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Maintenance

**AFRC MAINTENANCE STANDARDIZATION
AND EVALUATION PROGRAM (MSEP)**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This newly developed instruction implements AFD 21-1, *Managing Aerospace Equipment Maintenance*. It extends the guidance of AFI 21-101, *Aerospace Equipment Maintenance Management, Chapters 1 and 10*, to develop a Maintenance Standardization and Evaluation Program. It applies to Air Force Reserve Unit Equipped organizations. Associate Unit major programs and personnel evaluations will follow GMAJCOM guidance. **Recommendation for Change of Publication**, to send comments and suggested improvements for this instruction through channels to HQ AFRC/LGQM, 155 Richard Ray Blvd, Robins AFB, GA 31098-1635.

1. Concept. The Maintenance Standardization and Evaluation Program (MSEP) will assist wings in establishing and maintaining standardized maintenance practices by validating that unit processes are consistent with Air Force and major command (MAJCOM) guidance. The MSEP is intended to validate unit self-inspection and quality assurance program effectiveness. The MSEP will provide MAJCOM and wing senior leadership an independent evaluation of a unit's adherence to applicable policies and directives.

NOTE: This is a new program. Not later than 1 year from the date of this instruction, the AFRC MSEP working group will review the process to ensure MSEP is meeting the command's needs. The MSEP working group will consist of the HQ AFRC/LGQM MSEP manager and one representative from each NAF.

1.1. Scope. The MSEP will evaluate the unit's entire maintenance organization through two independent processes. PHASE 1 will examine the unit's Quality Assurance (QA) program. Members from the nonparticipating Numbered Air Force (NAF) maintenance staffs will assess the unit by running the AFRC Common Core QA checklist. PHASE 1 will be conducted at the same time as the HQ AFRC Unit Compliance Inspection (UCI). PHASE 2 will examine the unit's entire maintenance organization. Members from the participating NAF and unit augmentees will assess the unit by utilizing the guidance outlined in the applicable NAF supplement to this instruction. PHASE 2 will be con-

ducted IAW applicable NAF instruction and can be conducted in conjunction with the NAFs Staff Assistance Visit (SAV). The MSEP program, (both PHASE 1 and PHASE 2) will ensure the unit is focusing on the six following areas:

1.1.1. Compliance with and currency of technical orders and directives. Personnel at all levels are responsible and accountable for enforcing this mandatory standard. Ensure all applicable technical data and directives are complete and current.

1.1.2. Aircraft and equipment forms documentation. Forms used to document any maintenance related action for aircraft or equipment are documented according to 00-20 series technical orders, specific equipment technical order requirements and applicable command standards and supplements.

1.1.3. Aircraft and Equipment Inspection. Inspect aircraft and equipment (including munitions) according to technical orders and directives to provide the best possible safety and reliability.

1.1.4. Compliance and Management of Safety, Environmental, and Housekeeping Programs. Personnel at all levels are responsible for minimizing risk to equipment and personnel.

1.1.5. Training. Verify training is correctly documented to ensure individuals are qualified to perform evaluated tasks.

1.1.6. Unit Directed Programs.

1.2. Objectives. The AFRC MSEP will ensure standardized compliance and validate deficiencies throughout the unit's maintenance organizations. The MSEP will also help identify issues, which are beyond the unit's control, and are referred to higher headquarters for resolution.

1.3. MAJCOM OPR. HQ AFRC/LGQM will be responsible for command oversight of the AFRC MSEP.

2. Evaluation Team and Evaluation Scheduling:

2.1. Maintenance Standardization and Evaluation Team (MSET)

2.1.1. PHASE 1. Each NAF, in coordination with AFRC/IG, will establish a repository of evaluators to support the evaluation schedule (3 per NAF, at least 1 will be an ART). Evaluators will not participate in a MSEP of their NAF assigned units.

2.1.2. PHASE 2. MSET composition will follow applicable NAF Supplement to this instruction.

2.2. Evaluation Scheduling.

2.2.1. PHASE 1. AFRC/IG has overall responsibility for coordinating with units and scheduling UCI evaluations. A PHASE 1 MSEP evaluation will be scheduled in conjunction with a unit's UCI.

