

# PBM for Space and Command Control Communications, Computers and Intelligence Surveillance and Reconnaissance Systems

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**D**efense Contract Management Agency Space Satellite Operations has contract management responsibility over the prime contractors that develop our nation's space and command control communications and computers and intelligence surveillance and

reconnaissance systems. The customer base includes both Department of Defense and NASA services/agencies, and delegations from our customers often take the form of directed activities.

After our March 2007 mission review team inspection, two challenges were evident: we needed

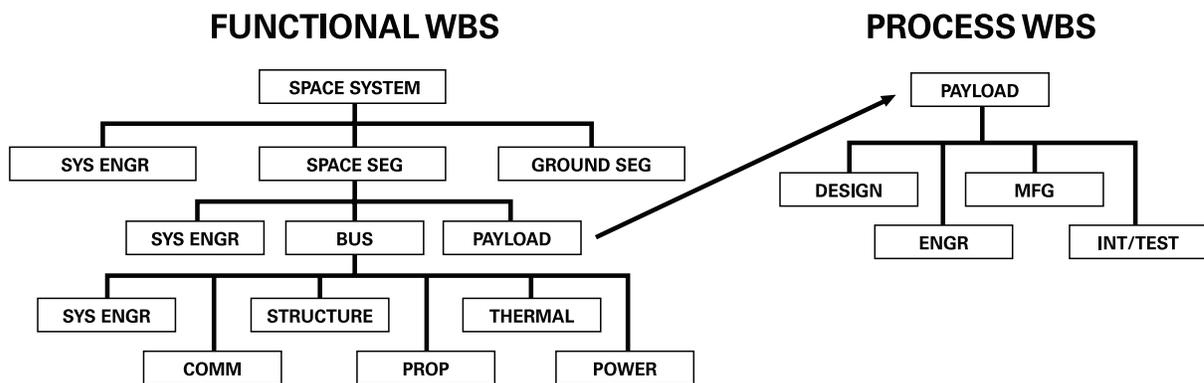
to complete the transition from quality function deployment-based "voice of the customer" decompositions to process-based decompositions; and we needed a consistent, systematic approach to address the complex systems and diverse customer base we support.



## "4 Steps to PBM Success" - Step 2

### Do a decomposition; then do processes

Use functional work breakdown structure down to an area of focus, then break down your focus area into the contractor's processes for that area



Graphic 1 - Using a functional work breakdown structure is essential to PBM success.

