



# The Orange Peel

SOLE The International Society of Logistics \* Chapter 2 District 9 \* Vol. 16 \* April 2003

**Mark Raftogianis, CPL**

Chair  
(714) 446-3580  
mtraftogianis@raytheon.com

**Laina Jones**

Vice Chair - Administration  
(310) 335-6497  
Laina\_E\_Jones@raytheon.com

**Jimmy Turner, CPL**

Vice Chair - Finance  
(310) 647-4409  
jktturner@raytheon.com

**Henry Roxas, CPL**

Vice Chair - Technical  
(310) 607-7699  
earoxas@raytheon.com

**Floyd Horton, CPL**

Vice Chair - Professional Development  
(310) 952-4510  
fthorton@raytheon.com

**Sania Smith, CPL**

CPL Preparation  
(310) 647-9862  
sismith@raytheon.com

**George Nunes**

Awards  
(310) 952-4302  
gnunes@raytheon.com

**Ron Taggart**

Editor Emeritus  
(949) 852-9144  
a.r.taggart@ieee.org

**L.H. Boone**

Editor  
(310) 952-4228  
lhboone@raytheon.com

\*\*\*\*\*

**Peal:** A loud sound or succession of sounds <~s of laughter>; A loud ringing of bells.

**Peel:** To strip an outer layer of <~an orange>.

\*\*\*\*\*

<http://ocsole.topcities.com/>

**Next Meeting:**

**Thursday, April 24, 2003**

## Chair's Message



Mark "Rafto" Raftogianis, CPL  
OC SOLE Chair

In last month's meeting, Sean Kelly of RTSC presented an informative and fascinating introduction into the multi-disciplinary subject of Human Factors Engineering. In a nutshell, applying Human Factors engineering to tools, machines, systems, tasks, jobs, and environments results in safe, comfortable, and effective human use. Human factors is a rigorous study of the effects of product design on maintainability, diagnostics, physical size and weight, and usability.

We've all seen examples of poor Human Factors (HF). Illegible displays, poor maintenance access, awkward controls, overweight products, and hazardous conditions are all results of poor or non-existent human factors engineering. The Chernobyl accident is a prime example of this. Poorly designed controls and displays led to improper decisions about the plant operation, which in turn led to the infamous disaster.

Like many other design decisions, the key to designing with the user in mind must start at the beginning of the program. Involving HF engineers in early design decisions leads to highly effective designs that are easier to maintain and operate, and are safer for the users. The HF engineer uses his knowledge and background in such areas as psychology, anthropometrics, statistics, and physiology, among others. As with so many aspects of system design, using the "common sense" approach without a solid scientific base does not result in effective design decisions.

It all boils down to knowing the user. Which should be the basis of everything

*Continued on page 2*

### In This Issue

Chair's Message -----	1, 2	EAGLE / iLOG User Conference --	5
CPL Exam, Troop Remembrance --	2	International Test and Evaluation	
Membership -----	3	Association (ITEA) -----	6
Continuing Study -----	3	ITEA, April Presentation -----	7
Future CPLs of Note -----	4	Meeting Notice -----	8

---

## Chair's Message (Continued)

---



This month, Sania Smith will introduce us into the world of Performance Based Logistics. Please join us for another informative meeting!

As always, we are on the lookout for new speakers for our meetings, on a wide variety of topics. If you have something to share, or have a suggestion for meeting topics, let any board member know.

Finally, Ed Welch, chair of the San Diego chapter (and our new district director), and I have discussed the possibility of a joint OC/SD meeting. This obviously would meet halfway between OC and SD. We intend to have a speaker that would make this meeting worth the drive. Any feedback on this idea is greatly appreciated.

*Web Site Update:*

<http://ocsole.topcities.com/>

**Mark Raftogianis - CPL OC SOLE  
Chair**

---

*Please remember our troops,  
faithful to George Washington's  
homily "compassionate in vic-  
tory".*

<http://www.presidentialprayerteam.org>

*Thank You!*

---

### Certified Professional Logistician (CPL) Exam

CPL exams are given the first Saturday in May and the first Saturday in November. All new applications must be postmarked by August 1<sup>st</sup> for the November exam. Payment must accompany the application. The cost is \$125 for SOLE members and \$275 for non-members.

