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**Maintenance**

**C-17 ENGINEERING DISPOSITION PROCESS**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction establishes the procedures and responsibilities for managing the Engineering Disposition process. It is used to provide technical assistance to the C-17 maintenance community. It outlines procedures for all units on McChord Air Force Base requesting technical assistance for C-17 aircraft maintenance actions that are beyond the scope of applicable Technical Orders (T.O.).

**1. References.** T.O. 00-25-107, Maintenance Assistance, SA-ALC Memorandum of Understanding, Boeing Flexible Sustainment Contract # F33657-96-C-2059.

**2. General.** The purpose of the Engineering Disposition (ED) is to document and describe, in detail, the process by which a specific maintenance problem is to be corrected. An ED request requires the submission of a completed Request for Engineering Disposition Instruction (REDI) form to Boeing C-17 Engineering (See **Attachment 1**). The primary purpose of the REDI is to ensure full research and documentation of a maintenance related discrepancy. After receipt of the REDI form, Boeing C-17 Engineering will respond to 62 QA/Phoenix Star, requester and SA-ALC/WR-ALC engineering with a recommended course of action. Prior to any REDI submission, 62 AW maintenance personnel will exhaust all of their capabilities (Training experience, Tech data, tools, support equipment, etc) in correcting the discrepancy. When this point has been reached, a REDI will be submitted for assistance.

**3. Responsibilities:**

**3.1. Squadron (AGS&MXS) Supervision will:**

3.1.1. Designate adequate REDI form Approving Officials, usually production supervisors, flight chiefs, or shift chiefs within each flight/element to cover each shift. A list of approving officials will be forwarded to QA/Phoenix Star.

3.1.2. Ensure approving officials brief maintenance personnel on the ED process.

- 3.1.3. Ensure personnel forward all completed REDIs to QA/Phoenix Star.
- 3.1.4. Maintain current status on open REDI forms submitted.
- 3.1.5. Provide equipment and location for sending REDI form and for receiving the completed EDs.
- 3.1.6. Maintain a file of closed REDIs along with the EDs by specialty. Review this file monthly for trends of similar or repeat REDI submissions in the same specialty area.
- 3.1.7. Convene a regular review (at least quarterly) along with all possible interested parties such as other maintenance personnel, Boeing engineers, or QA to discuss trends or concerns in the REDI process. Discussions should be focused on ensuring current technical information is correct and complete and any possible need for future deficiency reports is addressed.

### **3.2. Squadron (AGS/MXS) Approving Officials will:**

- 3.2.1. Ensure complete Technical Order research is completed and **all organic organizational and intermediate level repair remedies have been exhausted before submitting a REDI.**
- 3.2.2. Ensure only valid REDI forms are submitted.
- 3.2.3. Ensure the REDI form is completed with as much detail as possible including a recommended priority of REDI submission.
- 3.2.4. Contact LG/QAP and ensure the completed REDI form is forwarded to Boeing C-17 Engineering. If after normal duty hours, contact LG/QA by radio or the standby person for LG/QAP through the MACC.

### **3.3. Air Force maintenance personnel will:**

- 3.3.1. Ensure a REDI form is completed when Engineering Disposition is needed.
- 3.3.2. Generate **separate** REDI requests for TEMP and Permanent repairs for the same discrepancy.
- 3.3.3. Hold REDI requests for permanent repairs that have had a TEMP repair accomplished until the aircraft is available to have the permanent repair completed.
- 3.3.4. Annotate the TEMP repair in the aircraft AFTO Form 781A and a REDI has been submitted for a permanent repair.
- 3.3.5. Complete the REDI form using as much clear and concise detail as possible. As a minimum, the REDI form must consist of the following (See attachment 2).

Date of submission

System/Sub-System/Sub-Sub-System (S/S/SN)

Recommended priority

REF DES/WUC (WUC will be used only when applicable)

Name/telephone number of the approving authority with dates and times

Aircraft tail number

Detailed description of discrepancy and actions taken to date to resolve it

Requesting organization or element

Deficient Technical Order paragraph and figure number (if applicable)

Part nomenclature

Part number

If the discrepancy is a one-time or a recurring problem

Job Control Number (JCN)

Name/telephone number/fax number of requester with dates and times

3.3.6. Ensure the completed REDI form is reviewed and signed by a designated approving authority.

3.3.7. Review the ED received from Boeing or SA-ALC/WR-ALC and determine if further guidance is needed to correct the problem. If required, personnel will make direct contact with the C-17 engineer indicated on the ED.

3.3.8. Document in the aircraft AFTO Form 781A the repair completed IAW ED provided and include the REDI/ED number.

#### **3.4. Logistic Group Quality Assurance (Phoenix STAR Office) personnel will:**

3.4.1. Be the central point of contact for forwarding all REDI forms to Boeing C-17 engineering and receiving completed EDs from Boeing or SA-ALC/WR-ALC engineering.

3.4.2. Maintain a 24-hour, 365-day point-of contact where completed forms and EDs may be faxed/delivered/e-mailed. Beeper contact: 984-2233 #0704

3.4.3. Maintain the master file of all open REDIs.

3.4.4. Receive the completed REDI form from maintenance personnel and ensure the completeness of all required fields. Indicate receipt by annotating date and time and signing form.

