

**DEPARTMENT OF THE ARMY
D CO, 702d MAIN SUPPORT BATTALION
2d INFANTRY DIVISION
APO AP 96224-0353**

EAID-SC-MT-D

2 FEBURARY 1999

MEMORANDUM FOR DISTRUBUTION

SUBJECT: Shop Office Internal Standard Operating Procedures (SOP)

1. **PURPOSE:** This SOP outlines the procedures for operations in Shop Office and delegating responsibilities to assigned personnel. To provide internal guidance to every member within the section as to the daily operation and procedures set forth. All policies and directives from a higher echelon will take precedence and will become a part of this SOP when published.
2. **SCOPE:** This SOP applies to all personnel assigned, attached, or temporarily working with the Shop Office section. Any change to this SOP will be published and distributed in memorandum format.
3. **MISSION:** The Shop Office provides overall supervision and control of direct support mission.
4. **SAFETY:** The safety of our soldiers is our top priority. Safety is more important than speed in accomplishing any task. Every soldier is a Safety Officer and is responsible for the safety of those around him or her. The following rules will be followed in the shop:
 - A. No horseplay in the work area.
 - B. Know where the closest fire extinguisher is and how to use it.
 - C. Use a ground guide when moving a vehicle larger than a HMMWV.
 - D. Speed Limit in the motor pool is 5MPH.
 - E. Only qualified personnel will operate a military vehicle.

This list is not inclusive; COMMON SENSE takes precedence when all else fails.

5. **Security / Key Control:**
 - A. The Section Sergeant will ensure that the shop and all the section's vehicles are physically secured at the end of the duty day.
 - B. The Section Sergeant is designated as the section's key custodian. Key and locks will be maintained in accordance with the Company's key control program.
6. **Energy Conservation:** It is every soldier's responsibility to turn off unused equipment and lights. This includes turning off radios, coffeepots and ventilation systems.
7. **Publications:** The Section Sergeant will select a soldier to maintain the section's publication library. The soldier will coordinate with the Company's publication NCOIC to order new publications.
8. **Shop Cleanliness:** The work areas and office areas will remain clean, free of trash and unserviceable repair parts. House cleaning is a daily responsibility for everyone.
9. **Shop Stock:** Consists of repair parts used in support of our DS maintenance mission. Stockage levels are based on 3 demands within a control period. We should stock as much as our demand history

allows. This will eliminate time spent waiting for parts and improve customer service. Section responsibility includes:

- A. Maintain accurate locations.
- B. Replenish lines that are below the reorder point atleast twice a month.
- C. Monitor quality of parts on bench stock and shelf life of parts that have them.
- D. Recommend additions, deletions, and stockage level change to the Shop Officer.
- E. Save a copy of any changes or replenishments.

10. Daily Work Flow

- A. Account for personal
- B. Pick-up parts and turn in parts.
- C. Run all the prints.
- D. Receive and Transmit BLAST daily.

11. Section Sergeant Responsibilities:

- A. Responsible for the quality of all works that the Section performs.
- B. Accountable for subordinates at all times
- C. Maintain the proper required publications to perform the mission.
- D. Provide the soldiers with a clean, well-lit, safe working area.
- E. Monitor the safety of all work performed in the shop.
- F. Inventory 10% of shop stock and sub-hand receipt every 30 days.
- G. Inventory 100% of sub-hand receipt upon returning from FTXs and deployments.
- H. Insure all equipment is sub-hand receipted down to the user.

12. Maintenance Control Clerk Duties and Responsibilities:

- A. Receive the DA Form 5990-E, Request for Maintenance, from the customer.
- B. Check to see that the customer has the form properly annotated before accepting the work request.
- C. Be proficient in the use of SAMS-1 to expedite work order flow.
- D. Update SAMS-1 status with information provided from 3999-3.
- E. Following final inspection, notify the customer and close out the work order.
- F. Do a Daily Inop Transfer blast to Support Operations NLT 1600.
- G. Do a Weekly Work Order Transfer, Man Hours Acct Transfer on Thursday NLT 1600.
- H. Receive a daily update status disk from customer units.

13. Shop Stock Clerk Duties and Responsibilities:

- A. Conduct inventory of the shop stock.
- B. Be proficient in the use of SAMS-1 to expedite parts flow.
- C. Pick up parts from C Company's TSO daily.
- D. Hand carry Parts Requisitioning disk to C Company's TSO daily.

