gsa.gov/Portal/gsa/ep/contentView.do?programid=8858&channelId=13077&oid=15922&contentid=15928&pageTypeId=8203&contentType=GSA_BASIC&programPage=%2Fep%2Fprogram%2FgsaBasic.jsp&p=vxx)



- RICHARDSON, D. and JACOPINO, A, "Use of R&M Measures in Australian Defence Aerospace Performance Based Contracts", 2006 Reliability, Availability and Maintainability Symposium, Los Angeles, USA, 2006
- Reliability Engineering Resources
  - [www.weibull.com](http://www.weibull.com)

### Standards

- Military Standard (MIL-STD) 721(C)
- UK Defence Standards 00-44, [www.dstan.mod.uk](http://www.dstan.mod.uk)
- Publically Available Standard 55 (PAS 55), <http://pas55.net/>

### Background Reading

Key: \* = Additional Reading Material

### Introduction

100. *"Performance based logistics in Aerospace & Defense"*, Delotte, 2009
101. BEGGS, J.; ERTEL, B. and JONES, M., *"Performance-Based Logistics Perspective"*, Booz Allen Hamilton, 2005
102. BOYCE, J. and BANGHART, A., *"Performance Based Logistics and Project Proof Point - A Study of PBL Effectiveness"*, Defense AT&L: Product Support Issue, March-April 2012
103. FOWLER R.T., *"Misunderstood Superheroes - Batman and Performance-Based Logistics"*, Defense AT&L: January-February 2009
104. \* GUAJARDO, J.A.; COHEN, M.A.; NETESSINE, S AND KIM S-H *"Impact of Performance-Based Contracting on Product Reliability: An Empirical Analysis"*, July 2009, revised February 2010
105. \* GOURE, D. – *"Performance Based Logistics – A Primer for the New Administration"*, Lexington Institute: April 2009

### Outcomes

106. *"Report to the Subcommittee on Readiness and Management Support, Committee on Armed Services, U.S. Senate - Defense Management DOD Needs to Demonstrate That Performance-Based Logistics Contracts Are Achieving Expected Benefits"*, United States Government Accountability Office (GAO-05-966), September 2005
107. GEARY, S. and VITASEK, K., *"Commentary"*, Aviation Week & Space Technology, October 31, 2005 Pg. 57
108. HEINTZMAN, R. and MARSON, B. *"Office Culture and Customer Satisfaction"*, 4th January 2010 (<http://www.itincanada.ca/index.php?cid=313&id=11515&np=1>)
109. \* BEGGS, J. and ERTEL, B., *"PBL BCA and The Criticality of Logistics Data"*, Booz Allen Hamilton, June 2007
110. \* MILANOWSKI, M.A. *"Shared Services 101"*, Shared Services & Outsourcing Network/January 2010



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## Performance Measures

111. *"ASD Performance Based Contracting Handbook Volume 2.0 – Guiding Principles and Performance Framework"*, February 2007
112. BARR, S., *"Are you measuring something meaningful? - avoiding inert measures that anaesthetise your performance management"*
113. BARR, S., *"You didn't use brainstorming to select your measures, did you? - How to give performance measure design the 'oomf' it needs to produce the best measures"*
114. HAMMER, M., *"The Seven Deadly Sins of Performance Management and How To Avoid Them"*, MIT Sloan, Vol. 48, No. 3, Spring 2007
115. WHITWORTH, J., *"Key Performance Indicators as a tool to add value"*, Shared Services and Outsourcing Network
116. \* LIDDELL, J., *"Ten Tips for Ensuring Buy-In from the Top"*, Shared Services and Outsourcing Network
117. \* LIDDELL, J., *"Ten MORE Tips for Ensuring Buy-In from the Top"*, Shared Services and Outsourcing Network

## Performance Levels

118. Attachment 'D' – *"Key Performance Measures"*
119. HANCOCK, P., *"Performance Based Cleaning Contracts"*, Central Queensland University September 2004

## Payment

120. DRESSLER, S.; HUISMAN, J., and MENNO VAN ROOIJ, M., *"Charging Methodologies of Shared Services and BPO Providers"* (<http://www.ssonetwork.com/printerfriendly.aspx?id=3808>)
121. GILBRETH, A.S. and HUBBARD, S. *"How To Make Incentive and Award Fees Work"*, Defense Acquisition Review Journal, pg.132-149
122. \* *"Guidance on Award Fees Has Led to Better Practices but Is Not Consistently Applied"*, United States Government Accountability Office (GAO-09-630), May 2009
123. \* LIDDELL, J., *"Top Ten Tips for Better Benchmarking"*, Shared Services and Outsourcing Network

## Incentives

124. HENSHER, D.A. and HOUGHTON, E. *"Implementing Performance-Based Quality Contracts in the Bus Sector: Growing Patronage and Post-Transitional Arrangements"*
125. HENSHER, D.A. and STANLEY, J., *"Performance-Based Quality Contracts in Bus Service Provision"*
126. VANN, M.G., *"Of Rats, Rice, and Race: The Great Hanoi Rat Massacre, an Episode in French Colonial History"*



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## Contracts

127. BURDEN, K. *“Top Ten Tips for Drafting an RFP”* (<http://www.ssonetwork.com/printerfriendly.aspx?id=3322>)
128. MCLENNAN, B. AND WOODS, S, *“MFU Ship Repair & Maintenance Reform Program”*, Navy Supply Newsletter, Summer 2011, Pg. 22 and 23.

## Assessment

129. *“Joint Strike Fighter - DOD Actions Needed to Further Enhance Restructuring and Address Affordability Risks”* GAO 12-437, United States Government Accountability Office (GAO-05-966), June 2012.
130. KARP, G, *“Study: Airlines performing at all-time high”*, Chicago Tribune, April 2, 2012 ([http://articles.chicagotribune.com/2012-04-02/business/ct-biz-0402-airline-ratings-20120331\\_1\\_airline-quality-rating-baggage-rate-discount-airlines](http://articles.chicagotribune.com/2012-04-02/business/ct-biz-0402-airline-ratings-20120331_1_airline-quality-rating-baggage-rate-discount-airlines))
131. LIDDELL, J, *“Top Ten Tips for a Smooth Contract Renegotiation”*, Shared Services and Outsourcing Network
132. MILLHOUSE, J., *“Holding PBL to Its Promise - The Analytical Challenge”*, Society of Logistics Engineers, Apr-Jun 2008

## Lessons Learned

133. *“Defense Management Opportunities to Enhance the Implementation of Performance- Based Logistics”*, United States Government Accountability Office (GAO-04-715), August 2004
134. KOBREN, B., *“What Performance Based Logistics is and What it is Not — And What it Can and Cannot Do”*, Defense Acquisition University, October 2009 (pg. 254-267)