2.2.2. PHASE 2. The NAF Supplement to this instruction will provide guidance for scheduling PHASE 2 evaluations.

3. Evaluation Methodology:

3.1. Evaluation Criteria and Validation. MSEP will utilize Air Force technical orders, Air Force and MAJCOM directives, and local policies as source reference data for the evaluation. Validation of findings will occur each day throughout the MSEP evaluations.

3.2. Supporting Checklists. The AFRC Common Core checklists reflect minimum Command requirements for units to prepare for and conduct internal reviews in their functional areas. If NAF unique requirements exist, they will be published on the NAF functional web site (e.g., Egress/10AF). Special interest items may be added at the request of the NAF or AFRC LG.

3.2.1. Checklist Responsibility. Checklists are by functional areas and are updated by the applicable NAF LGM, as listed in [Attachment 2](#). Checklists can be accessed at HQ AFRC/LG web site.

3.2.2. Checklist Review Program. Each NAF will review their respective checklists at least annually or when changes to policy dictate an additional review. Upon completion of their annual review, each NAF will send the changes to their respective checklists to HQ AFRC/LGQM by 15 January of each year. If a checklist has no changes, the NAF will send a message indicating there were no changes for the particular checklist. HQ AFRC/LGQM will update the HQ AFRC/LG web site with the updated checklists by 30 January of each year. HQ AFRC/LGQM will host a Checklist workshop attended by NAF representatives a minimum of every two years. If a significant change is identified on a checklist, the unit QA Chief and the NAF evaluator will review the length of time the unit has to comply with the changed items prior to the scheduled evaluation.

3.3. Evaluations:

3.3.1. PHASE 1. The QA Common Core checklist will be used by the MSEP inspectors to evaluate the unit. The last two items of the QA Common Core checklist are described in [3.3.1.1](#) and [3.3.1.2](#). Both must be completed for a PHASE 1 evaluation.

3.3.1.1. Conduct an Evaluator Performance Evaluation (EPE) on a scheduled inspection.

3.3.1.2. Conduct a Quality Verification Inspection (QVI) on a recent failed inspection.

3.3.2. PHASE 2. The NAF supplement will provide guidance for evaluating PHASE 2. The Phase 2 evaluation will use all the AFRC Common Core checklists to assess the units.

4. Grading Criteria:

4.1. PHASE 1 Grading Criteria. The overall rating for the PHASE 1 evaluation will follow the five tier scale outlined in AFI 21-101, Chap 10 and is described below:

Outstanding	95 - 100 %
Excellent	90 - 94.99 %
Satisfactory	80 - 89.99 %
Marginal	70 - 79.99 %
Unsatisfactory	0 - 69.99 %

4.1.1. Point System. The PHASE 1 evaluators will utilize the QA Common Core checklist. Each checklist item will be worth 1 point each. The unit will earn 1 point for every checklist item that did not receive a major write up. If a checklist item received a minor write up the checklist is still considered to pass and the unit will earn 1 point for that checklist item. The most points a unit could earn would equal the total number of questions on the QA Common Core checklist.

4.1.2. Defining Major Finding. A major finding is defined as a condition that would endanger personnel, jeopardize equipment or system reliability, affect safety of flight, or warrant discontinuing the process or equipment operation.

4.1.3. Defining Minor Finding. A minor finding is defined as an unsatisfactory condition that requires repair or correction, but does not endanger personnel, affect safety of flight, jeopardize equipment reliability, or warrant discontinuing a process or equipment operation.

4.1.4. Grade Calculation. For each checklist item the unit does not receive a major write up, the unit will receive 1 point. The lead inspector will add the unit's total points earned and divide by the total number of checklist items to develop a percent grade for the unit. The lead inspector will use this percentage against the five tier scale in Para 4.1. to determine a unit's rating.

4.1.5. Grading Scope. For the PHASE 1 evaluation the unit will receive only one overall grade. No subordinate grades will be given.

4.1.6. Technical Data Violations (TDVs) and Detected Safety Violations (DSVs). For the purpose of determining a rating for the PHASE 1 evaluation, NAF evaluators will not make deductions for TDVs and DSVs identified during the EPE or QVI portion of the QA Common Core checklist. Utilization of TDVs and DSVs during PHASE2 will be in accordance with the NAF supplement to this instruction.

4.2. PHASE 2 Grading Criteria. The overall rating for the PHASE 2 evaluation will follow the NAF Supplement to this instruction.

