

1 JULY 1999

Operations

MISSILE ALERT FACILITY (MAF)  
MANAGEMENT AND MAINTENANCE



COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

**NOTICE:** This publication is available digitally at: <http://midway.spacecom.af.mil/pubs>. If you lack access, contact your Publishing Distribution Office (PDO).

OPR: DOMO (SMSgt Ray McElhinney)  
Supersedes AFSPCI10-120109, 1 Apr 97.

Certified by: DOM (Col Roger A. Schill)  
Pages: 32  
Distribution: F

This instruction implements Air Force Policy Directive (AFPD) 10-2, *Space*. It applies to all military personnel performing Intercontinental Ballistic Missile (ICBM) facility management and maintenance duties at Air Force Space Command Missile Alert Facilities (MAFs). MAF management personnel in the 576th Flight Test Squadron need only comply with the instructions provided in **Chapter 5**. Send comments and suggestions to HQ AFSPC/DOM, 150 Vandenberg St., Ste 1105, Peterson AFB CO 80914-4180. Organizations at any level may supplement this instruction using the process identified in AFI33-360V1, *Publications Management Program*. This instruction is consistent with the Air Force Occupational Safety and Health Standards (AFOSH). It does not apply to the Air Force Reserve Command nor Air National Guard units. The reporting requirements in this directive are exempt from report control symbol (RCS) licensing in accordance with [AFI37-124](#), *The Information Collections and Reports Management Program; Controlling Internal, Public, and Interagency Air Force Information Collections*.

**SUMMARY OF REVISIONS**

This is the first revision of AFSPCI 10-120109. It incorporates numerous significant changes driven by the Facility Management and Maintenance Special Duty 8S000 to AFSC 2M0X3 conversion program. Significant additions have been made to **Chapter 2** (Duties and Responsibilities), **Chapter 3** (Training), and **Chapter 4** (Quality Assurance). Several minor program changes were also made throughout the instruction. A bar (|) indicates revision from the previous edition.

<b>Chapter 1— GENERAL PROCEDURES AND RESPONSIBILITIES</b>	<b>4</b>
1.1. Missile Alert Facility Management and Maintenance Program. ....	4
1.2. MAF Management and Maintenance Staff. ....	4
1.3. Resource Utilization. ....	4
1.4. Workload Requirements: .....	5
1.5. Testing Procedural Improvements. ....	5

1.6. Clarification and Guidance. .... 6

1.7. Waiver Authority. .... 6

**Chapter 2— DUTIES AND RESPONSIBILITIES 7**

2.1. HQ AFSPC: ..... 7

2.2. 20 AF: ..... 7

2.3. Operation Group/FM Superintendent. .... 7

2.4. Squadrons: ..... 8

2.5. Squadron FM/Production Noncommissioned Officer in Charge (NCOIC). .... 8

2.6. MAF NCOIC. .... 9

2.7. Facility Managers. .... 9

**Chapter 3— TRAINING 11**

3.1. General. .... 11

3.8. Safety. .... 11

3.9. Responsibilities. .... 12

3.10. Production Expediter Responsibilities. .... 14

Table 3.1. Training Requirements. .... 14

**Chapter 4— QUALITY ASSURANCE 20**

4.1. The Quality Assurance Program. .... 20

4.2. Responsibilities: ..... 20

4.3. Manning, Qualification and Proficiency: ..... 21

4.4. Activity and Special Inspections. .... 22

4.5. Hardware Equipment Inspections. .... 22

4.6. Proficiency Evaluations. .... 22

Table 4.1. Proficiency Evaluation Rating Criteria. .... 26

4.7. 20 AF Conducted Proficiency Evaluations: ..... 28

4.8. Technical Order (TO) Library. Responsibilities: ..... 29

**Chapter 5— 576 FLIGHT TEST SQUADRON 30**

5.1. General. .... 30

5.6. Duties and Responsibilities: ..... 30

**Attachment 1—GLOSSARY OF REFERENCES 32**

## Chapter 1

### GENERAL PROCEDURES AND RESPONSIBILITIES

**1.1. Missile Alert Facility Management and Maintenance Program.** The primary mission of the Missile Alert Facility (MAF) Management and Maintenance program is to provide trained personnel to perform maintenance and management tasks at the MAF on a 24-hour basis. Additional duties and other taskings that do not directly support that mission will be kept to a minimum to avoid interfering with the successful accomplishment of that mission.

**1.2. MAF Management and Maintenance Staff.** Staff personnel must remain knowledgeable of the tasks and activities being performed to effectively manage resources. Personnel in leadership positions will use periodic MAF visits as a management device to ensure the quality and effectiveness of the maintenance and operations tasks being performed. Use visits to stress safety, security and technical data usage.

**1.3. Resource Utilization.** Assigned personnel and resources must be effectively utilized to maximize mission accomplishment. The following limitations may be waived by the Operations Group Commander (OG/CC) when operational requirements dictate.

1.3.1. Prior to assignment to the Operations Group as a 2M0X3 Facility Manager, personnel assigned to operations groups will be certified on all required MAF maintenance tasks, all 2M0X3 5-level core tasks and possess a minimum rank of SrA.

1.3.2. The normal tour of duty as a line FM is 3 years. This tour length will allow for continued career progression. The OG FM Superintendent will monitor the tour of duty lengths. Extensions may be granted in order for line FMs to progress to Squadron NCOIC, Quality Assurance and Production Expeditor positions.

1.3.3. The maximum alert/maintenance dispatch days per month should not exceed 12. OG/CCs will designate in writing Facility Managers available for duty and performing less than 9 alert days per month with the following exceptions: OGV evaluators, OSS FM Training Flight Non-commissioned Officer in Charge (NCOIC), production expeditors, and Squadron (OSF) NCOICs.

1.3.4. The minimum duration of an alert tour is 24 hours. This time begins when personnel report for alert duty at the on-base work section.

1.3.5. All MAF managers (except Facility Manager (FM) Superintendent) available for duty must perform at least 3 alert days per quarter. A 24-hour dispatch by production expeditors performing maintenance and assisting with MAF management duties can be considered an alert day.

1.3.6. Reduced MAF alert tours, leaves, TDYs, additional duties, etc., must be closely monitored to ensure equitable alert load distribution.

1.3.7. MAF maintenance and operations activities will be limited to permit at least 8 hours rest during each 24-hour alert period. This does not preclude response to abnormal indications that require immediate response.

1.3.8. MAF managers normally perform duties at the MAFs within their assigned missile squadron. In order to equalize workloads or to effect priority maintenance, MAF managers can be utilized at any MAF they are qualified for.

1.3.9. The maximum duty period for dispatching MAF maintenance personnel is 16 hours in any combination of on/off-base duty.

1.3.10. MAF maintenance personnel earn an uninterrupted 12-hour rest period upon completion of an off-base maintenance dispatch. Personnel who remain over night (RON) at a MAF earn the opportunity for a minimum 8 hours sleep, plus sufficient time for hygiene and dining requirements.

1.3.11. MAF management and maintenance personnel earn the minimum of 50 percent of their alert-related time as a rest period following a MAF alert. Alert time ends when all alert related activities are completed upon return to the support base.