Please let me know if you are planning on the taking the next test. Good luck.

Applications and information about the CPL test can be found on the SOLE website at

<http://www.sole.org/cpl.asp>

-Sania Smith, CPL



## Chapter News



### Membership Report

If you have let your membership lapse, please take a moment to review benefits of continuing your membership, **SOLE** is *THE* professional organization for Logisticians and Logistics professionals. As a member, you are part of an elite group that is dedicated to the growth and future of our field. Being a member demonstrates your commitment to the field of Logistics to your peers, your managers, and customers. Membership by itself and most certainly when coupled with a Certified Professional Logistician certification can enhance your resume and give you and your company the edge in winning new proposals. It can give you the edge in being selected for new opportunities and enhance your professional growth. So keep your membership current and, better yet, become involved in the Chapter through easy to attend noontime meetings, submitting articles to the SOLE publications, or if you are able, you can attend SOLE conferences at reduced prices. Members also receive the SOLE Spectrum to their mailbox in an easy to read format. For more information, contact your friendly membership committee chairman,

**Floyd Horton, CPL** at (310) 952-4576 or e-mail at [fhorton@raytheon.com](mailto:fhorton@raytheon.com)

### Continuing Study

#### UCR Extension Spring Quarter Classes

For information contact University of California, Riverside Extension at (909) 787-4111 or check out our web site: <http://www.UCRExtension.net>

April 3-June 5, 2003

Global Logistics, Riverside, California, Thursdays, 6:30 - 9:30 pm, Fee: \$280.

April 3-June 5, 2003

Transportation and Traffic Management, Temecula, California, Tuesdays, 6 - 9 pm, Fee: \$280.

April 3-June 5, 2003

Toolbox for Supply Chain Management, Riverside, California, Thursdays, 6:30 - 9:30 pm, Fee: \$280.