3.4.5. Review suggested priority of the REDI form submission based on aircraft maintenance situation. Three levels of REDI form submissions will be used: NMC, Emergency, and Routine.

3.4.5.1. Priorities Definition: **NMC**: Aircraft is non-mission capable (NMC) and will not fly until discrepancy for which REDI was submitted has been corrected. **Emergency**: Aircraft may be partially mission capable (PMC) and have mission restrictions until discrepancy for which the REDI was submitted has been corrected. **Routine**: Aircraft is not restricted but a minor discrepancy exists that needs to be corrected as priorities, time, and mission requirements allow.

3.4.6. Assign the REDI form submission number; enter that number on the form.

3.4.7. Record the submission of the REDI form in the REDI logs, noting the following: date/time received, aircraft tail number, JCN, and REDI number.

3.4.8. If the REDI is an Emergency or NMC, QA/Phoenix Star will:

3.4.8.1. Review the REDI form to see if a specific Boeing C-17 engineer is indicated as being aware of the problem and contact that engineer. If the REDI does not indicate a specific engineer, contact the primary engineer for that area. If the primary engineer is not available, contact any available engineer per engineering roster. Allow 30 minutes for the applicable

engineer to respond before contacting the alternate.

3.4.8.2. Contact the on-site Boeing C-17 engineering manager if both the primary and alternate are unavailable. If the on-site Boeing C-17 Engineering Manager is not available, contact Boeing C-17 Base Engineering Manager as per roster.

3.4.8.3. After duty hours, contact the Boeing C-17 Engineering Manager as per engineering roster, they will contact the appropriate engineer to respond to the NMC or Emergency REDI.

3.4.8.4. Enter the name of the engineer contacted and REDI response time and date on the REDI form.

3.4.8.5. Deliver the completed REDI form to Boeing C-17 engineering.

3.4.8.6. Send a copy of the completed REDI form to the original requester.

3.4.8.7. Place the completed REDI in the open REDI file.

3.4.9. If the REDI is Routine, QA/Phoenix Star will:

3.4.9.1. Deliver the completed REDI form to Boeing C-17 engineering and SA-ALC/WR-ALC Engineering Liaison.

3.4.9.2. Place a copy of the REDI form in the open REDI file.

3.4.9.3. Ensure requestor gets the control number so it can be annotated on the AFTO form 781A.

3.4.9.4. Annotate receipt of the completed ED from engineering in the control log and remove the submitted REDI from the open file.

3.4.9.5. Distribute the completed ED to the requester and other applicable agencies needed to correct the deficiency.

3.4.9.6. Maintain a master file of Engineering Dispositions (ED).

3.4.9.7. Provide data from the master file to personnel as needed.

3.4.9.8. Assist maintenance personnel, as required, in researching technical orders prior to REDI form submission.

3.4.9.9. Act as REDI form approving authority within the assessor's functional area when required. QA/Phoenix Star personnel will ensure all squadron resources are contacted prior to approving the REDI form.

THOMAS P. TOOLE, Colonel, USAF  
Commander, 62d Logistics Group

Attachment 1

MCCHORD AFB REQUEST FOR ENGINEERING DISPOSITION (ED) INSTRUCTION (REDI)

MCCHORD AFB REQUEST FOR ENGINEERING DISPOSITION (ED) INSTRUCTION (REDI)

Contact QA/Phoenix Star with completed REDI  
 Complete in Black Ink and FAX to 4-4151

Phone 4-2949, 4-3343  
 Beeper 984-2233 #0704

(To be filled out by requesting activity)

JCN \_\_\_\_\_ Aircraft Tail # \_\_\_\_\_ Requesting ORGN/WRK CTR \_\_\_\_\_

Part # \_\_\_\_\_ Part Nomenclature \_\_\_\_\_

(From IPB)  
 S/SS/SN \_\_\_\_\_ WUC/REF DES \_\_\_\_\_

Detailed Discrepancy/Reason for REDI (Use attachments if necessary) \_\_\_\_\_

RECOMMENDED PRIORITY  NMC  EMERGENCY  ROUTINE

Response Needed by \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

Deficient T O Reference \_\_\_\_\_

Requester \_\_\_\_\_  
 Name Telephone Number FAX Number Date Time

Approving Authority \_\_\_\_\_  
 Name Telephone Number FAX Number Date Time

(Filled out by QA)  
 QA \_\_\_\_\_  
 Name Telephone Number FAX Number Date Time

REDI/ED # \_\_\_\_\_ Engineer contacted \_\_\_\_\_

(Filled out by Boeing) REDI received by Boeing			(Filled out by Boeing) REDI / ED Completed by Boeing <input type="checkbox"/> PCR included		
USAF Name	Date	Time	USAF Name	Date	Time
Boeing Engineer Name	Date	Time	Boeing Engineer Name	Date	Time

Engineering Comments \_\_\_\_\_

SA-ALC/WR-ALC Engineering \_\_\_\_\_  
 Concur  Non-Concur  Name Telephone Number FAX Number Date Time

Comments \_\_\_\_\_

1 Dec 99 EDITION, PREVIOUS EDITIONS OBSOLETE