1.3.12. Personnel who have not performed an FM alert tour for over a 90-day period will be recertified on assigned tasks and complete any missed recurring training prior to performing unsupervised alert duties.

#### 1.4. Workload Requirements:

1.4.1. Long-term hardware condition depends on regular periodic maintenance and a viable program to clear discrepancies. Develop schedules which best use MAF management and maintenance resources. The FM Superintendent will establish policy to equalize FM alert scheduling as necessary.

1.4.2. The periodic maintenance program must ensure the timely performance of all applicable MAF Civil Engineering Manual 21-SM80-6 and technical order 21-LGM30-6 requirements as well as the full spectrum of MAF maintenance. Units will not deviate from a scheduled due date by more than 60 days. Deviations of more than 60 days from the scheduled due date must be approved by 20 AF/DOV.

1.4.3. Enter all MAF discrepancies into the Improved Maintenance Management Program (IMMP).

1.4.4. The MAF maintenance goal is to perform MAF dispatched maintenance during a scheduled, 12-hour daylight shift, Monday through Friday.

**1.5. Testing Procedural Improvements.** Before field testing new procedures, forward a copy of the test proposal, to include all necessary supporting information, to HQ AFSPC/DOM with an information copy to 20 AF/DOV. Proposals affecting real property (RP) and real property installed equipment (RPIE) require AFSPC CEF coordination through the base missile engineer (reference [AFSPCI32-1005](#), *Intercontinental Ballistic Missile (ICBM) Real Property/Real Property Installed Equipment Responsibilities*). Also refer to the instruction for guidance on CEM Improvement Reports, Field Change Initiation Requests, Field Engineering Analysis Test and Master Change Log procedures, as applicable.

1.5.1. Limit proposals to management or procedural areas governed by this instruction. Include:

1.5.1.1. New procedure or concept.

1.5.1.2. Anticipated management improvement.

1.5.1.3. Impact outside this instruction.

1.5.1.4. Time required to fully test.

1.5.1.5. Unit point of contact and telephone number.

1.5.1.6. Specific test objectives.

1.5.2. If field testing is approved, HQ AFSPC/DOM will provide appropriate notification and implementing authority.

1.5.3. Units will coordinate any decision to stop, suspend or resume testing with HQ AFSPC/DOM and 20 AF/DOV.

1.5.4. Forward progress reports and field test results to HQ AFSPC/DOM for final evaluation. Include information copy to 20 AF/DOV. Address each specific objective and assess attainment of that objective in quantifiable terms.

**1.6. Clarification and Guidance.** Units requiring clarification or guidance on MAF maintenance or management activities may request this information by letter or message.

1.6.1. Send requests to HQ AFSPC/DOM, through 20 AF/DOV. Send information copy to HQ AFSPC/LGM and 20 AF/LGM.

1.6.2. Originators will ensure all units which could be affected are included as informational addressees on the request.

1.6.3. After staffing a response, HQ AFSPC/DOM will answer the request via message to the requesting unit, with information copies sent to HQ AFSPC/LGM, 20 AF/LGM and DOV, and other affected missile units.

**1.7. Waiver Authority.** HQ AFSPC/DOM is the waiver authority for this instruction unless specifically stated otherwise. Waivers will be granted on an individual and controlled basis. Waiver authority may not be delegated. The intent of waivers is to temporarily obtain authorization for an existing condition. Permanent solutions must be implemented as soon as practical.

1.7.1. Submit fully justified waiver request through each intermediate level of command to HQ AFSPC/DOM.

1.7.1.1. Describe the specific requirement and state the reason a waiver is required.

1.7.1.2. Indicate when the waiver will no longer be required.

1.7.2. Intermediate command levels will recommend approval or disapproval.

1.7.3. After staffing a response, HQ AFSPC/DOM will answer the request via message to the requesting unit, with information copies sent to HQ AFSPC/LGM, 20 AF/DOV and LGM, and other affected missile units.

## Chapter 2

### DUTIES AND RESPONSIBILITIES

#### 2.1. HQ AFSPC:

2.1.1. The Directorate of Operations (DO) will develop policy and guidance for the MAF Management and Maintenance Program and provide assistance on problems that affect compliance when resolution is beyond the scope or resources of 20 AF.

2.1.2. When requested, the Directorate of Logistics (LG) will provide assistance to the DO in the development of maintenance policy and guidance for the MAF Management and Maintenance program and inform the DO when changes to maintenance policies affect MAF management and maintenance.

#### 2.2. 20 AF:

2.2.1. Organize as required by [AFPD38-1](#), *Organization*, and [AFI38-101](#), *Air Force Organization*.

2.2.2. Implement and supplement policies and requirements established by this and other DoD and Air Force directives or instructions as required.

2.2.3. Supervise and monitor subordinate unit activities and provide assistance on problems that affect compliance when resolution is beyond the scope or resources of subordinate units.

2.2.4. Monitor and assess unit mission readiness and maintenance effectiveness. This includes performing unit proficiency inspections in accordance with [Chapter 4](#).

2.2.5. Standardize operations and procedures where possible.

2.2.6. Provide maintenance evaluator/instructor training.

**2.3. Operation Group/FM Superintendent.** The OG CC is ultimately responsible for the quality of MAF maintenance, management, training and evaluation within the group. The FM Superintendent is responsible to the OG/CC for the following MAF management and maintenance issues:

2.3.1. Organize as required by [AFPD38-1](#) and [AFI38-101](#).

2.3.2. Implement and supplement policies and requirements established by this and other DoD and Air Force directives or instructions as required. Provide assistance on problems that affect compliance when resolution is beyond the scope or resources of subordinate units.

2.3.3. Develop a program to ensure standardized MAF Management and Maintenance Program requirements within the group to include task requirements in the command job qualification standard (CJQS) or Career Field Education and Training Plan (CFETP).

2.3.4. Establish MAF quality assurance and training programs.

2.3.5. Ensure availability of trained and qualified Facility Managers and ensure equitable manning distribution and scheduling between missile squadrons.

2.3.6. Develop a tool control program which prevents fraud, waste, abuse and loss.

2.3.7. Use MAF Chefs to assist the FM with emergency response procedures and provide buddy care for the FM during initial maintenance troubleshooting and minor repairs at the MAF. Ensure Chefs are not used for routine maintenance.

## 2.4. Squadrons:

2.4.1. Organize as required by [AFPD38-1](#) and [AFI38-101](#).

2.4.2. Implement policies and requirements established by this and other DoD and Air Force directives or instructions as required.

2.4.3. Effectively use available personnel and resources to maximize the number of alert qualified FMs and optimize mission effectiveness.

2.4.4. Ensure assigned personnel maintain required proficiency by implementing programs established by the group, [AFI36-2201](#), *Developing, Managing, And Conducting Training* and [Chapter 3](#).

2.4.5. Ensure assigned personnel adhere to safe operating procedures, weapon system safety rules (WSSR), and system operations/maintenance technical data or operating procedures.

2.4.6. Ensure additional duties do not interfere with individuals' responsibilities to accomplish the unit MAF Management and Maintenance program mission.