14. POC is SGT Simpson at 730-4616.

DONNIE M. MILLER
CPT, OD
Commanding

ANNEX A: MAINTENANCE REQUEST PROCEDURES

1. General Procedures:
 - a. Requests for direct support maintenance will be accomplished utilizing the automated (ULLS generated) maintenance request, DA Form 5504. The following procedures are in addition to the procedures contained in the applicable user manuals and DA PAM 738-750. (Request that all jobs be input into the ULLS system.)
 1. When using the automated maintenance request form 5990E, it will consist of the original and two copies to provide for the following procedures at the direct support shop:
 - a. The original becomes the “Green Copy” and is stamped “Owning Unit Copy”. This is the receipt that is retained by the unit and is surrendered at the time of equipment pickup.
 - b. The first copy becomes the “Blue Copy” and is stamped “Supporting Unit Copy”. This copy is retained by the production control clerk, and will be given to the owning unit after the maintenance request is closed.
 - c. The second copy becomes the “Hard Copy” and is stamped “File Copy”. This copy is kept on file for ninety day after the request is closed.
 - b. A separate maintenance request form 5990E will be prepared for each reportable or maintenance significant, serial number items. High priority (02-05) will be signed by the commander or a designated representative. If the Commander or his/her designated representative does not sign the high priority then the work order will be accepted on a 12 priority. All maintenance requests on reportable or maintenance significant items, will have an Organization Work Order Number (ORGWON). Maintenance requests without an ORGWON will not be accepted. In addition to the maintenance request form, the unit will provide an ULLS diskette and an original copy of the units DA Form 2404 (not more than three days old).
 - c. All organizational dead lining deficiencies will be completed prior to DS level acceptance. The DS inspectors will inspect the equipment to determine the general condition ie. (fair wear and tear). All organizational faults not noted on the 2404 will be annotated, and the equipment will be diagnosed for the faults requiring DS maintenance. Unit personnel will be on site during inspection.
 - d. On non-reportable items, up to ten items may be submitted on a single maintenance request form. There is no requirement for an ORGWON on non-reportable items.
 - e. Notice of Delegation of Authority DA Form 1687, will be used.
 1. Designate personnel authorized to turn in, request and receive equipment at Delta Company, 702d MSB on a DA Form 1678.
 2. Designate personnel authorized to sign high priority (02-05) maintenance requests as the commander’s representative by either memorandum or DA Form 1687 IAW AR738-750.
 - f. DA Form 1687’s will be authenticated by company commanders and submitted with a copy of assumption of command orders. They must be kept current and completed IAW DA PAM 710-2-1. A separate DA Form 1687 will be completed for the turn in of communications / electronics and automated data processing equipment (TACCS & MCS).
 - f. Units will ensure their equipment complies with the acceptance criteria in ANNEX C.
 - g. Job order numbers from Delta Company, 702d MSB will be assigned by the production control after acceptance by inspectors.

2. On-Site Maintenance: Units may request assistance or courtesy inspections on any equipment by contacting the shop office. Prior to performing any on-site maintenance or inspection, organizational level cleaning and maintenance must be completed. Organizational personnel must be present to assist whenever DS team / inspectors perform any on site maintenance or technical assistance.

3. Supported units are not authorized to perform DS maintenance. Deferred maintenance requests may be opened on (05-12) priority work requests when deficiencies on equipment require DS maintenance but not deadline equipment or affect its operational readiness. Only under unique circumstances will equipment submitted on a 02 Work request be retained by the unit. Such instances must be approved by the MCO.

1. Load Testing is implemented by TM 43-0142 that designates the equipment manager as the representative. If DS responsibility is specified the units will request load testing IAW this annex.

2. Pick Up of Repaired Equipment:

a. Upon completion of required repairs, shop office will make one phone call to the POC listed on the work request that the work is completed and ready for pick up. Units must pick up Pacing Items within 24 hours of notification. Priority 05 job orders will be picked up within 48 hours. Priority 12 jobs will be picked up within 72 hours. Units failing to respond or coordinate with the shop office immediately will be "Black Listed" and the Battalion XO of the unit on the work request form will be notified. IAW 2d ID CIR 750-1 para 2-7e.

b. Units turning in unserviceable or picking up serviceable items (communication equipment, small arms, etc) will take precautions to protect items from the elements during transport and will ensure padding is available for shock protection. Shipping cases will be used for transportation of all applicable items (NVGs, Plugger, etc).

c. All units picking up or turning in supplies or equipment will ensure that personnel are familiar with 2d ID Supplement to AR 190-11.

d. Customer unit will inspect items prior to accepting them. Once an item is turned over to the unit, it becomes the responsibility of the unit.

e. The automated receipt copy must be provided to the Production Control Clerk before picking up equipment. If the receipt copy is lost, the unit will prepare a memorandum signed by the unit's commander as shown in ANNEX K.

f. If a supported customer is not satisfied with the quality of work, they must immediately notify the Shop Office and the Inspection Section. Additionally, a DA Form 2404 should be prepared by the customer listing all faults that caused the equipment's rejection.

3. Damaged-Other than Fair Wear and Tear (FWT) – Equipment:

a. Equipment submitted to Delta Company 702d MSB for repair that, upon technical inspection, is deemed to have been damaged by other than fair wear and tear (FWT) will not be repaired until the owning unit has submitted the proper documentation to the Shop Office.

1. The commander is responsible for the property and will investigate the circumstances causing the damages. If negligence is involved, the commander will prepare and sign a statement describing the cause of the damage. The unit report of survey appointing authority will review this statement, concur or non concur, and sign the statement. If the appointing authority concurs that no report of survey is required, this statement will be attached to the maintenance request or turn in document.

2. If a report of survey is required, the surveying officer must prepare a statement stating that the equipment is no longer needed for the investigation and is released for repair or turn in. If this

statement is not received prior to all DS parts being received, the unit Battalion Commander will be notified. A sample release can be found in AR 735-5 and ANNEX K.

- b. Requests for Estimated Cost of repair of Damage (ECOD and Actual Cost of Damage (ACOD):
 - 1. Units requesting an ECOD should complete an automated work request for support maintenance and annotate block 24 with "Request ECOD and Repair."
 - 2. Delta Company's Inspection Section will complete a DA Form 2404 used for ECOD (IAW para 1 DA PAM 738-750), return a copy to the customer unit, and requisition CL IX DS Level repair parts while awaiting release from the surveying officer. Customer units are responsible for ordering and installing all organizational parts.
 - 3. Customer units are encouraged to expedite "release for repair" from the surveying officer so work may begin when all the parts are received.
- 4. Status of Maintenance Request:
 - a. Inquiries concerning the status of open maintenance requests should first be made from the ULLS disk and should be done daily. The MCO/MCS will assist the unit, if the status cannot be read from the daily disk. Any problem that cannot be resolved should be directed to the Delta Company Commander.
 - b. Inquiries must include:
 - 1. DS Maintenance request (job order) number.
 - 2. Nomenclature of equipment (e.g. Truck, 1 1/4 T, M998).
 - 3. Serial and USA number of equipment.