**Deidre Stowell**  
**UCR Extension**  
**(909) 787-3806 x11631**



# Future CPLs of Note



## Certified Professional Logistician (CPL) Preparation Quiz\*

by Hugh C. Smith, CPL

1. The designer-planner should make an early determination of his funding requirements because:
  - a. A good designer-planner is properly aware of his budgets and costs.
  - b. It permits the exercise of options not available later in the life cycle.
  - c. It permits accurate accounting of fund expenditures.
  - d. It permits better allocation of available program funds.
2. Management data differs from technical data in that:
  - a. Management data provides feedback about the state of activities of the system while technical data provides the means by which personnel accomplish tasks.
  - b. Computers complete the formatting and analysis of management data.
  - c. Technical data provides feedback about the state of activities of the system, while management data provides the means by which personnel accomplish tasks.
  - d. Technical data becomes the means for identification of program status.
3. For successful planned training programs, it is important to:
  - a. Determine whether the planned training programs are compatible with the personnel skill level requirements specified for the performance of tasks.
  - b. Determine whether consideration is paid to both initial training and replenishment training throughout the life cycle.
  - c. Determine the complexity of the operational tasks specified.
  - d. (a) and (b).
4. A Technical Data Plan should consist of:
  - a. A summary of technical data requirements, schedules for data development, plans for data verification/validation, and preparation of changes to data.
4. b. Operating, maintenance, servicing, inspection, and overhaul instructions.
  - c. Data rec@din collection, processing, storage, and retrieval.
  - d. Upgrading of historic data for future logistic support requirements.
5. A management plan should consist of:
  - a. Application tasks by program phase, milestone schedules, organizational structure and responsibilities, cost estimates and control procedures.
  - b. Plans for phased logistic support.
  - c. Applicable tasks by program phase, milestone schedules, cost estimates, and control procedures.
  - d. Procedures for the implementation of a data collection and feedback system.
6. A formal Logistics Support Plan should be made up of:
  - a. A Detailed Maintenance Plan listing technical requirements and a detailed Management Plan listing management requirements.
  - b. Test and Support Equipment Plan, A Supply Support Plan, and a Transportation and Handling Plan.
  - c. A Technical Data Plan, a Personnel and Training Plan, and a Facilities Plan.
  - d. All associated activities during the production and construction phases and the operation use phase.
7. A personnel and training plan should cover:
  - a. Training of system operators, maintenance training at all levels, training equipment, replenishment training.
  - b. Devices, aids, and data required to support operator and maintenance training activity.
  - c. Course outline for training of system operators.
  - d. Training of system operators and maintenance training.
8. The starting point for a Personnel and Training Plan is:
  - a. Specific training requirements derived from logistics support analysis data.
  - b. An estimate of the number of instructors needed.
  - c. Determining type of training needed, basic entry requirements, and type of course outline.
  - d. Determining the type of training equipment, devices, and data needed to support operator and maintenance activity.
9. All of the following are useful guidelines in setting up incentive plans except:
  - a. The plan should be simple and the bonus easy to calculate.
  - b. The plan need not be fully communicated to all of the workers.
  - c. The bonus should follow the action as soon as possible.
  - d. Clear policies should be given regarding bonuses under conditions behind the control of the worker.
10. Which one of the following is an inadequate approach to employee evaluation?
  - a. Give the employee some formal feedback on performance and decide on promotion, raise, and termination.
  - b. Provide feedback to the employee on performance as well as provide the employee with an opportunity to identify any problems impairing his ability to perform.
  - c. Provide feedback on performance, understand employees perspective and identify the best method for growth (skill requirements, further education) for the employee evaluation.
  - d. Focus company requirements for job performance as well as employee need for satisfaction and growth on the job.

\* Reprinted with permission.

Answers:

1. (b) 2. (a) 3. (d) 4. (a) 5. ( a)  
6. ( a) 7. (a) 8. (a) 9. (b) 10. (a)

Note: Please email suggestion/topics to [hsmith77@aol.com](mailto:hsmith77@aol.com) or [lelandboonepubs2@yahoo.com](mailto:lelandboonepubs2@yahoo.com)



# EAGLE / iLOG User Conference



## EAGLE / iLOG USER CONFERENCE

Raytheon Technical Services Company and Logistics Business Systems Ltd. are hosting the EAGLE / iLOG 2003 User's Conference. This premiere event is scheduled for the 19<sup>th</sup> through the 22<sup>nd</sup> of October 2003 at the Omni Tucson National Gold Resort and Spa.

The purpose of the conference is to present a forum where EAGLE / iLOG users can network with other customers, partners, and EAGLE / iLOG developers. The conference will provide direct access to senior management and application product developers, who will address various end-user topics through a series of technical sessions, presentations and hands-on demonstrations. Training sessions will address future development plans, introduce powerful new tools, and provide useful insights into the use of EAGLE / iLOG products - directly from the software developers.

Please take this opportunity to mark your calendar and save money by registering early for this year's EAGLE / iLOG User's Conference. This year we have chosen a fantastic Santa Catalina Mountains foothills site at the Omni Tucson National Golf Resort and Spa. From the resort you will enjoy beautiful panoramic views of the Catalina Mountains, downtown Tucson and the Sonoran Desert. The resort's location provides an excellent opportunity to include your spouse and family in your travel plans. *Please check out the following!*

### [Omni Tucson National's Recreation and Leisure activities web page](#)

This web address describes the resorts's amenities as well as a number of attractions in the Tucson area.

There are several ways in which to stay current with the events planned for the Conference. You can periodically check our website for updates at [WWW.RAYTHEONEAGLE.COM](http://WWW.RAYTHEONEAGLE.COM) or call the EAGLE Helpdesk at 520.663.6673 or email us at [raytheoneagle@raytheon.com](mailto:raytheoneagle@raytheon.com).