**2.5. Squadron FM/Production Noncommissioned Officer in Charge (NCOIC).** Acts as a single point of contact within the squadron concerning MAF management and maintenance issues. Directs and manages squadron maintenance production and expends assigned resources. Responsible to the Squadron Commander for MAF management and resources used in maintenance production. Functionally responsible to the OG FM Superintendent. The Squadron FM NCOIC will:

2.5.1. Manage the overall planning and execution of daily maintenance and FM scheduling for the squadron.

2.5.2. Manage the Squadron work order requirement file (WRF) and coordinate requirements with the OSS Training Flight NCOIC.

2.5.3. Review squadron's new discrepancy maintenance priorities weekly in accordance with [AFSPCI21-11401](#), *Intercontinental Ballistic (ICBM) Missile Maintenance Management*. Coordinate corrections with the Logistics Operations Flight.

2.5.4. Ensure availability of trained and qualified Facility Managers. Coordinate flight recurring/remedial training requirements with OSS Training Flight.

2.5.5. Ensure compliance with electro-static discharge (ESD) control program.

2.5.6. Establish a supervisory field visit program which stresses safety, security, and technical data usage.

2.5.7. Recommend assignment within the squadron of all newly assigned Facility Managers and ensure initial interviews are conducted within 30 days of assignment. Initial interview completion date will be submitted to Training Flight and OGV.

2.5.8. Coordinate the scheduling of squadron maintenance production with OSS Training Flight NCOIC and Logistics Group Scheduling Control.

2.5.9. Maintain squadron master CFETP and coordinate CFETP task requirements with OSS Training Flight NCOIC.

2.5.10. Ensure compliance with all Environmental Protection Agency (EPA) requirements.

2.5.11. Ensure squadron compliance with the tool control program and periodically review program for effectiveness.

2.5.12. Ensure squadron FMs comply with MAF escort duty requirements in accordance with security directives.

**2.6. MAF NCOIC.** Responsible to the flight commander for the effective management, supervision and training of assigned MAF managers. Functionally responsible to the Squadron FM NCOIC. The MAF NCOIC will:

2.6.1. Effectively manage all resources available to optimize mission effectiveness.

2.6.2. Ensure assigned personnel maintain required proficiency by implementing programs established by the group, AFI36-2201 and **Chapter 3**.

2.6.3. Ensure assigned personnel adhere to safe operating procedures, weapon system safety rules (WSSRs) and system operations/maintenance technical data or operating procedures.

2.6.4. Ensure all necessary tools, parts, equipment and technical data are available and used to complete tasks.

2.6.5. Ensure assigned FMs keep Missile Maintenance Operations Center (MMOC) informed of job status and maintenance discrepancies identified.

2.6.6. Ensure compliance with briefing/debriefing procedures.

2.6.7. Ensure compliance and enforcement of the electrostatic discharge (ESD) program.

2.6.8. Ensure assigned FMs stay current with applicable training requirements.

2.6.9. Ensure personnel are aware of applicable technical data and standard publication changes.

2.6.10. Coordinate assigned FM recurring/remedial training needs with Squadron FM NCOIC.

2.6.11. Ensure technical orders, civil engineering manuals and standard publications assigned to the MAF are properly maintained.

2.6.12. Assist the squadron FM NCOIC with managing the MAF work order requirements file (WRF) and coordinating scheduled maintenance.

2.6.13. Ensure all tools and test equipment assigned to the MAF are properly maintained and accounted for, complying with the unit's tool control program.

2.6.14. Ensure assigned FMs comply with MAF escort duty requirements in accordance with security directives.

**2.7. Facility Managers.** Directly responsible to the MAF NCOIC and flight commander for the effective performance of MAF management and maintenance tasks. Facility managers will:

2.7.1. Effectively utilize all resources available to optimize mission effectiveness.

- 2.7.2. Maintain required proficiency and adhere to safe operating procedures, WSSRs and system operations/maintenance technical data or operating procedures.
- 2.7.3. Notify supervisors when a condition exists, either physical or mental, which may prevent mission accomplishment or endanger personnel safety.
- 2.7.4. Maintain, control, properly use, and care for assigned tools, equipment and technical data.
- 2.7.5. Comply with find and fix philosophy. Document discrepancies not within repair capabilities.
- 2.7.6. Ensure technical data is used to accomplish assigned tasks.
- 2.7.7. Comply with briefing/debriefing requirements.
- 2.7.8. Comply with EPA requirements. Notify MAF/squadron FM NCOICs of environmental compliance discrepancies.
- 2.7.9. Comply with ESD requirements.
- 2.7.10. Ensure MMOC is kept informed of job/maintenance discrepancy status.
- 2.7.11. Accomplish MAF escort duty requirements in accordance with security directives.

## Chapter 3

### TRAINING

**3.1. General.** The OSS Training Flight manages ICBM MAF management and maintenance training for all Facility Managers assigned to the OG. MAF management and maintenance personnel must be trained and certified in the required tasks before performing unsupervised duties. The operations group will develop a training program that implements the requirements of AFI 36-series instructions and this instruction. The OSS Training Flight will:

Manage MAF maintenance, management, and ancillary training programs.

3.1.1. Establish a program to initially train MAF management and maintenance tasks. Initial maintenance skill training is conducted by the logistics group.

3.1.2. Establish a training program for new procedures, equipment, facilities or significant changes to technical data or weapon system publications. Certification on new or significantly changed tasks must occur prior to allowing the individual to perform the tasks unsupervised.

3.1.3. Establish a Recurring Technical Training (RTT) program and provide overall management of the program. Develop and conduct the program in sufficient depth and detail to ensure personnel maintain the highest possible level of proficiency and knowledge.

3.1.4. Establish a remedial training program providing specific task training for unsatisfactory or poor evaluation results, deficiencies discovered through training programs, or areas identified by Squadron/Flight NCOICs.

3.1.5. Establish an ancillary training program that provides non-technical information applicable to duty performance. See **Table 3.1**.

**3.2.** Coordinate with Squadron/Flight NCOICs to identify facility management and maintenance task requirements in the CFETP.

**3.3.** Use the Instructional System Development (ISD) process to develop maintenance and management training programs.

**3.4.** Promptly initiate corrective actions for training deficiencies.

**3.5.** Coordinate upgrade training with base On-the-Job Training (OJT) section, the logistics group and with the trainee's supervisor to ensure trainee's progression to the next skill level is complete.

**3.6.** Coordinate scheduled maintenance requirements with Squadron NCOICs.

**3.7.** Provide Production Expeditors to support scheduled maintenance.

**3.8. Safety.** Adherence to safe operating procedures is mandatory and must be given prime consideration in all phases of training.

**3.9. Responsibilities.** Ensuring personnel are proficient is the responsibility of supervisors at all levels within the group. All personnel must be actively involved in the training process to ensure an effective process. In addition to the requirements of AFI 36-series instructions, the following requirements apply:

3.9.1. The FM Training Flight is responsible to the OG for the management of the MAF maintenance and management training programs for all FM personnel assigned. Individuals assigned to the flight will also assist squadron FMs with the accomplishment of scheduled maintenance at the MAF as Production Expeditors. The FM Training Flight is functionally responsible to the FM Superintendent.