5. Reporting Evaluation Results:

5.1. PHASE 1 Evaluation Report. The PHASE 1 MSEP report will be separated from the UCI report and will follow the format in [Attachment 3](#). NAF evaluators will provide information from this report to the AFRC/IG team prior to the AFRC/IG out brief.

5.2. PHASE 2 Evaluation Report. The PHASE 2 MSEP report will follow the NAF Supplement to this instruction.

6. Corrective Actions:

6.1. Corrective Actions – PHASE 1. The PHASE 1 MSEP findings will be answerable to the NAF/CC through the NAF/LG. The unit has 90 days to submit a report describing how all major findings have been corrected. If a major finding has not been corrected, the unit will submit an estimated completion date and the NAF will monitor until completion.

6.2. Corrective Actions – PHASE 2. The PHASE 2 MSEP findings will follow the NAF Supplement to this instruction. Each NAF will develop reporting procedures for their units to follow.

7. **Crosstell.** Cross flow of trend data among the NAFs is essential. HQ AFRC/LGQM will host a Crosstell teleconference between the three NAFs at a minimum of every six months. Each NAF will provide sanitized trend data to the other NAFs for discussion during the semi-annual Crosstell teleconference.

8. **NAF MSEP Directive.** Each NAF will develop their NAF MSEP Supplement to this instructions within 120 days of publication of this instruction. The NAF MSEP Supplement will include PHASE 2

scheduling procedures, reporting and posting of NAF unique checklist items, PHASE 2 MSET composition and PHASE 2 Corrective Action reporting procedures.

JAMES E. SHERRARD III, Lt General, USAF
Commander

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

AFI 21-101

AFRCI 21-101

AFMAN 24-307

AFI 24-301

AFRCI 90-201

Abbreviations and Acronyms

AFI—Air Force Instruction

AFRC—Air Force Reserve Command

F—Functional distribution

FOUO—For official use only

GITA—Ground Instruction Training Aid

HQ—Headquarters

MAJCOM—Major Command

MSEP—Maintenance Standardization and Evaluation Program

MSET—Maintenance Standardization and Evaluation Team

NAF—Numbered Air Force

NDI—Non Destructive Inspection

OPR—Office of Primary Responsibility

QA—Quality Assurance

SAV—Staff Assistance Visit

Attachment 2

MSEP CHECKLISTS AND NAF LGM OPR

(Notes 1&2 apply to the list below)

AGE	22AF/LGM
Analysis	4AF/LGM
Avionics	10AF/LGM
Corrosion Control	22AF/LGM
Crash Recovery	10AF/LGM
Debrief	4AF/LGM
Electric & Environmental	10AF/LGM
Expeditor	4AF/LGM
Flight line	10AF/LGM
Fuel System	10AF/LGM
General (Bench stock, CTK, Safety, TODO, 244s)	10AF/LGM
GITA	22AF/LGM
Inspections	4AF/LGM
Munitions	10AF/LGM
Supervision	4AF/LGM
NDI	22AF/LGM
Plans & Scheduling	4AF/LGM
PMEL	22AF/LGM
Programs & Resources	4AF/LGM
Pneudraulics	22AF/LGM
Propulsion	22AF/LGM
QA	4AF/LGM
R&R	10AF/LGM
Sheet Metal	22AF/LGM
Survival	22AF/LGM
Training	4AF/LGM
Welding	22AF/LGM
-21/780	10AF/LGM

NOTES:

1. Contact respective NAF regarding any inquiries or questions.
2. Prior to checklist changes being forwarded to AFRC/LGQM, OPR will coordinate with other NAF functional for approval.

Attachment 3

PHASE 1 MSEP REPORT FORMAT (PAGE 1)

UNIT SUMMARY

Unit XXAW is rated overall Outstanding. (The unit summary should include overall observations of the unit. Indicate strong areas, best practices and areas that need improvement. Also include number of QA checklist items failed.

PHASE 1 MSEP Report Format (Page 2)

MSEP FINDINGS

QA CHECKLIST ITEM:

WORKCENTER:

NAF INSPECTOR:

MINOR/MAJOR FINDING:

REFERENCE:

QA CHECKLIST ITEM:

WORKCENTER:

NAF INSPECTOR:

MINOR/MAJOR FINDING:

REFERENCE:

Best Practices Identified: