

**BY ORDER OF THE COMMANDER  
TINKER AIR FORCE BASE**



**TINKER AIR FORCE BASE**

**INSTRUCTION 21-99**

**7 MARCH 2011**

**Certified Current On 15 April 2015**

**Maintenance**

**PROCESSING OF AFMC FORM 202**

**COMPLIANCE WITH THIS PUBLICATION IS MANADATORY**

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The purpose of this instruction is to direct Tinker AFB implementation of Air Force Materiel Command Manual (AFMCMAN) 21-1, *AFMC Technical Order System Procedures*, for the processing of AFMC Form 202, *Nonconforming Technical Assistance Request and Reply*. It applies to 76 Maintenance Wing (76 MXW), Oklahoma City Air Logistics Center (OC-ALC) Program Managers (OC-ALC/GK), and 848 Supply Chain Managers (SCM) (848 SCMG). This publication does not apply to Air Force Reserve Command (AFRC) Units, the Air National Guard (ANG), and the Civil Air Patrol (CAP). Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at <https://www.my.af.mil/gcss-af61a/afirms/afirms/>. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using AF IMT 847, *Recommendation for Change of Publication*; route the form through the appropriate chain of command to the publication's OPR.

**SUMMARY OF CHANGES**

This document has been substantially revised and must be reviewed in its entirety. Equipment Specialist roles have been changed to align with recent changes to AFMCMAN 21-1. Publication references have been updated to reflect current AF policy. A unique Special Handling Problem Resolution process has been added.

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**1. General Information:** This publication provides information for use by OC-ALC personnel in Depot Maintenance offices that initiate an AFMC Form 202 and PM/SCM Engineering offices that respond to it. It complements AFMCMAN 21-1, Chapter 5, outlines a standard baseline for AFMC Form 202 processing at the center and provides worksheets to assist OC-ALC Depot Maintenance submitters and OC-ALC engineering and technical staff. Separate and unique local problem resolution processes exist as approved waivers to AFMCMAN 21-1. This instruction does not preclude or apply to existing authorizations that allows the OC-ALC FAA certified maintenance paint shop to use the TO 00-25-107, *Maintenance Assistance*, process for the KC-10 workload and the propulsion process to use TI 21-215, *Control of Nonconforming Engine Parts*. Both exceptions are allowed to operate exclusively apart from this instruction.

## **2. Procedure:**

2.1. A process map at Attachment A2.1 provides the baseline process that will be used by OC-ALC PM/SCM technical organizations in support of AFMC Form 202s submitted by 76 MXW production groups. It was developed in accordance with AFMCMAN 21-1, allowing each center to designate alternate methods for accomplishing functions, unless specifically assigned to a functional office.

2.1.1. Depot Maintenance Planning and the Engineering/Technical Staff in the PM/SCM are responsible for accuracy and completeness of the AFMC Form 202.

2.1.1.1. Planners are responsible for final validity for part A of AFMC Form 202 requests submitted to the appropriate technical organizations as described in AFMCMAN 21-1. At OC-ALC, to facilitate this duty and provide standardized methods to enhance processing, an optional worksheet is provided at Attachment 3 to assist the Planners. The worksheet is not mandatory, but may be useful to ensure those not familiar with the process in reviewing all elements of the AFMC Form 202. At the discretion of the OC-ALC Depot Maintenance Production Groups, this worksheet may also be provided to others participating in the input process, in particular the shop supervisors and technicians involved in identifying problems to the planners. Part A of the worksheet lists considerations for original submission of the Form, while Part B addresses things the planner will want to briefly review to ensure a complete form has been returned from the PM/SCM organization. Individual organizations may supplement the information provided in Part A by adding

considerations appropriate to their individual management responsibilities. Where an organization adds such elements, organizational level guidance will be developed to specify how it will be used. A copy of this Organizational level guidance shall be provided to this instruction's OPR.

2.1.1.1.1. 76 AMXG production squadrons shall only generate and submit aircraft serial number unique AFMC Form 202 requests based on block 8 of the AFMC Form 202. Blanket authorization for problem resolution requests are not authorized for OC-ALC depot aircraft.

2.1.1.2. The Engineering and Technical Staff of the respective PM/SCMs retain exclusive Technical Content Manager responsibility. As such they provide approved data in response to AFMC Form 202 requests under conditions specified in AFMCI 21-301, *Air Force Materiel Command Technical Order System Implementing Policies*, and AFMCMAN 21-1. The responsible engineer will include in block 22 any applicable TO references (e.g. TO number, Work package/Supplemental Work Package number, paragraph, figure, and/or page). At OC-ALC, to facilitate this duty and provide standardized methods to enhance processing, a worksheet is provided at Attachment 4 to assist the Engineers in developing technical data in response to AFMC Form 202 requests. The worksheet is not mandatory, but may be useful to ensure those not familiar with the process in reviewing all elements of the AFMC Form 202. Individual organizations may supplement these by adding technical considerations appropriate to their individual management responsibilities. Where an organization adds such elements, organizational level guidance will be developed to specify how it will be used. A copy of this Organizational level guidance shall be provided to this instruction's OPR.

2.1.1.3. The worksheets may be used as guidelines to ensure all needed information has been provided at each major step to minimize rework due to oversight in completion of the AFMC Form 202. Automated processing systems may incorporate some or all of the worksheet elements through appropriate filters, screens or other validity checking mechanisms to enhance the accuracy of the requests processed.

2.1.1.4. The worksheet will not be attached to the AFMC Form 202 when it is forwarded from the planner to the PM/SCM organization, or when the PM/SCM organization returns the completed AFMC Form 202 to the requesting organization. Planners and PM/SCM Engineering personnel will use the respective worksheets as needed to ensure that the AFMC Form 202 is correct and complete before releasing the AFMC Form 202 to the next stage in the process. An AFMC Form 202 not containing all required information (including TO information in block 22 for filing extended use AFMC Form 202 ) will note which element(s) need rework before they can be processed in the notes section when provided in an electronic processing system. Organizations may at their option retain copies of the worksheet with file copies of AFMC Form 202, but this is not required.