3.9.2. The FM Training Flight NCOIC will:

3.9.2.1. Ensure instructors meet the following criteria prior to performing unsupervised instructor duties. Personnel selected as instructors must:

3.9.2.1.1. Meet minimum instructor requirements of [AFI36-2201](#).

3.9.2.1.2. Complete local instructor orientation requirements and be certified by the FM Training Flight NCOIC or FM Superintendent.

3.9.2.1.3. (N/A for 8S000 FMs) Attend the ICBM Maintenance Instructional Techniques Course (MITC). The Training Flight NCOIC may authorize an instructor to conduct unsupervised training prior to completing the MITC. Assigned instructors must attend MITC at the earliest possible date.

3.9.2.2. Allow instructors to insert faults into designated for training MAFs provided proper site configuration can be verified at completion of training dispatch. Do not insert faults in non-designated for training operational MAFs (fault insertion is any act that impairs a subsystem or renders serviceable components unserviceable). Coordinate designated MAF trainer with MMOC.

3.9.2.3. Accomplish CFETP Reviews. A CFETP Review Board will be chaired by the Training Flight NCOIC. OSOTF and OGVF will review the CFETPs and the Job Qualification Standard (JQS) Continuation/Command JQS continuation sheets and the local AF Form 797s. Review for 100 percent task coverage, currency, and accuracy of documentation on master JQSs maintained by the squadrons. Local CFETP continuation sheets and AF Form 797s are used to document training on new tasks not found in the CFETP/JQS. Ensure the board consists of all affected Squadron NCOICs, the FM Superintendent and an OGV FM evaluator. The review board will:

3.9.2.3.1. Review CFETP/JQS changes, local continuation sheets and AF Form 797s, **Job Qualification Standard Continuation/Command JQS**.

3.9.2.3.2. Submit CFETP/JQS changes to 20 AF/DOV.

3.9.2.3.3. Assign task responsibility:

3.9.2.3.3.1. Establish a consolidated task coverage file to ensure a training capability for each CFETP/JQS technical task performed.

3.9.2.3.3.2. Identify seldom performed tasks.

3.9.2.3.4. Review and validate new documents within 30 days of receipt and make local additions as necessary.

3.9.2.3.5. Ensure local CFETP continuation sheets and AF Form 797s do not duplicate CFETP/JQS tasks. Forward copies of local CFETP continuation sheets and AF Form 797s to 20 AF/DOV.

- 3.9.2.4. Assist Squadron NCOICs with the management of training records.
- 3.9.2.5. Ensure upgrade training is coordinated with base OJT, the logistics group and the trainee's supervisor to ensure trainee's progression to the next skill level is complete.
- 3.9.2.6. Ensure development and use of lesson plans for all technical CFETP tasks. Ensure lesson plans follow Instructional System Development (ISD) guidance and are reviewed at least once a year. Coordinate lesson plan review through OGV and the OG ISD Manager or LG Missile Instructional System Manager (MISM).
- 3.9.2.7. Coordinate an annual review of all shared maintenance task lesson plans and consolidated task coverage file with the LG Training Flight.
- 3.9.2.8. Ensure a Recurring Technical Training (RTT) program is established and provides overall management of the program.
  - 3.9.2.8.1. Ensure MAF management and maintenance tasks are trained as part of the recurring training program.
  - 3.9.2.8.2. Ensure deficiencies identified through trend analysis and tasks identified by supervisors are included in the recurring training program. Tailor this program to individual and Squadron/Flight needs.
  - 3.9.2.8.3. Ensure remedial training programs are designed to correct weak/substandard performance. The progress of individuals will be continually reviewed to achieve the appropriate level of performance.
- 3.9.2.9. Review changes in technical data or weapon system publications for possible impacts upon the training program.
- 3.9.2.10. Develop and distribute a schedule of future training classes in sufficient time for all agencies to determine requirements.
- 3.9.2.11. Serve as the operations group focal point for obtaining and scheduling maintenance related training quotas for courses conducted by outside agencies (on or off base). Use the AF Form 3933, **MAJCOM Mission Training Request**, to request special training needs. Submit request to the LG Training Management Section.
- 3.9.2.12. In conjunction with the Squadron NCOICs, monitor and schedule all non-technical training requirements. In some cases, this may involve coordination with outside agencies.
- 3.9.2.13. Provide each Squadron with a training forecast and awaiting action listing.
- 3.9.2.14. Monitor overdue training and notify the appropriate level of supervision to correct training deficiencies.
- 3.9.2.15. Maintain training records of personnel assigned to the Training Flight.
- 3.9.2.16. Ensure the development of required local training programs.
- 3.9.2.17. Ensure all instructors are observed annually by the OG ISD Manager or LG MISM. Don't exceed 12 months between observations. Report results to the FM Superintendent.
- 3.9.2.18. Ensure a program is established to coordinate scheduled maintenance requirements with Squadron NCOICs and logistics group scheduling control.

**3.10. Production Expediter Responsibilities.** The Production Expediter is assigned to the training flight to fulfill training requirements as an instructor and assist squadron FMs with the accomplishment of scheduled maintenance at the MAF. The Production Expediter will:

- 3.10.1. Ensure checkout, inspection, safe operation and care of vehicles.
- 3.10.2. Comply with briefing/debriefing requirements.
  - 3.10.2.1. Debrief dispatch work package before dispatch completion. If timeline does not permit debriefing, debrief upon completion of crew rest.
- 3.10.3. (N/A 576 FLTS) Ensure vehicles for field dispatch have all necessary equipment, to include emergency kits. Use survival kits during the winter months.
- 3.10.4. Coordinate actions, update status, delays, and problems with MMOC. Additionally, notify MMOC of arrival/departure information.
- 3.10.5. Ensure all necessary tools, parts, equipment, and technical data are available and used to complete tasks.
- 3.10.6. Conduct pre-task briefings for all personnel.
- 3.10.7. Ensure review of WRF and correction of all discrepancies within capability.
- 3.10.8. Comply with EPA requirements. Notify MMOC of environmental compliance discrepancies.
- 3.10.9. Comply with applicable ground safety and security requirements.
- 3.10.10. Initiate parts requests for identified discrepancies.
- 3.10.11. Comply with ESD requirements.
- 3.10.12. Document and turn-in faulty equipment to maintenance processing.
- 3.10.13. Comply with find and fix philosophy.
- 3.10.14. Ensure all vehicles and equipment taken onto the MAF are properly searched for unauthorized personnel and material prior to entry.

**Table 3.1. Training Requirements.**

<b>1. Cold Weather Indoctrination (N/A 576 FLTS)</b>
<p>Applies to: All personnel that travel to the MAF                      Frequency: One time                      OPR: Determined locally                      Remarks: Content determined locally</p>

**2. ICBM Maintenance Instructional Techniques Course**

Applies to: All ICBM Maintenance Instructors

Frequency: One time

OPR: 20 AF/LGM

**3. Configuration Failure And Repair (CFAR) Data Collection**

Applies to: Team chiefs, designated data collection monitors, maintenance production work center supervisors, and individuals who enter CFAR data into IMMP

Frequency: One time

OPR: LG Maintenance Data

Remarks: Cover concepts and specific application of the CFAR system as outlined in the 00-20 series TOs and **Chapter 2** of this instruction and IMMP manual. Include the need for and uses of CFAR, use of applicable work unit code manuals, entry of data into IMMP, single Job Control Number (JCN) thread tracking, correction of errors, and overview of common errors.

