



13th International MIRCE Symposium

System Supportability

A 21st Century Business Winner

2 – 4 December 2003, Woodbury Park, Exeter, United Kingdom

Including a

Master Class

in

System Engineering Science

presented by

Professor Arie Dubi

**Professor of Engineering, Ben-Gurion
University of Negev, and
Grand Fellow of the MIRCE Akademy**

**based on his new monograph published by the
MIRCE Akademy and to be launched at the
Symposium**

- ✓ System Engineer
- ✓ Supportability Engineer
- ✓ Supportability Manager
- ✓ Integrated Logistic Support Engineer
- ✓ Integrated Logistic Support Manager
- ✓ Specialist in –
 - Maintainability
 - Maintenance Economics
 - Maintenance Programming
 - Reliability
 - Support Equipment
 - Logistics Support Analysis
 - Initial Provisioning
 - Spares Forecasting
 - Cost Analysis
 - Training
 - Human Factors
- ✓ Customer Support Manager
- ✓ Availability Manager
- ✓ Maturity Manager
- ✓ Obsolescence Manager



MIRCE Akademy

System Operational Science

The 13th International MIRCE Symposium

2 – 4 December 2003

The Symposium

System Supportability

A 21st Century Business Winner

In an environment of rapid change and increasing resource demands, Supportability Engineering and Management have become critical elements in achieving operational objectives at an affordable price.

Supportability describes the ability of a system to meet and sustain operational needs in-service, which implies good reliability, maintainability, low operating costs and above all, a system designed with the operational environment in mind.

Supportability Engineering and Management balances the cost of developing and the cost of operating modern systems whilst meeting the customer's operational requirements.

However, the significance of Supportability Engineering and Management activities are often misunderstood and not fully appreciated.

This Symposium examines the discipline from a range of different perspectives and aims to provide both breadth and depth of coverage.

Benefits

- **Speakers from Leading Industrial and Research Organisations**
- **Unique Master Class by a World Eminent Scientist**
- **Latest Developments**
- **Case Studies**
- **Cross-Industry Best Practices**
- **Access to Experts**
- **Professional Development**
- **Networking Opportunities**

Cost

The Cost is shown on the Registration Form on the reverse of this brochure.

The full Symposium Package includes – Presentations and Proceedings, Annual Lecture, Master Class, Lunches and Light Refreshments, Symposium Christmas Dinner and Awards Ceremony.

Group Discounts are available – please contact the MIRCE Akademy for details.

Tuesday 2nd December 2003

08.30 – 09.20	Registration
09.30 – 09.35	Welcome
09.35 – 10.30	Opening Address: Contractor Logistic Support (CLS): Friend or Foe? Dr Jezdimir Knezevic , President, MIRCE Akademy
10.30 – 11.00	Morning Coffee
11.00 – 11.40	Keynote Address: Barry Anstey , Head of Integrated Logistic Support, BAE SYSTEMS Avionics Limited
11.40 – 12.20	Joint Ministry of Defence/Industry Support Chain Modelling in the Era of Smart Acquisition and the DLO Change Programme Jeremy Hammond , Executive Consultant, LSC Group
12.20 – 13.00	20 Years of ILS – A Personal View John Thompson , Supportability Engineer, Westland Helicopters
13.00 – 14.00	Lunch
14.00 – 14.45	Applying Supportability for Rapid Distribution in Postal Services Rados Popadic , System Operational Manager, JP PTT
14.45 – 15.30	Should Preventive Maintenance be at Fixed Intervals? Dr John Crocker , Consultant, Data Systems and Solutions
15.30 – 16.00	Afternoon Tea
16.00 – 16.30	Mapping the Design Elements of a Maintenance System Dr John Cooney , Lecturer, National University of Ireland
16.30 – 17.00	Simulation-Based Maintenance Costing John Thompson , Supportability Engineer, Westland Helicopters
17.00 – 17.30	Developing the Supportability Engineer's Toolkit Clive Nicholas , Director, MIRCE Akademy
18.30	Welcome Reception
19.00 – 20.30	The MIRCE Akademy 2003 Annual Lecture

The MIRCE Akademy 2003 Annual Lecture

Man and Machine on Ice

Dr Charles Swithinbank Distinguished Polar Scientist

Dr Swithinbank will recount his experience of the impact of extreme operational conditions on users and equipment. His career began in the mid 50s of the last century with the Norwegian-British-Swedish Antarctic Expedition and continues today with the Scott Polar Research Institute, Cambridge.

Wednesday 3rd December 2003

09.00 – 09.45	Keynote Address: Supportability Engineering within Airbus Craig Keen , Head of Design Supportability Engineering, Airbus
09.45 – 10.30	Maintenance Cost Target Costing – The Airbus Approach Michael Telkamp , Head of Maintenance Economics, Airbus
10.30 – 11.00	Morning Coffee
11.00 – 11.40	Operational Reliability as the Supportability Performance Indicator for Aircraft Punctuality Emmanuel Hugues , Head of Operational Reliability, Airbus
11.40 – 12.20	Mapping the Structural Components of an Existing Maintenance System Dr John Cooney , Lecturer, National University of Ireland
12.20 – 13.00	Sensing Supportability/Logistics Data Dr Peter Hinds , Director, Apian Limited
13.00 – 14.00	Lunch
14.00 – 14.45	The Ferguson System – Effective and Enduring Supportability Dr Robert Hodgson , Honorary University Fellow in Engineering, University of Exeter
14.45 – 15.30	Maintenance Benchmarking Vee Narayan , Director, Effective Maintenance Limited
15.30 – 16.00	Afternoon Tea
Workshop	
16.00 – 17.30	Simulation as a Supportability Tool Dr John Crocker , Consultant, Data Systems and Solutions
19.30	Sherry Reception
20.00 – 23.00	MIRCE Traditional Christmas Dinner Fellowship and F1RE Awards

Thursday 4th December 2003

09.00 – 16.00 Interactive Master Class

System Engineering Science

presented by

Professor Arie Dubi

Professor of Engineering, Ben-Gurion University of Negev, and,
Grand Fellow of the MIRCE Akademy

based on his new monograph published by the MIRCE Akademy

This is a unique opportunity to learn at first hand Professor Dubi's radical method for realistic prediction of system behaviour based on the relation between system performance and waiting time resulting from lack of resources (spares, personnel, etc.) A range of practical examples will demonstrate the capability of this method.

Each participant will receive a signed copy of the Monograph as part of the Symposium package


The Venue


The Symposium will be held at **Woodbury Park**, which is approximately eight miles from Exeter by road.

Communication between Exeter and other parts of the United Kingdom are excellent. By road, the M5 motorway links Exeter to London, the Midlands, Scotland and Wales. Regular rapid coaches run services to and from London and Heathrow Airport. By rail, a regular fast service is available to and from Exeter (St David's Station) and London (Paddington Station). By air, Exeter Airport offers regular flights to many British and Continental destinations and is situated near to Woodbury Park. Travel between Exeter and Woodbury normally requires a car or taxi.

Delegates are responsible for the arrangement and payment of their own travel and accommodation. Delegates wishing to take advantage of preferential room rates should contact Woodbury Park Hotel Reservations quoting 'MIRCE'. A list of alternative accommodation in other hotels and guesthouses in the vicinity is available from MIRCE Akademy on request.


Woodbury Park, Woodbury, Exeter, EX5 1JJ, United Kingdom


 +44 (0) 1395 233 382


 +44 (0) 1395 233 384


Further Information on the Symposium

Contact the MIRCE Akademy

 +44 (0) 1395 233 856

 +44 (0) 1395 233 899

 mirce@mirce.com

 www.mirce.com

MIRCE Traditional Christmas Dinner

Fellowship and F1RE Awards 2003

The MIRCE Akademy Fellowship Awards

and

F1RE Centre Driver and Team Reliability Championship Award

to be presented by

Nigel Mansell OBE

Grand Fellow of the MIRCE Akademy

Launch of the MIRCE Akademy Book Series

13th International MIRCE Symposium 2003 Registration

Fax +44 (0) 1395 233 899
Phone +44 (0) 1395 233 856
Mail MIRCE Akademy, Woodbury Park, Woodbury, Exeter, EX5 1JJ, United Kingdom
Online www.mirce.com

SYMPOSIUM PRICES (in GB Pounds £)

Package	✓	Fee	VAT	Total
Standard Participant Rates				
Full Symposium Programme		650.00	113.75	763.75
Presenters Rates				
Full Symposium Programme		520.00	91.00	611.00
Symposium One Day Only		No Fee Payable		
MIRCE Akademy Fellow Rates				
Full Symposium Programme		585.00	102.38	687.38
MIRCE Akademy Student Rates				
Full Symposium Programme		455.00	79.63	534.63
Other Rates				
Symposium Christmas Dinner Only		42.55	7.45	50.00
Fellowship Recipients 2003 Ceremony and Dinner		No Fee Payable		
MIRCE Akademy Annual Lecture		No Fee Payable		

Terms and Conditions

Substitution of participants may be made at any time. If you intend to do this, please advise the MIRCE Akademy as soon as possible. Cancellation of a booking must be received in writing by the organiser at least 14 days before the commencement of the Symposium. MIRCE Akademy regrets that no refunds or credits will be made after the deadline unless the Symposium is cancelled by the organiser. The organiser reserves the right to alter the programme or cancel the Symposium at its discretion. All places offered are subject to availability.

PAYMENT DETAILS

Please invoice my organisation

For the attention of _____

Purchase Order No. _____

Please find enclosed a cheque for £ _____
(made payable to MIRCE Akademy)

Please charge credit card

Visa Mastercard Amex

Card No. _____ Expiry Date _____

Cardholder's Signature _____

PERSONAL DETAILS

Please print clearly

Surname _____

First name _____

Position _____

Department _____

Organisation _____

Address _____

Postcode _____ Country _____

Tel _____ Fax _____

E-mail _____

Home Address _____

Tel _____ Fax _____

E-mail _____

Address for correspondence Home Work

Special requirements Yes No
Please specify

I understand and accept the registration terms and conditions as shown

Signature _____ Date _____

VALUE ADDED TAX (VAT)

Unless special exemption exists, under UK Customs and Excise regulations delegates from all countries are required to pay UK VAT @ 17.5% on all courses taking place in the UK. Non-UK delegates may be able to recover VAT incurred via the relevant tax authority in the country of origin of the delegate.