2.1.1.5. The Technical Order Distribution Offices responsible for maintaining libraries will file the completed AFMC Form 202 when required as directed in AFMCMAN 21-1. Such filing will be according to TO reference provided in Block

22. When incomplete TO information is received in block 22 of an extended use AMFC Form 202, TODO will return to the planner for action.

2.1.2. In order to keep pace with the implementation of critical path management philosophies into depot processes, it is important the AFMC Form 202 nonconforming technical assistance problem resolution process incorporate critical path priorities without degrading the overall AFMC Form 202 process and OSS&E. To address these critical path concerns, Attachment 5 of this instruction defines a collaborative Special Handling Problem Resolution (SHPR) process to proactively identify and address AFMC Form 202 dispositions anticipated to have significant negative impact to maintenance critical path schedules.

2.2. AFMCMAN 21-1 directs Center reviews of the AFMC Form 202 process. These shall be accomplished as follows:

2.2.1. The Maintenance Wing Quality Assurance (QA) Activity shall evaluate and identify AFMC Form 202 process compliance trends on a quarterly basis. The process shall be evaluated for compliance with AFMCMAN 21-1 and local policy within the Maintenance Wing. The quarterly findings shall be reviewed with the Maintenance Wing EN in accordance with AFMAN 21-1, paragraph 5.5.10.1.

2.2.2. The Aircraft Sustainment Directorate EN (or designee) and the 448 SCMG EN shall review perform quarterly review audits aligned with the requirement for the Wing EN requirement in AFMCMAN 21-1, paragraph 5.5.10.1. Results of the quarterly reviews shall be forwarded to the Center EN 202 focal point.

### **3. Records:**

3.1. Evidence of periodic reviews, retained by individual PM/SPM and Maintenance QA offices, will include indication that the worksheet items were reviewed and note any suggested changes submitted to the OPR for this policy as a result of that review.

3.2. OPR for this policy will retain copy of suggested changes/updates submitted in accordance with paragraph 2.2. Copies of all suggested changes whether adopted or not will be retained until this instruction is superseded or rescinded.

### **4. Adopted Forms:**

DD Form 1574, *SERVICEABLE TAG – MATERIEL*

AFTO Form 22, *Technical Manual (TM) Change Recommendation and Reply*

AFTO IMT 95, *Significant Historical Data*

AFTO Form 781, *Delayed Discrepancy*

AFMC Form 202, *Nonconforming Technical Assistance Request and Reply*

AFMC Form 206, *Temporary Work Request*

AFTO Form 252, *Technical Order Publication Change Request*

AF IMT 847, *Recommendation for Change of Publication*

ROBERT D. LABRUTTA, Colonel, USAF  
Commander, 72d Air Base Wing

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI 21-402, *Engineering Drawing System*, 08 September 2003

AFI 21-101 AFMC Sup I, *Aircraft and Equipment Maintenance Management*, 14 December 2007

AFMAN 33-363, *Management of Records*, 01 March 2008

AFMCMAN 21-1, *Air Force Materiel Command Technical Order System Procedures*, 15 January 2005

AFMCI 21-301, *Air Force Materiel Command Technical Order System Implementing Policies*, 06 October 2005

TI 21-215, *Control of Nonconforming Engine Parts*, 01 December 2003

TO-00-20-1, *Aerospace Equipment Maintenance Inspection, Documentation, Policies, and Procedures*, 01 September 2010

TO 00-25-107, *Maintenance Assistance*, 15 January 2008

***Abbreviations and Acronyms***

**202**— AFMC Form 202 combined with the associated problem resolution process

**ACI**— Analytical Condition Inspection

**AFMC**— Air Force Materiel Command

**AMXG**— Aircraft Maintenance Group, OC-ALC

**CEA**— Cognizant Engineering Authority

**CE**— Chief Engineer

**EAA**— Engineering Approval Authority

**ES**— Equipment Specialist

**IMT**— Information Management Tool

**NDI**— Non Destructive Inspection

**NTE**— Not to Exceed

**OPR**— Office of Primary Responsibility

**OC**—ALC - Oklahoma City Air Logistics Center

**OSS&E**— Operational, Suitability, Safety & Effectiveness

**OPR**— Office of Primary Responsibility

**PDM**— Program Depot Maintenance

**PM**— Program Manager

**POC**— Point of Contact

**QA**—Quality Assurance

**SCM**— Supply Chain Manager

**SHERT**— Special Handling Engineering Review Team

**SHORT**— Special Handling On-call Response Team

**SM**— Single Manager

**SPO**— System Program Office

**PSF**— Production Support Flight

**TCM**— Technical Content Manager

**TO**— Technical Order

**TODO**—Tech Order Distribution Office

**WSSC**— Weapon Systems Support Center

### *Terms*

**AFMC Form 202**— The document used within a depot-level maintenance activity to request the responsible engineer to develop technical data or determine serviceability when published data is not adequate to complete the task at hand. The AFMC Form 202 is also used to alleviate parts or material shortages in cases of critical shortage and urgent need to prevent maintenance or modification work stoppage by authorizing substitutes determined suitable by the responsible program engineers. AFMCMAN 21-1 provides overall guidance for preparing the AFMC Form 202.

**NOTE**—: DO NOT use the AFMC Form 202 to initiate routine corrective TO updates. Waivers to use alternate IMTs or Forms will apply only to organizations specifically listed in an approved waiver.

**Anticipated Work Stoppage (reference AFMCMAN 21—1, Attachment 1)** - (See Work Stoppage) Spare assets are available and the discrepancy or deficiency WILL NOT halt production or delay the schedule or delivery of the end item. Anticipated work stoppage situations will become work stoppage when not resolved in time to prevent schedule delays.

**Critical Path**— The sequence of major groupings of PDM activities that must be completed on schedule to ensure depot maintenance for an individual weapon system item is completed on schedule.

**Depot Maintenance**— This designates all workloads performed by the organic facilities of the Depot Maintenance Activity Group (DMAG). It includes both depot level maintenance accomplished both for the Air Force and other services using those Air Force DMAG resources.

**Planner**— Persons (typically GS0895, Industrial Engineering Technicians) responsible for development, preparation, revision, coordination and accuracy of technical content of Work Control Documents (WCDs). Reviews/updates/maintains files of WCD change requests, and maintains documentation for AFMC Form 202s. Details are contained in AFI 21-101 AFMCSUP I, paragraph 18.8.1.1.

**Technical Content Manager**— The individual, usually an Equipment Specialist or Engineer, responsible for maintaining the accuracy, adequacy, modification, classification, review, and currency of the technical content of Technical Orders (TOs) and Time Compliance Technical Orders (TCTOs) supporting assigned systems, commodities or processes.

**Technical data**— The only authorized source of information used to perform work or locally developed instructions to accomplish technical requirements. Details are contained in AFI 21-101 AFMCSUP I, paragraph 19.1.

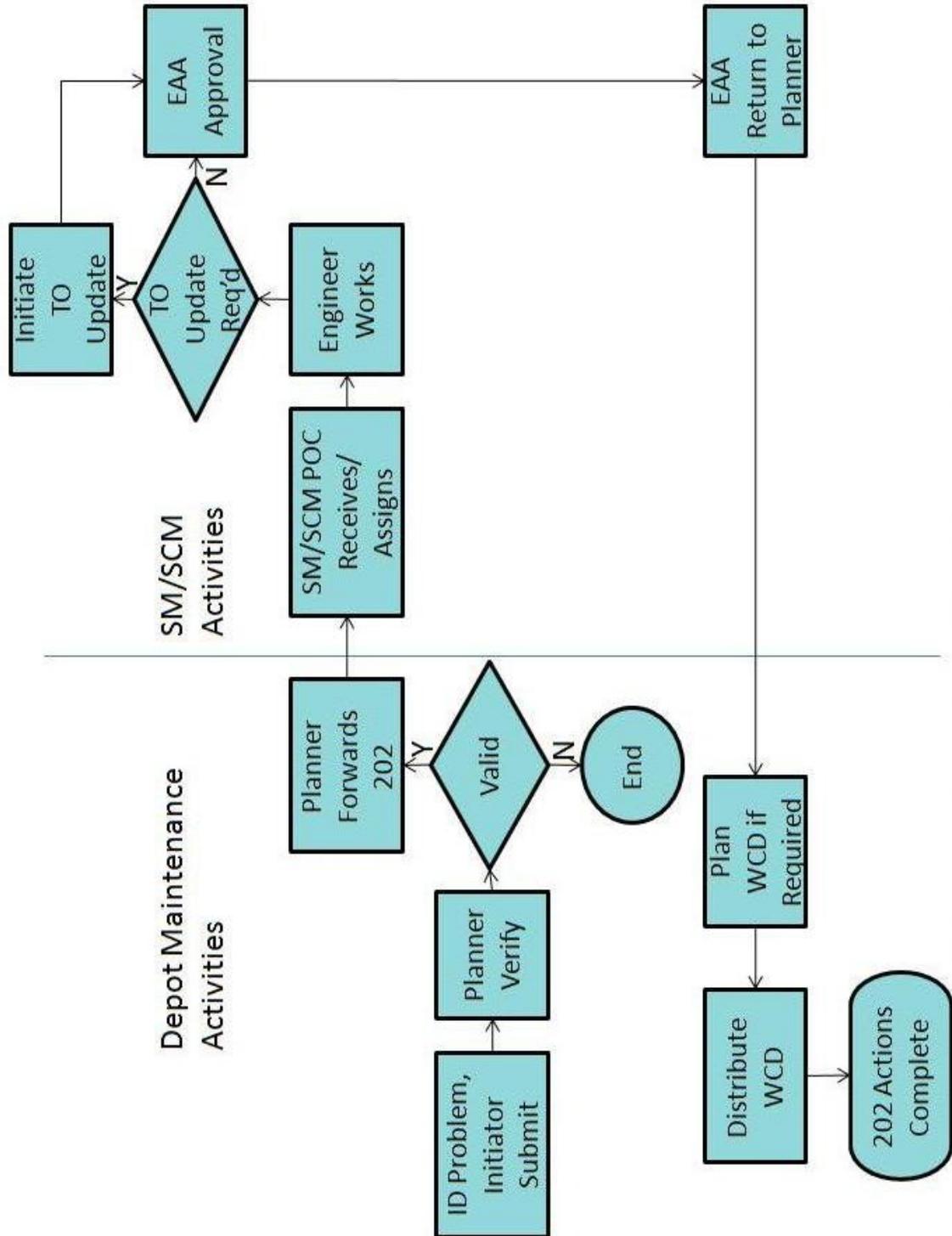
**Work Stoppage (reference AFMCMAN 21—1, Attachment 1)** - Work stoppage refers to the inability to proceed with production on a repair or modification of an end item or commodity, or where a given process stops due to nonconforming material, inadequate technical data, or lack of proper parts, materials, components, tooling or facilities. Halted production of a component or part that prevents the repair or continued scheduled production flow of an end item constitutes a work stoppage.

Attachment 2

OC-ALC BASELINE AFMC FORM 202 PROCESS MAP

(Note: Flow is/will be built into automated systems as appropriate.)