**4. Maintenance Management Training**

Applies to: All 2M0XX, 21XX, 62XX and appropriate civilian personnel

Frequency: One time

OPR: LG Training Management

Remarks: Ensure personnel understand [AFI21-114](#), *Managing Intercontinental Ballistic Missiles (ICBM) Maintenance* including HQ AFSPC instructions which apply to the maintenance organization.

**5. Maintenance Evaluation Program (MEP) Orientation Course**

Applies to: All personnel and supervisors of personnel subject to PPEs

Frequency: One time, must be accomplished prior to individuals performing any maintenance.

OPR: QA/OGV

Remarks: Determine content locally

**6. Deficiency Reporting (DR)**

Applies to: All maintenance technicians and production work center supervisors/managers

Frequency: One time

OPR: LG Training Management

OCR: OGV

Remarks: Include the purpose, scope, and specific responsibilities within the DR system. Emphasize the proper use of the DR system and general reporting requirements.

**7. Missile Maintenance Evaluator Course (MMEC)**

Applies to: All ICBM maintenance evaluators that conduct PPEs

**Exception:** Temporary augmentees are not required to attend

Frequency: One time

OPR: 20 AF/LGM

**8. Cardiopulmonary Resuscitation (CPR)**

Applies to: All personnel who perform or supervise maintenance

Frequency: As specified by CPR training program

OPR: OSS FM Training Flight

**9. Production Expediter (Team Chief) Training**

Applies to: All Production Expeditors

Frequency: One time

OPR: OSS FM Training Flight

Remarks: Emphasize the managerial and leadership requirements of the production expeditor position

**10. Technical Data**

Applies to: All 2M0XX, 21XX, 62XX and appropriate civilian personnel

Frequency: One time

OPR: LG Training Management/OSS Training Flight

Remarks: Cover the TO distribution system, TO/CEM usage, and procedures for changing TOs/CEMs

**11. Self Contained Breathing Apparatus (SCBA)**

Applies to: All personnel who provide initial response to MAF above/below ground emergencies.

Frequency: Annual

OPR: OSS Training Flight

Remarks: This training is designed to provide the familiarization necessary for an individual to inspect and properly use the SCBA.

**12. Production Inspector Training**

Applies to: All Facility Managers and Production Expeditors

Frequency: One time

OPR: LG Training Management

Remarks: Training includes the purpose, scope and specific responsibilities

IAW TO 00-20-6, *Inspection System, Documentation and Status Reporting for Ground-launched Missiles and their Trainers, SE and Ground C-E.*

**13. Special Purpose Vehicle and Tractor-Trailer Course**

Applies to: Operators of special purpose vehicles and tractor trailers

Frequency: One time

OPR: LG Training Flight or Transportation

Remarks: Training consists of classroom, operational training, and both a written and road examination.

**14. Electromagnetic Pulse (EMP) Hardness Awareness Training (N/A 576 FLTS)**

Applies to: All 2M0XX, 21XX, 62XX and appropriate civilian personnel

Frequency: One time

OPR: LG Training Management

Remarks: View videotape titled Electromagnetic Pulse Hardness Awareness Training (SAV PIN 607702)

**15. IMMP Familiarization**

Applies to: All personnel who use IMMP terminals

Frequency: One time

OPR: LG Maintenance Data

Remarks: Include use of IMMP terminals and printers, use of IMMP screen displays and menus, and local procedures.

**16. Corrosion Control**

Applies to: All 2M0XX, 21XX, 62XX and appropriate civilian personnel.

Frequency: Annual for dispatching and/or personnel performing corrosion control, one time for others who do not dispatch and/or perform corrosion work.

OPR: LG Training Management

Remarks: Ensure an understanding of the requirements of the ICBM Corrosion Control Program

**17. MAF Hardness Training**

Applies to: All personnel who supervise/perform LF/MAF maintenance

Frequency: Annual

OPR: OSS Training Flight (LG Training Management)

Remarks: Ensure all affected personnel are knowledgeable of MAF hardness criteria. Include work center specific items.

**18. MAF Safety Training**

Applies to: All personnel who supervise/perform MAF management and maintenance actions

Frequency: Annual

OPR: OSS Training Flight (LG Training Management)

Remarks: Ensure all affected personnel are knowledgeable of MAF safety criteria.

Include work center specific items.

**19. COMSEC Training**

Applies to: All personnel who have access to the ICBM Super High Frequency Satellite Terminal (ISST) rack

Frequency: Annual

OPR: OSS Training Flight

OCR: Unit COMSEC Monitor

Remarks: Ensure all personnel that have access to the ISST rack are knowledgeable of COMSEC requirements and proper documentation is accomplished IAW [AFI33-211](#), *Communications Security (COMSEC) User Requirements*.

## Chapter 4

### QUALITY ASSURANCE

**4.1. The Quality Assurance Program.** The quality assurance program is used to assess MAF management and maintenance capability and effectiveness of assigned personnel, procedures, facilities, equipment, technical data and managerial guidance. Quality assurance is the function of the OGV. The OGV establishes a program to provide the OG/CC, squadron commanders and supervisors with an unbiased assessment of assigned facilities, MAF Management and Maintenance programs and maintenance resources. OGV also serves as the Technical Order Distribution Office (TODO) for assigned maintenance technical orders. The use of the word "annual" within this chapter means not to exceed a 12-month interval.

#### **4.2. Responsibilities:**

4.2.1. OGV serves as the operations group office of primary responsibility for AFTO 22/CEM improvement report processing. Manages TO, CEM and standard publications used in the MAF Management and Maintenance Program. Review the following for completeness and technical accuracy:

4.2.1.1. All new and revised technical data for MAF management and maintenance.

4.2.1.2. All TO and CEM change requests affecting MAF management and maintenance.

4.2.2. Inform affected work centers of TO/CEM changes.

4.2.3. Conduct a technical review of TCTOs, MCLs, and modifications. Determine whether:

4.2.3.1. Unit has current and compatible technical data.

4.2.3.2. Facility Managers will require additional training.

4.2.3.3. Additional supply items or special tools are required.

4.2.3.4. A TCTO, MCL or modification can, or needs to, interface with another TCTO, MCL or modification.

4.2.4. Randomly and periodically inspect TCTO, MCL and modification tasks in progress in accordance with TO 00-5-15, *Air Force Time Compliance Technical Order System*, to ensure quality maintenance.

4.2.5. Coordinate TCTO, MCL and modification management actions with the Logistics Operations Flight and the applicable missile squadrons.

4.2.6. Conduct (if required) Maintenance Evaluation Program (MEP) Orientation Course.

4.2.7. Assist FM Training Flight and Missile Squadron NCOICs with identifying training requirements.

4.2.8. Participate in the review of CFETPs, task coverage and designation of seldom performed tasks.

4.2.9. Evaluate discrepancies recommended for deferral.

4.2.10. Assist with local exercises and inspections.

4.2.11. Manage a comprehensive evaluator training program.

4.2.12. Coordinate the MAF Deficiency Report (DR) program with LGQ.

4.2.13. Manage the MAF MEP. The MEP provides managers the means to assess mission capability, management effectiveness and maintenance quality. To assess these areas, it uses management inspections, hardware and equipment inspections and proficiency evaluations.