*See you in Tucson!*



# International Test and Evaluation Association (ITEA)



## International Test and Evaluation Association

Greater San Diego Chapter

Bulletin 2

April 14, 2003

**Subject:** Workshop & Luncheon

**Theme:** ForceNet & Transformational Comms and T&E

**When:** May 9<sup>th</sup>, 2003 0800-1200 (Luncheon following)

**Where:** San Diego, Hilton San Diego, Mission Valley (maps will be provided)  
901 Camino Del Rio South

**What:** A series of four, one-hour workshops addressing today's issues of Test and Evaluation of Systems and sub-systems in today's military world.

- Subjects:
1. FORCEnet & Transformational Comms T&E (SPAWAR)
  2. Systems-Systems OTE (OPTEVFOR)
  3. Applications of COTS/Commercial Software for DT & OT (TestMasters)
  4. Weapons Systems DT & OT (NAVAIR China Lake)

**Luncheon:** Our wrap-up luncheon will feature a dynamic guest speaker from:  
**The NAVAIR Weapons Division, Naval Test Wing Pacific.**  
**The topic will be Interoperability Testing**

**Registration Fee:** \$50.00 (includes breakfast coffee bar, lunch, and parking) **A Great Deal!!**

**RSVP via email or call Pam at: [pwetsch@tamsco.com](mailto:pwetsch@tamsco.com) or 858-496-0600**

*Continued on page 7*



# ITEA & April Presentation



**Registration by May 1 Please:** (Check or pay at the door, but you must register in advance)

Send checks to: ITEA- San Diego Chapter

3914 Murphy Canyon Rd. Suite A240  
San Diego, CA 92123  
Attn: Tom Rentz

**Don't miss this timely and informative Workshop**  
**It's certain to fill up fast!**

*SOLE, INCOSE, AUVSI, AFCEA, members are very welcomed too!*

## April Presentation

### **“Performance Based Logistics”**

*- Ms. Sania Smith*

Ms. Sania Smith will define Performance Based Logistics (PBL) and compare it to tradition logistics. She will also discussed the benefits of PBL, the development process associated with it, and Raytheon programs that currently use this methodology.

**Locations:**

Fullerton: Bldg. 675, Room D343  
El Segundo: Bldg. E04, Room E2340  
Long Beach: Bldg. A02, Room Z202

**For More Information:**

Mark Raftogianis, CPL (714) 446-3580  
Jimmy Turner, CPL (310) 335-6463  
Floyd Horton, CPL (310) 952-4576



## Meeting Notice - April 2003 International Society of Logistics



### ORANGE COUNTY CHAPTER MEETING

- DATE:** Thursday, April 24, 2003
- TIME:** 12:00 - 1:00 pm
- AGENDA:** Opening Remarks - Mark Raftogianis, Chair  
Announcements - Mark Raftogianis, Chair  
Self-Introductions - All Participants  
Presentation - **“Performance Based Logistics”**  
- Ms. Sania Smith

#### Methods of Participation

TELECONFERENCE: Dial-in Number: 1-877-288-4427, Participant Code: 693811  
NETMEETING® Conference Rooms at Raytheon Facilities

HOSTING SITE: Raytheon - El Segundo, Bldg. E04, Room E2340

SATELLITE SITES: Raytheon - Long Beach, Bldg. A02, Room 2Z02  
Raytheon - Fullerton, Bldg. 675, Room D343

NOTE: OC Chapter is open to additional hosting or satellite sites at locations near our members. To volunteer, contact Laina Jones or the Editor.

Guest Members wishing to participate at a Raytheon Facility near you, please contact Laina Jones in advance (see below).

RSVP: To Laina Jones by April 24, 2003  
Voice: 310-335-6497 Fax: 310-647-3921 E-mail:  
[Laina E Jones@raytheon.com](mailto:Laina_E_Jones@raytheon.com)

**Please join us for an informative presentation in Performance Based Logistics (PBL). Ms. Sania Smith will define PBL and compare it to tradition logistics. She will also discussed the benefits of PBL, the development process associated with it, and Raytheon program that currently use this methodology.**

*Come join us for a very informative presentation.*