Figure A2.1. OC-ALC Baseline AFMC Form 202 Process Map



OC-ALC Baseline AFMC Form 202 Process

## Attachment 3

**WORKSHEET FOR DEPOT MAINTENANCE PLANNERS PROCESSING AFMC  
FORM 202**

**(Organizations may add items to account for technical consideration unique to their workloads see 2.1.1.2.)**

Section Numbers identify Form block numbers

**Part A – Before Initiating an AFMC Form 202 to the responsible technical authority**

1. OC-ALC/***** or Wing/**** (REQUIRED) Select proper Engineering Authority
2. OC-ALC/***** or Wing/**** (REQUIRED) Verify Correct Routing
3. DATE ( YYYYMMDD ) (REQUIRED)
4. CONTROL NUMBER (OC-0X-XXXXX) (REQUIRED)
5. NOMENCLATURE (REQUIRED) Verify correct IPB (TOs) Noun or parts list (drawings)
6. PART NUMBER (REQUIRED, N/A only in cases where part number does not exist)
Blocks 6 & 7 - use D043 & D035K to verify part #s and NSNs - note: FEDLOG, HAYSTACK, ABOM, G005M
7. NSN (NSN or NSL REQUIRED) See block 6
use D043 & D035K to verify part #s and NSNs - note: FEDLOG, HAYSTACK, ABOM, G005M
8. SERIAL / TAIL / 206 REQUEST NUMBER (As applicable, AFMCMAN 21-1, 5.7.2.8)
N/A if you require blanket authority for Propulsion and Commodities Maintenance Groups only
Aircraft Maintenance Group requires tail number
9. LOCATION (REQUIRED) Building / Post / Dock Location
10. TO / DWG NUMBER (REQUIRED include Work Package number as applicable) check as needed: JEDMICS and WCDs. Include TO paragraph, page, figure or other reference in block 14 if known to allow correct filing upon receipt of approved response
11. WORK STOPPAGE ( If “ YES “ enter date, if “Anticipated” no date required) (REQUIRED)
12. ORGANICALLY (Notify QA, when a nonstandard deficient condition is caused by maintenance procedures, or malpractice.) (REQUIRED)
13. QUALITY ASSURANCE (REQUIRED if Organically Caused) (If “YES” in Block 12, notify QA. Enter: Office Symbol / Date / Time – hour/min).
14. DEFICIENCY AND RECOMMENDATION (Aircraft Maintenance Group Requires Need Date) – Check to see if your technical authority has requested any unique inclusions, such as Analytical Condition Inspection (ACI) or Program Depot Maintenance (PDM) task numbers.
Give clear concise description of problem, verify that the problem is not addressed in the TO, Planner will ensure parts availability researched by contacting materials personnel. Routine improvements to TOs (not impacting completion of work) shall be submitted via an AFTO Form 22. Consult with 76MXW Process Engineer in the corresponding Maintenance Group, if applicable. Do not request extension on previous AFMC Form 202 - Reference it to request review and reissue. Attach any applicable documentation (Photos, TO References, Drawings, etc.). When printed or retained as paper copies, all pages of all attachments must have

AFMC Form 202 control number annotated at top right corner.
15. INITIATOR ( Signed ) (REQUIRED) Initiator Name Must Be the Actual Person that Initiated the AFMC Form 202 / Reported the Problem (Idea Program).
16. INDUSTRIAL ENGINEERING TECHNICIAN (IET) / PLANNER Review all data entered, if correct ( Save / Sign / Send ) and print a signed copy. When you send, the AFMC Form 202 goes to Engineering. (REQUIRED) (If the Planner is Initiating the AFMC Form 202, Ensure that Block 15 Contains the Name of the Actual Person Reporting the Problem (IDEA Program). – record Date sent.
<b>Part B – Upon Receipt of an AFMC Form 202 from the responsible technical authority</b>
17. OC-ALC/***** or Wing/**** (Correct Initiating Org Symbol)
18. OC-ALC/***** or Wing/**** (Correct Engineering Org Symbol)
19. DATE RECEIVED (REQUIRED)
20. ENGINEER (REQUIRED)
21. DISPOSITION ( CHECKED ) (REQUIRED)
22. INSTRUCTIONS Can the task be accomplished using the instructions? (REQUIRED) If an extended use/blanket authority AFMC Form 202 (TO variance or added information without SH252), is there adequate information for Technical Order Distribution Office (TODO) filing? (Note: Any attachments must have AFMC Form 202 control number annotated at top right corner)
23. RESCIND ON ( REQUIRED ) If the AFMC Form 202 is written against a serial number / 206 request number / tail number, 23 B must be completed with correct number and 23 A must be blank If blanket authority is indicated by a N/A in block 8, block 23 A must contain a date not to allow a period over 120 days. If Special Handling AFTO Form 252 (SH252) is attached and marked in block 24, N/A block 23 A.
24. REQUIREMENTS ( If Applicable ) (If box is checked, ensure corresponding signature in block 26D)
25. EQUIPMENT HISTORICAL DATA IMT / Form ENTRY (REQUIRED) (N/A if not applicable)
26. ENGINEER / ES PART “A” ( SIGNED & DATED ); PM/SMC ENGRG APPRIVAL AUTHORITY “E “ ( SIGNED & DATED ) ( REQUIRED) (26 A and 26 E can not be the same engineer) (Note: The ES is no longer authorized to sign block 26A)
27. IET / PLANNER (SIGNED & DATED) (Check all entries in part B before sending). (REQUIRED either on Form or retained in automated tracking systems)
28. MAINTENANCE (SIGNED & DATED) (REQUIRED)

## Attachment 4

## WORKSHEET FOR ENGINEERS PROCESSING AFMC IMT 202

(Organizations may add items to account for technical consideration unique to their workloads, see 2.1.1.2)

Section Numbers identify Form block numbers

OVERALL: Time considerations should be based on the received date and on work stoppage condition <b>If you will not meet the deadline, advise planner accordingly</b> (AFMCMAN 21-1, paragraph 5.4)
17. Verify correct organization for returning AFMC Form 202
18. Verify your org symbol
19. Date (Required) (Date/Time - received in PM/SCM activity)
20. Engineer/ES Name and Phone Number (Engineer that produced disposition in Block 22) (Note: The ES is no longer authorized to produce the disposition for block 22)
21. Must Check Proper Box (Do Not Leave Blank, use "Other" for any N/A responses)
22. Contact shop / Coordinate with shop to obtain a valid understanding of the problem, visit site to collect first hand information and documentation if possible.
Specific Considerations: a) Is disposition clear, specific, and step-by-step? b) Does disposition include all appropriate Warnings, Cautions, and Notes? c) If TO or other technical guidance already exists for this discrepancy, is it consistent with disposition (if not indicated by Part A input, include enough information to allow Tech Order Distribution Office (TODO) to file with TO correctly, such as applicable TO para, page number, work package with page or item number or comparable reference)? If not, is TO/tech data change needed? d) Is this AFMC Form 202 in reference to a TO or a Tail/Serial/206 Job number? Need to be clear. If it applies to a Tail/Serial, or AFMC Form 206, <b>Temporary Work Request</b> , Job number, clearly reference that in block 23B, DO NOT put a rescission date in 23A. Many drawing related questions are actually in support of a local manufacturing request via a 206 job. Otherwise, an AFMC Form 202 will need to very specifically reference the TO, include the rescission date in 23A. TODO cannot file without specifics, approved by the technical content manager. If not requiring SH252, but extended use, indicate TO and para, page, and/or figure num if not provided in Part A or not matching that originally provided Part A. Complete instructions (ref AFMCMAN 21-1, 5.6.1.2.) include this as it is necessary for TODO responsibilities directed in AFMCMAN 21-1, 5.6.2.2. e) Is disposition a waiver of contractual or approved PDM/Depot Work task? AFMC Form 202 CANNOT be used to delete tasks. Follow formal waiver process appropriate to your organization. f) Does disposition degrade reliability and performance or change form, fit, and function beyond acceptable limits as determined by chief engineer? (AFMCMAN 21-1, 5.4.3.) If so, check that EAA has approval authority delegated or elevate to chief engineer as needed. g) Coordinate with Planning as required to ensure that material and parts required in the instructions are available. Revise materials and/or parts if necessary and permissible from and OSS&E perspective. h) If Engineering determines that this will become an on-going parts requirement, has action been taken to ensure the part is stock listed or SPR initiated
23. Must have either A or B, not both, if date (A), cannot exceed 120 days from date of approval signature (26.e) , or N/A if attaching Special Handling AFTO Form 252 or AFMC Form 202 is disapproved/unnecessary. Use a rescission date if block 8 has been specified N/A (If Approved).

<p>24. Considerations</p> <p>a) If the solution requires a TO change, check the TO Change box and attach the SH 252 to the AFMC Form 202 and obtain TO Manager Co-ordination (Block 26 D)</p> <p>b) If the solution requires a drawing change, check the drawing change box and attach the preliminary drawing change.</p> <p>c) If the solution requires Safety and or Bio Environmental coordination, check the Safety and or Bio Environmental box and obtain appropriate coordination in blocks 26 B and or C.</p>
<p>25. Considerations:</p> <p>a) Is an AFTO IMT 95 (Significant Historical Record) needed?</p> <p>b) Is an AFTO Form 781 (Delayed Discrepancy) needed?</p> <p>c) Is a DD Form 1574 (Condition Code) needed?</p> <p>- If yes, enter an appropriate statement, name, office symbol, phone number, and AFMC Form 202 control number in block 25. <b>If no to above, enter N/A in block 25</b></p> <p>Use of these Forms/IMTs are described in TO-00-20-1.</p>
<p>26A. Date/Time (hour/min) and Signature of Engineer (REQUIRED) and appropriate coordination – time information will be on IMT or retained in automated data system(s).</p>
<p>26 B,C,D. Printed Name, Date and Signatures where applicable per block 24</p>
<p>26E. Name, Signature and Date of Engineering Approval Authority.</p>

## Attachment 5

### SPECIAL HANDLING 202 PROCESS

**Note:** This document is applicable to all OC-ALC “Aircraft” maintenance organizations for weapon systems that have maintenance accomplished at OC-ALC and the associated Tinker AFB System Program Office (SPO) organization where the possibility of AFMC Form 202 submissions and disposition are necessary.

#### A5.1. Purpose

A5.1.1. The purpose of this attachment is to describe the Special Handling Problem Resolution (SHPR) process intended for use in expediting handling of those technical problems directly linked to aircraft production critical path. The provisions of this document shall not supersede, substitute or deviate from the higher level AFMC Form 202 processing requirements IAW AFMCMAN 21-1. Figure A5.1 represents the overall SHPR process. The goals include:

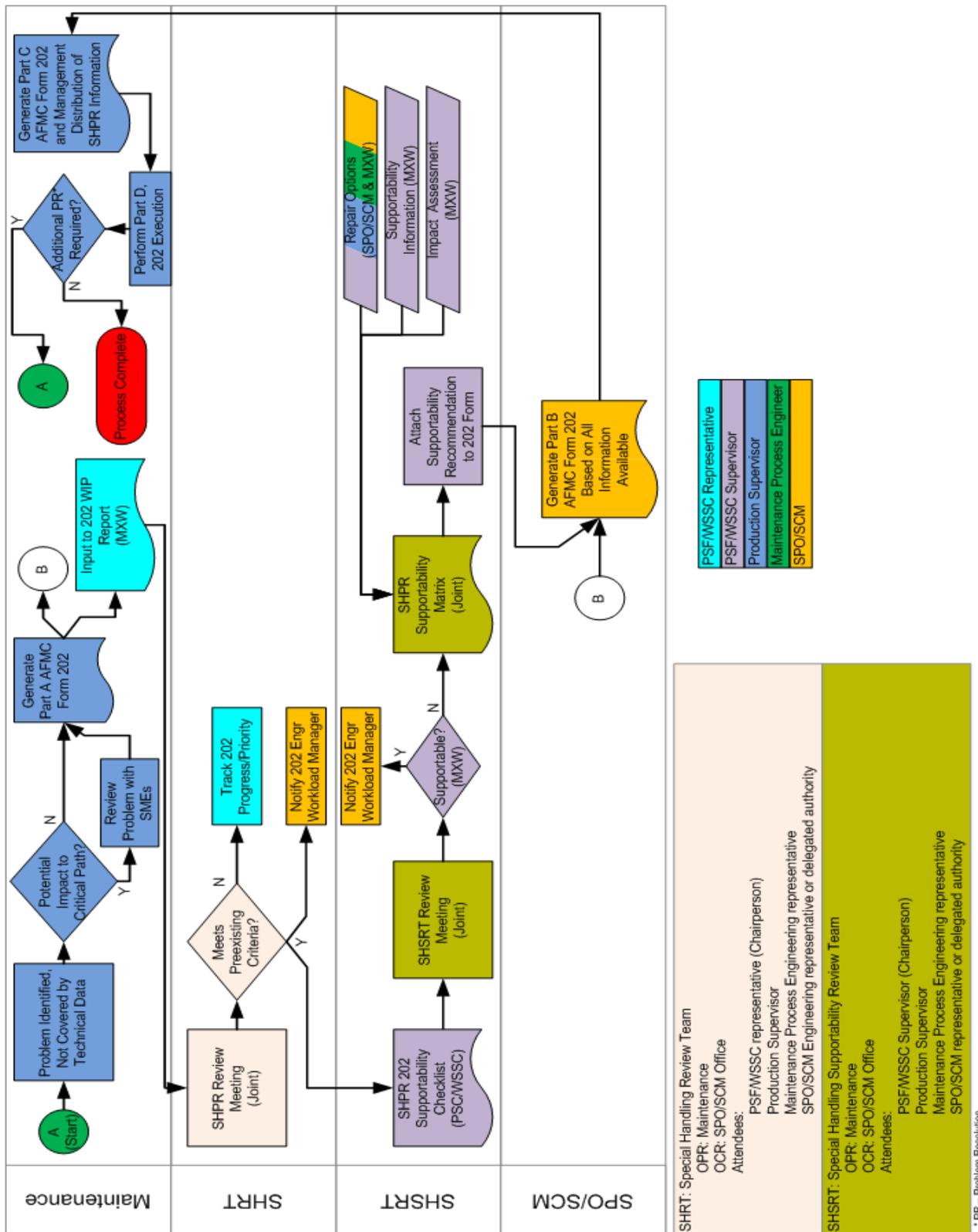
A5.1.2. Provide a method and forum for collaboration between the cognizant engineering authority for a weapon system/item and OC-ALC maintenance organizations for optimizing overall customer support to the war-fighter and resource utilization.