4.2.13.1. Develop a management system that reflects required evaluations/inspections, completion dates and due dates.

4.2.13.2. Determine evaluation/inspection report content, format, distribution and routing procedures. Forward copies of proficiency evaluation reports monthly to 20 AF/DOV.

4.2.13.3. Produce evaluation reports that identify positive efforts as well as underlying causes of substandard quality. Make recommendations when applicable; however, ensure the evaluated/inspected activity remains free to choose the solution that best fixes the problem. Cover the following:

4.2.13.3.1. Strengths and weaknesses of the individual.

4.2.13.3.2. Document deviations seen with applicable references.

4.2.13.3.3. An impact assessment for each deviation noted. Units may locally develop criteria to assist in determining impact of deviations; however, this criteria must be a reasonable expectation of the deviation. 20 AF/DOV will review all impact assessments and provide units with feedback as necessary. The evaluator knows best the significance of each observed deviation and must translate that significance so management has a clear perspective of actions observed. The intent is to inform management of all observations and identify those deviations that may require significant retraining vice those noted only for possible trend analysis.

4.2.14. If possible, use on-the-spot training to correct discrepancies that are discovered during evaluations.

4.2.15. Manage the maintenance moral badge program IAW [AFSPCI36-281801](#), *The Air Force Space Command Logistics Awards Program*.

### 4.3. Manning, Qualification and Proficiency:

4.3.1. All evaluators must complete the 20 AF Missile Maintenance Evaluators Course (MMEC). See [AFCAT36-2223](#), *USAF Formal Schools*, for prerequisites.

4.3.1.1. OGV may use augmentee evaluators. Ensure augmentees are qualified on the appropriate tasks in the CFETP they will evaluate. Permanent augmentees will attend the 20 AF MMEC.

4.3.2. Maintain the capability for 100 percent coverage of all MAF management and maintenance tasks, except for training-peculiar tasks for FM instructors.

4.3.3. Prior to performing unsupervised evaluator duties, personnel selected as evaluators must:

4.3.3.1. Be certified on the appropriate evaluator CFETP tasks.

4.3.3.2. Complete unit evaluator training program.

4.3.3.3. Complete the 20 AF MMEC. If unable to attend due to reasons beyond the unit's control, the FM Superintendent may waive this requirement and allow the individual to perform evaluations unsupervised. However, the individual must be scheduled to attend the 20 AF MMEC for the earliest available class.

4.3.3.4. The FM Superintendent must annually observe each evaluator conducting a PPE.

**4.4. Activity and Special Inspections.** OGV conducts activity inspections and special inspections to provide managers an objective appraisal of mission capability and management effectiveness. Inspections focus on efficiency, procedural compliance and adequacy of directives.

4.4.1. Activity inspections are optional. If used, the OG will determine the inspection scope (what to inspect) and process (how to inspect). Consider the following when conducting activity inspections:

4.4.1.1. Using formalized checklists.

4.4.1.2. Basing inspections on regulatory requirements.

4.4.1.3. Using standard 5-tier rating criteria (reference [AFI90-201](#), *Inspector General Activities*).

4.4.1.4. Standardizing report content, format, distribution and routing procedures.

4.4.2. Follow MEP guidance in this instruction to manage and conduct special inspections.

**4.5. Hardware Equipment Inspections.** Conduct hardware equipment inspections to determine condition of facilities and equipment. Hardware equipment inspections (HEI) and hardware acceptance inspections (HAI) make up the hardware inspection category. Technical orders 00-20-1, *Aerospace Equipment General Maintenance Policies*, 00-20-6 and 00-35D-54, *USAF Material Deficiency Reporting and Investigation System*, and RP/RPIE instructions offer guidance on hardware inspections. Follow MEP guidance in this instruction for the management and conduct of hardware inspections.

4.5.1. Conduct HEIs. Each unit possesses fixed and mobile hardware (for example: MAFs, support equipment and vehicles). Determine the inspection frequency and conduct HEIs for such equipment.

4.5.2. Perform HAIs as needed to determine the condition of equipment received by the unit. HAIs also determine the adequacy of depot-level/contractor maintenance on equipment returned from overhaul of major modifications. Forward a copy of inspection reports applicable to Ogden ALC equipment management to OO-ALC/LMBM, 6029 Wardleigh, Hill AFB UT 84056-5838. HAIs are not a replacement for the DR program. When appropriate, generate deficiency reports.

**4.6. Proficiency Evaluations.** OGV personnel help ensure quality maintenance and management by conducting and documenting proficiency evaluations.

4.6.1. Proficiency evaluations:

4.6.1.1. Check the proficiency of individuals.

4.6.1.2. Determine the accuracy and efficiency of MAF management and technical procedures.

4.6.1.3. Assess compliance with technical data and other directives.

4.6.1.4. Accurately document results of evaluations.

4.6.2. Proficiency evaluations include:

4.6.2.1. Personnel proficiency evaluations (PPEs). Evaluators conduct personnel proficiency evaluations on personnel involved in a task or instructing a task. These observations will encompass safety, security, tool usage, general management and maintenance practices, technical data usage, etc.

4.6.2.2. Evaluators conduct proficiency verification evaluations (PVEs) to verify previously performed tasks were properly accomplished. Use the same technical data the individual used to accomplish the task. Include checks of associated paperwork and document files when applicable. Consideration should be given to time since task was originally accomplished.

4.6.2.3. Trainer proficiency evaluations (TPEs). Conduct TPEs to verify the technical accuracy and completeness of training.

4.6.3. Evaluators must know which tasks, especially seldom performed tasks, will occur, either scheduled or unscheduled. Coordinate closely with the Logistics Group and the missile squadron NCOIC and develop a method to stay informed. Efforts should be made to evaluate all seldom performed tasks whenever performed.

4.6.4. Sometimes evaluators, task qualified or not, must intervene in task performance. This applies to any individual on any task. Evaluators must stop, correct, alert appropriate agencies and render an evaluation report for any of the following deviations (actual or possible): Violations of weapon system safety rules (WSSR) (AFI 91 series), violations of Two-Person Concept, significant security violations or safety deviations that could result in injury to personnel, and deviations that could result in potential/imminent serious equipment damage.

4.6.4.1. Do not allow personnel who actually violate WSSRs, violate Two-Person Concept, or commit significant security violations to resume maintenance without their squadron commander's approval. Squadron commander or designee will notify the FM Superintendent and OGV in writing when the individual is able to perform maintenance unsupervised.

4.6.5. Follow PPE guidance in this instruction for the remaining combinations of actual or possible deviations.

4.6.6. Proficiency Evaluation Guidelines:

4.6.6.1. Evaluators must be certified on the tasks they evaluate.

4.6.6.2. If possible, before conducting a PPE or TPE, verify the evaluatee/instructor is certified in the CFETP to perform/instruct the maintenance task. Do this before the final report is rendered.

4.6.6.3. When selecting tasks for evaluation, evaluators must ensure they see a variety of tasks--different equipment and different maintenance and management actions for each individual. Additionally, OGV must ensure evaluations cover all systems in which an individual is qualified.

