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Australian Standard®

Dependability management

Part 3.12: Application guide—Integrated logistic support

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- Australian Industry Group
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- Energy Networks Association
- Engineers Australia
- Independent Transport Safety & Reliability Regulator
- Risk Management Association of Australia
- Risk Management Institution of Australasia
- The University of New South Wales
- University of Wollongong

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Part 3.12: Application guide—Integrated logistic support

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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.

(b) In the source text 'this part of IEC 60300' should read 'this Australian Standard'.

(c) A full point substitutes for a comma when referring to a decimal marker.

References to International Standards should be replaced by references to Australian or Australian/New Zealand Standards, as follows:

Reference to International Standard		*Australian Standard*	
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

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 rates.

Integrated logistic support (ILS) is a management method 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*