A5.1.3. Awareness of the potential production impacts, when identified, of an AFMC Form 202 when a significant production impact is anticipated based on historical results and critical path scheduling.

A5.1.4. Provide additional metrics on SHPR and related AFMC Form 202 dispositions to facilitate continual process improvement (para A.5.4.4.1)

A5.1.5. Identify repairs and correction of deficiencies that are candidates for future planned depot work efforts.

Figure A5.1. SHPR Process Diagram



A5.2. Scope

A5.2.1. The scope for the SHPR process is a specialized selection and handling process intended to supplement the 202 process for unique problem resolution cases where significant production impact is anticipated based on historical results and critical path scheduling. This process assures sufficient attention, resources, oversight and documentation are brought together to ensure optimal processing results for a critical path problem.

A5.2.2. The SHPR process is not a substitute for the AFMC Form 202 “Engineering Disposition for Nonconforming Technical Problems beyond Published Authority” process. The “Special Handling” elements of the SHPR process comprise a set of actions and analyses to determine the optimal disposition recommendation in conjunction with 202 submittal and completion of AFMC Form 202, Part A. The goal is to capture and provide all required defect assessment information and production impacts in conjunction with 202 submittal. All communication and direction regarding disposition, instructions, procedures etc. from engineering to maintenance will follow the established 202 process.

A5.2.3. The SHPR process will not be used as a substitute for a normal “Work Stoppage 202” and prioritization process. All problem resolution requests should be allowed consideration for the SHPR process. The SHPR screening process is expected to result in less than 10% of all 202’s requiring the SHPR process. The process will be monitored for percent of 202’s requiring SHPR as indicated in para A5.4.4.2.2. The SHPR process starts when initial screening indicates a defect or anomaly is expected to impact or present challenges to meeting the critical path maintenance flow for the product line. The process ends when the defect or anomaly has been resolved.

A5.2.4. Applicability: This process is applicable to all OC-ALC “Aircraft” maintenance organizations for weapon systems that have maintenance accomplished at OC-ALC and the associated Tinker AFB System Program Office (SPO) organization where the possibility of 202 submissions and disposition are necessary.

### **A5.3. Special Handling Process Description**

A5.3.1. The SHPR process will be described in 8 phases as explained below and depicted in Figure A5.2.

A5.3.1.1. Phase 1: Identification: The purpose of the identification phase is to generate initial concerns and observations for consideration for SHPR entry criteria at the same time the 202 part A is being developed and input into the system. This initial screening process is accomplished by maintenance as a quick assessment of critical path impact potentials which may include select Subject Matter Experts. All open 202s will be entered to a 202 Work in Progress (WIP) report (for 202 WIP Report example, see Figure A5.3). This evaluation is not to interfere with the 202 part A generation.

A5.3.1.2. Phase 2: Validation: A Special Handling Review Team (SHRT) will review the 202 WIP Report periodically and validate which 202’s meet the SHPR Entry Criteria (for Entry Criteria example, see Figure A5.4). 202’s meeting the Entry Criteria will be noted on the 202 WIP Report and a copy shall be made available to SHRT members. Team make-up is described in Figure A5.1. The review period and formal/informal nature of the SHRT reviews will be established by each maintenance group but should support standard response and 202 cycle time requirements. The 76 MXW production Group will establish and publish entry criteria to ensure consistency and standardization.

The criteria will be subject to review and adjustment as necessary by 76 MXW EN (see, para A5.4.4.2.2 below).

**Note:** Communication of validation status within the SPO/SCM Engineering community is critical as 202 dispositions will already be in work and may be nearing completion.

A5.3.1.3. Phase 3: Supportability Review: For all 202's identified as meeting the entry criteria a Special Handling Supportability Review Team (SHSRT) will assess the supportability of potential dispositions. The SHSRT will use the Supportability Checklist as a guide to determine if further supportability evaluation is warranted (see Figure A5.5 for example checklist). The SHSRT will be comprised as indicated in, Figure A5.1 and will seek to find a mutually desirable solution and understanding of associated supportability requirements. If team consensus can be reached, the consensus solution will be supported by team members and communicated to the 202 Engineering Workload Manager (Engineering Approval Authority) and tracked through to problem resolution. If a mutual solution cannot be found or cannot be supported by the team the process will be moved into Phase 4.

A5.3.1.4. Phase 4: Documented Supportability Assessment and Recommendation: In those 202's where there is not agreement or a SPO supported disposition exists, the purpose of phase 4 is to document disposition supportability assessments and make a solution recommendation on a SHPR Supportability Matrix (see Figure A5.5 for example). This allows the maintenance Production Group to document their recommendation with supporting information and apply the data to the 202 as attachments. The applied data will allow the SPO/SCM Engineering to make informed decisions as related to maintenance impact. This will also allow senior leaders and stakeholders to have situational awareness of impacts early in the process.

A5.3.1.5. Phase 5: Standard Disposition and Instruction Process: The purpose of phase 5 is to process AFMC Form 202s associated with SHPR efforts in accordance with the standard 202 disposition and instruction process. The SHPR differs only in the amount of investigation, communication and added information afforded the disposition authority for this phase. Dispositions for 202s following the SHPR which are not in accord with SHSRT consensus should be communicated to SHSRT members as soon as possible as deemed by the authorizing authority to afford adjustment to resource and flow impact and planning activities.

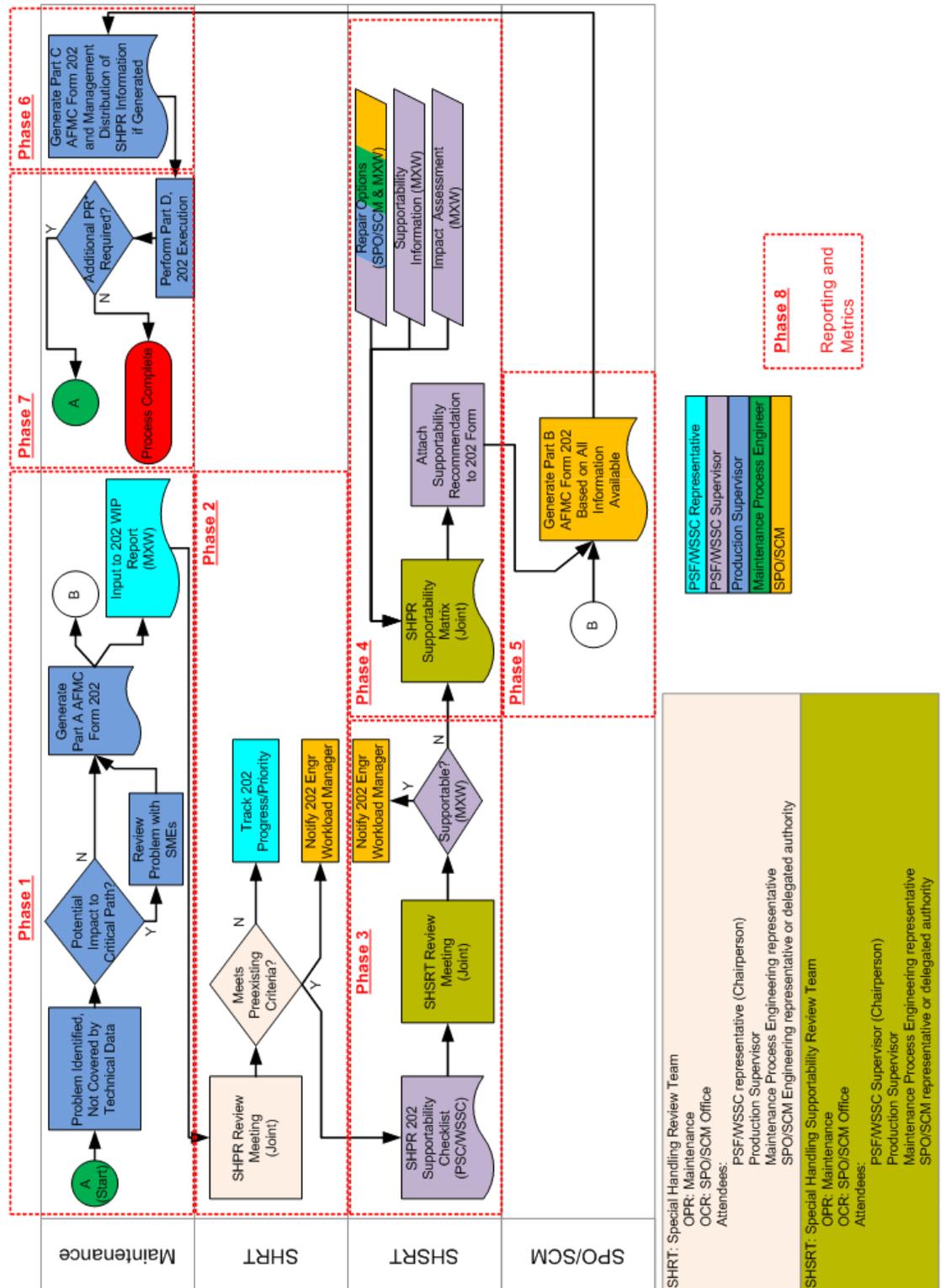
A5.3.1.6. Phase 6: Review and process Part C: Standard 202 Part C review and processing is expected with the added requirement to provide SHPR information to management. At a minimum this information should be provided to SHSRT and all other organizations specifically identified by the SHSRT.

A5.3.1.7. Phase 7: Execution and Evaluation for Completion: After the AFMC Form 202 is completed, the maintenance process to execute the AFMC Form 202 part B instructions is still necessary and referred to as Part D for this process. Phase 7 is defined as the period of time that begins immediately following maintenance acceptance of the AFMC Form 202 and ends when the AFMC Form 202 Part B instructions are implemented or further instructions are required. Execution performance will be monitored to assure the original problems are resolved. If resolution of the problem is

not achieved, further problem identification and solutions must be pursued by returning to the beginning of phase 1.

A5.3.1.8. Phase 8: Reporting and metrics: The SHPR process ends when the defect or anomaly has been resolved and the impacts have been identified and reported. The purpose of Phase 8 is to provide key metric data that measures the results, impacts of the SHPR for the purposes of future strategic planning, alignment and continual process improvement.

Figure A5.2. SHPR Process Phases



**A5.4. Roles and Responsibilities**

**A5.4.1. Organizational Responsibilities**

A5.4.1.1. Technical Director (76 MXW/EN)

A5.4.1.1.1. Provide top level monitoring of the SHPR process in conjunction with OC-ALC/GK Director of Engineering (DOE) and/or 848 SCMG/EN. Has purview of documentation and trends.

A5.4.1.2. 76 MXW Product Groups (76 AMXG, 76 CMXG, 76 PMXG)

A5.4.1.2.1. Provide team membership and chair the SHRT and SHSRT as indicated in Figure A5.1.

A5.4.1.2.2. Generate the data necessary to meet requirements of Phase 8, Reporting and Metrics (para A5.4.4.).

A5.4.1.3. Product Maintenance Group Engineering Division (76 AMXG/QP, 76 CMXG/QI, 76 PMXG/QP)

A5.4.1.3.1. Provide Team membership and support to the SHRT and SHSRT as necessary.