4.6.6.4. Evaluate personnel as desired on any CFETP MAF management or technical task(s) included in their work package (scheduled or unscheduled).

4.6.6.5. Use no-notice evaluations whenever possible.

4.6.6.6. QA may perform evaluations at MAF training/evaluation designated facilities.

4.6.6.6.1. Evaluators may insert faults into designated for training MAFs provided proper site configuration can be verified at completion of evaluation. Do not insert faults in operational non-training designated MAFs (fault insertion is any act that impairs a subsystem or renders serviceable components unserviceable).

4.6.6.6.2. Coordinate configuration changes and all remove and replace actions for evaluation purposes with MMOC.

4.6.6.6.3. Ensure the WRF reflects the changes made to site configuration.

4.6.6.7. Manage PPE scheduling requirements. Conduct PPEs on a calendar year, quarterly basis. 20 AF conducted PPEs may be used to fulfill this requirement.

4.6.6.7.1. Evaluate each 2M0X3 Facility Manager/Production Expediter quarterly on maintenance and/or management tasks. Ensure a sampling of emergency procedures is evaluated on each individual annually.

4.6.6.7.1.1. Squadron NCOICs and the OSS FM Training NCOIC will be evaluated semi-annually. Ensure the evaluation includes a sampling of emergency procedures annually.

4.6.6.7.2. Evaluate each 8S000 Facility Manager annually.

4.6.6.7.3. Individuals will receive an initial PPE within 120 days of initial FM certification.

4.6.6.7.4. Conduct at least one portal-to-portal PPE on a 2M0X3 per quarter. A portal-to-portal PPE includes observation of pre-alert duty (on base) actions, a sampling of tasks accomplished at the MAF and post-alert duty actions (debriefing and all associated paperwork).

4.6.6.8. Conduct a minimum of one TPE semi-annually on each Training Flight instructor. Use TPEs to sample both initial management qualification and recurring maintenance and management training.

4.6.6.8.1. Once certified, instructors are subject to TPEs.

4.6.6.8.2. For Trainers/Production Expeditors subject to PPEs, a TPE fulfills a quarterly PPE requirement. TPE/PPEs conducted by 20 AF can also fulfill this requirement.

#### 4.6.7. Conducting Proficiency Evaluations:

4.6.7.1. Brief individuals before beginning a PPE or TPE. For tasks already in progress, notify the individuals that they are under evaluation and brief them as soon as practical.

4.6.7.2. During the briefing, the evaluator must advise the individual of the following:

4.6.7.2.1. All maintenance and management actions performed are subject to observation.

4.6.7.2.2. Don't compromise safety or security.

4.6.7.2.3. Under normal circumstances, do not consider the evaluator as the second person to satisfy buddy care requirements (to include Two-Person concept requirements if applicable).

4.6.7.2.4. Take breaks during the evaluation, as needed.

4.6.7.2.5. Notify the evaluator of applicable information which could affect the task.

4.6.7.2.6. The evaluator may ask questions to determine the individual's knowledge of a task. The individual may use technical references to answer any questions.

4.6.7.2.7. The individual is responsible for tasks and related actions. The evaluator's presence does not shift this responsibility.

4.6.7.2.8. The individual may ask for technical help from personnel or agencies normally available in the conduct of day-to-day operations. The evaluator conducting the evaluation will be asked only as a last resort and when all other avenues of help have been exhausted.

4.6.7.3. During the TPE briefing, the evaluator must advise the instructor of the following additional items:

4.6.7.3.1. The instructor must prevent or immediately correct any of the following: WSSR violations, significant security violations or safety deviations which could reasonably result in injury to personnel, and any deviation which could reasonably result in potential or imminent equipment damage.

4.6.7.3.2. The instructor must correct other deviations prior to completing the training session.

4.6.7.3.3. Evaluators will consider the trainer's/instructor's degree of control over the trainee.

4.6.7.3.4. Evaluators will not generate an evaluation report on the trainees.

4.6.7.3.5. The instructor will complete all applicable training documentation and make it available for the evaluator's review.

4.6.7.4. During task observations, the evaluator must detect and correct all deviations. Select the best option available to correct the situation. It may be advantageous to correct insignificant deviations during the critique phase; other deviations may warrant prompt correction. Consider giving individuals the opportunity to make decisions on courses of action on their own, using the resources available to them.

4.6.7.4.1. For each deviation, conduct training to the level necessary to ensure the individual's understanding of the circumstances in question. The evaluator may be prohibited from conducting training by time, resources, attitudes or a combination of factors. If prohibited, note the situation in the report and defer the required training action to the flight or squadron NCOIC. The evaluator may recommend that the individual not perform the task until retrained.

4.6.7.4.2. Apply the following guidelines when an individual cannot correctly or safely perform a task without excessive outside intervention or assistance.

4.6.7.4.2.1. Notify the individual's MAF or squadron NCOIC. Together, assess whether to:

4.6.7.4.2.1.1. Replace the individual on the spot.

4.6.7.4.2.1.2. Supervise the individual to completion of the task.

4.6.7.4.2.1.3. Terminate the task.

4.6.7.4.2.2. Do not allow the individual to perform the task unless supervised or until retrained.

4.6.7.4.2.3. State in the evaluation report that the individual will not perform the task unsupervised or until retrained. The evaluator may also state the individual will not perform allied tasks or functions unsupervised.

4.6.7.5. Critique individuals as soon as practical after the evaluation. The evaluator should cover the following:

4.6.7.5.1. Explain each deviation. Include mission impact and discuss the correct procedures.

- 4.6.7.5.2. Review the individual’s strengths and weaknesses.
- 4.6.7.5.3. Recommend methods of task accomplishment.
- 4.6.7.5.4. Exchange ideas and techniques.
- 4.6.7.5.5. Award an overall subjective rating for the entire evaluation process using the guidance provided in **Table 4.1**.
  - 4.6.7.5.5.1. Rate each individual outstanding, satisfactory or unsatisfactory.
  - 4.6.7.5.5.2. Reserve outstanding ratings for truly outstanding performance, not just for the absence of deviations.
- 4.6.7.5.6. Notify the flight or squadron NCOIC of any unsatisfactory rating.
  - 4.6.7.5.6.1. Identify the substandard performance that contributed to the rating.
  - 4.6.7.5.6.2. Identify which tasks, if any, are not to be performed unsupervised.
  - 4.6.7.5.6.3. Individuals will be rated unsatisfactory at anytime during the maintenance and management process if they commit any of the following deviations: weapon system safety rules (WSSR) violations (AFI 91 series), violations of Two-Person Concept, significant security violations or safety deviations that could result in injury to personnel, and deviations that could result in potential/imminent serious equipment damage.

**Table 4.1. Proficiency Evaluation Rating Criteria.**

RATING	INSPECTION TYPE	CRITERIA
OUTSTANDING	PPE	The performance of the overall MAF management and maintenance process exceeded the acceptable level. <b>OR</b> Minor deviations committed did not detract from an overall outstanding rating and the performance of the overall MAF management and maintenance process exceeded the acceptable level.
	TPE	Instructor’s performance exceeded the acceptable level. <b>OR</b> Deviation(s) committed by the instructor were not a result of technical inaccuracies.
	EPE	Evaluator’s performance exceeded the acceptable level. <b>OR</b> Minor deviation(s) committed by the inspector were not a result of technical inaccuracies.
SATISFACTORY	PPE	The performance met the acceptable level. <b>OR</b> Deviation(s) committed did not result in the MAF management or maintenance process falling below an acceptable level.