A5.4.1.3.2. Document the results of the AMXG SHPR process and make available the results of the process to OC-ACL/EN. The minimum data required is identified in Para A5.4.4.

A5.4.1.4. Cognizant Engineering Support Office (OC-ALC/GK)

A5.4.1.4.1. Director of Engineering (OC-ALC/GKE)

A5.4.1.4.1.1. Provide top level monitoring of the SHPR process in conjunction with 76 MXW Technical Director. Has purview of documentation & trends.

A5.4.1.4.2. Single Manager Program PDM Engineering Support Office

A5.4.1.4.2.1. Provide Team membership and support to the SHRT and SHSRT as indicated in Figure A5.1.

A5.4.1.5. Engineering Directorate (OC-ALC/EN)

A5.4.1.5.1. Provide Center level SHPR metrics based on the data available.

A5.4.1.5.2. Host joint review meetings for the SHPR process when reports show trends of greater than 10 percent of an organization's problem resolution requests complete the SHPR process (see also paragraph A5.4.4.2.2).

A5.4.1.5.3. Act as Center OPR for SHPR information and training.

A5.4.2. Meetings: Meetings may be integrated into existing meetings and forums or created separately and as needed based on technical problems proposed for consideration.

A5.4.3. Process Documentation

A5.4.3.1. To facilitate the SHPR process, sample documentation templates are identified as follows:

A5.4.3.1.1. 202 WIP REPORT (Figure A5.3)

A5.4.3.1.2. SHPR ENTRY CRITERIA (Figure A5.4)

A5.4.3.1.3. SHPR SUPPORTABILITY CHECKLIST (Figure A5.5)



Figure A5.4. SHPR Entry Criteria

SHPR ENTRY CRITERIA			
Criteria Index	Classification Basis	Threshold Criteria	Data Source
1	Repair Type	MSR List Inclusion	GEA
2	Repair Type	Past precedence for negative impact	Engineering
3	Time Found	After Structural Dock	564 AMXS
4	Time Found	< 5 days from leaving dock	564 AMXS
5	Work Scope	Potential Size	Engineering
6	Work scope	Risk of finding additional defects driving additional work	564 AMXS Engineering
7			
8			
9			

Figure A5.5. SHPR Supportability Checklist

SHPR SUPPORTABILITY CHECKLIST					
Criteria Index	Production Supportability Concern	Threshold Criteria for Acceptability As-Is	Data Source	Supportable?	
				YES	NO
1	Parts Availability		564 AMXS		
2	Equipment Availability		564 AMXS		
3	Personnel Availability		564 AMXS		
4	Current Flow-Day Metric		564 AMXS		
5	Scope Risk		SPO Engineering & AMXS		
6	Flow-Day Impact-202 A/C		MX Engineering		
7	Flow-Day Impact-queue		MX Engineering		
8					
9					
10					

FIGURE A5.6. SHPR Supportability Matrix

SHPR SUPPORTABILITY MATRIX											
Item/Serial/Tail Number		Date Started		SHSRT POC							
Defect Description											
PART 1 - REPAIR OPTIONS						PART 2 - SUPPORTABILITY			PART 3 - IMPACT		
Index	Defer	Temp /Interim	Perm	Description	Technically Feasible	OPR 564 AMXS		Man-power	Flow/Work Days	OPR 76 AMXG/QPS	
						OC-ALC/GKCN/564 AMXS	Material			Equip	Cost
1	X			Task/Inspection	Y	0 Depot / MOB-25 days ARO	Std	3 Hr Depot/ 20 Hr MOB			
2	X			Replace next PDM	N	N/A	N/A	N/A			
3		X		Plug	Y	1 wk	Special	30 Hr Depot			
4			X	ok as is	N	N/A	N/A	N/A			
5			X	Replace Material	Y	25 Day ARO	Std	10 Hr			
6			X	Substitution	N	N/A	N/A	N/A			
7											
8											
9											
10											
SUPPORTABILITY RECOMMENDATION (Index)											NOTES
This is a reference document only. It shall not be considered technical data and does not authorize any repair or work instruction.											

A5.4.3.2. SHPR Information Collection: 76 AMXG Product Group Engineering Division shall establish and provide ongoing administrative support, for SHPR information collection specific to each weapon system. Basic information storage format shall be standardized across all Product Maintenance squadrons within 76 AMXG.

A5.4.3.2.1. Contents: SHPR documents, quarterly and annual reports and Team member assignment lists shall be maintained at a minimum. Additional sub-folders can be created at the discretion of the SHSRT POC.

A5.4.3.2.2. Access: Access to view file data will be managed by a 76 AMXG SHPR information administrator. To ensure proper availability, access to all data will be made available to all interested organizations/individuals involved in the 202 processing and have a legitimate need to know, for the purposes reviewing performance or creating tailored metrics to support organizational needs.

#### A5.4.4. Phase 8: Reporting and Metrics

##### A5.4.4.1. Metrics:

A5.4.4.1.1. Each maintenance organization that participates directly in the 202 process will develop baseline metrics applicable to facilitating continual process improvement within their respective organizations. These metrics and supporting data shall be made available to all organizations. To monitor the process, data supporting the following metrics shall be made available:

A5.4.4.1.1.1. Percentages of 202s that enter Phase 3 and Phase 4,

A5.4.4.1.1.2. Percentage of SHPRs that have follow-on chained 202s/SHPRs,

A5.4.4.1.1.3. Elapsed time for problem resolution.

A5.4.4.1.2. Additional MXW, GK and SCMG metrics should be considered and developed as required to monitor process and create opportunities for process improvement.

##### A5.4.4.2. Reports:

A5.4.4.2.1. The OC-ALC/EN Center EN 202 focal point will use the SHPR data made available by 76 AMXG/QP (para A5.4.1.3.2) as the primary source of information to create a monthly Center level SHPR report.

A5.4.4.2.2. When reports show trends of greater than 10 percent of an organization's problem resolution requests complete the SHPR process, the OC-ALC/EN 202 focal point will review the process with 76 MXW EN, 76 AMXG Production Squadron Chief, and the SPM Chief Engineer, to validate the requirement and providing feedback and control of both SHPR process and policy or to adjust consideration criteria accordingly.