RATING	INSPECTION TYPE	CRITERIA
SATISFACTORY	TPE	<p>Instructor's performance met the prescribed training standards for MAF management and maintenance tasks and instruction.</p> <p style="text-align: center;"><b>OR</b></p> <p>Deviation(s) committed/trained by the instructor did not result in the instruction process performance falling below an acceptable level.</p>
	EPE	<p>Evaluator's performance during the evaluation met the acceptable level.</p> <p style="text-align: center;"><b>OR</b></p> <p>Deviation(s) committed by the evaluator did not result in the evaluation process falling below an acceptable level.</p>
UNSATISFACTORY	PPE	<p>Deviation(s) committed resulted in the overall MAF management and maintenance process falling below an acceptable level.</p> <p style="text-align: center;"><b>OR</b></p> <p>The individual failed to have available/utilize technical data during the maintenance process.</p> <p style="text-align: center;"><b>OR</b></p> <p>The individual committed a deviation referred to in paragraph <b>4.6.4</b>.</p> <p style="text-align: center;"><b>OR</b></p> <p>The individual cannot correctly or safely accomplish a task without excessive outside intervention or assistance.</p>
	TPE	<p>Incomplete training process was performed.</p> <p style="text-align: center;"><b>OR</b></p> <p>The instructor certified a student who did not meet the objective/standard.</p> <p style="text-align: center;"><b>OR</b></p> <p>Instructor did not detect, correct, or retrain a violation of a deviation referred to in paragraph <b>4.6.4</b>.</p> <p style="text-align: center;"><b>OR</b></p> <p>Accumulation of deviations significantly detracted from the overall instruction process.</p> <p style="text-align: center;"><b>OR</b></p> <p>Instructor failed to use technical data/lesson plan during instruction process.</p>

RATING	INSPECTION TYPE	CRITERIA
UNSATISFACTORY	EPE	Failed to brief/critique individual(s). <b>OR</b> Failed to observe a critical portion of the MAF management and maintenance process. <b>OR</b> Failed to retrain/defer training for significant deviation(s) detected. <b>OR</b> Did not stop/correct/document a violation of a deviation referred to in paragraph 4.6.4. <b>OR</b> Ensured task completion through interference or influence. <b>OR</b> Failed to detect/document a significant deviation. <b>OR</b> Rated a individual unsatisfactory when no condition existed. <b>OR</b> Accumulation of deviations significantly detracted from the overall evaluation process.
<p><b>Notes:</b> When applying the Rating Criteria keep in mind the following:</p> <ol style="list-style-type: none"> <li>1. Number of tasks evaluated (do not include general tasks such as use of technical data, common hand tools).</li> <li>2. Complexity/frequency of tasks evaluated.</li> <li>3. Reasonable impact of each deviation committed.</li> </ol>		

**4.7. 20 AF Conducted Proficiency Evaluations:**

4.7.1. 20 AF Personnel Responsibilities. 20 AF will evaluate and inspect MAF Management and Maintenance programs, personnel, facilities, equipment, vehicles and technical data assigned to Operational Group FM functions. 20 AF/DOV will review all unit evaluation reports and provide feedback as necessary. 20 AF conducted proficiency evaluations include EPEs, TPEs and PPEs. Units will make every effort to have evaluators and production expediter/trainers available during 20 AF conducted evaluations.

4.7.2. Evaluator Proficiency Evaluations. 20 AF evaluators have the authority to overrule unit evaluators and conduct retraining for both the evaluatees and the evaluators. If retraining cannot be accomplished, the 20 AF evaluator will notify the FM Superintendent that the evaluatee cannot perform maintenance on the evaluated task or any allied maintenance task unless supervised by a task qualified individual or until retraining/corrective action is completed. Use the guidance provided in this

instruction for conducting the evaluation. Unit evaluators will complete the required evaluation reports and forward them to the 20 AF evaluator within 24 hours of the completion of the unit evaluator's PPE critique. 20 AF evaluators will:

- 4.7.2.1. Evaluate unit evaluators to assess their ability to conduct and document PPEs.
- 4.7.2.2. Pre-brief individual using guidance within this instruction.
- 4.7.2.3. When non-concurring with the unit evaluator's report, attach an addendum to it citing reasons for non-concurrence.
- 4.7.2.4. Not award deviations for administrative documentation problems.
- 4.7.2.5. Award deviations for not documenting a deviation.
- 4.7.2.6. Conduct a critique of the unit evaluator's performance as soon as possible after the unit evaluator has completed the PPE.
- 4.7.2.7. Render an EPE report.

4.7.3. Trainer Proficiency Evaluations. 20 AF evaluates unit instructors/trainers to determine their ability to teach maintenance and management tasks accurately. 20 AF conducted TPEs also assess MAF weapon system knowledge, teaching methods and techniques, and adequacy and effectiveness of training programs. Once certified, instructors/trainers are subject to 20 AF TPEs. 20 AF evaluators:

- 4.7.3.1. Pre-brief evaluatees using guidance within this instruction.
- 4.7.3.2. Coordinate with unit instructors on which tasks are acceptable for TPEs.
- 4.7.3.3. Critique the unit instructors as soon as the training session (to include any training documentation) is complete.
- 4.7.3.4. Render a TPE report.

#### **4.8. Technical Order (TO) Library. Responsibilities:**

- 4.8.1. Maintain the Master TO Library, ensure TO sub-accounts are maintained and coordinate with the LG TO library to ensure dispatching kits are provided.
  - 4.8.1.1. Maintain TOs/CEMs/commercial manuals/depot control manuals/sub-accounts.
  - 4.8.1.2. Issue (and receive when required) technical data to be maintained at the MAFs.
- 4.8.2. Requisition all technical data and changes for the TO Library custodian sub-accounts.
- 4.8.3. Route technical data changes through appropriate evaluators for review; distribute reviewed technical data and ensure changes are posted.
- 4.8.4. Ensure annual/routine checks of technical data are accomplished.

## Chapter 5

### 576 FLIGHT TEST SQUADRON

**5.1. General.** The primary mission of the MAF management program in the 576th Flight Test Squadron (576 FLTS) is to provide trained personnel to maintain assigned MAFs to support the ICBM Force Development Evaluation (FDE) program.

**5.2.** The 576 FLTS/TE is responsible for the overall conduct of the MAF management function within the squadron.

**5.3.** The Commander, Launch Operations Flight, 576 FLTS/TEO, is responsible to the 576 FLTS/TE for the conduct of the MAF management and FM functions within the squadron.

**5.4.** The Superintendent, Facility Management, 576 FLTS/TEOF, is responsible to the Commander, Launch Operations Flight, 576 FLTS/TEO, for MAF management and FM functions.

**5.5.** The facility manager is the NCOIC of the MAF soft support area and is the squadron commander's direct representative. When the FM is at the MAF, management, control and supervision of personnel on dispatch to that MAF are his/her responsibility, excluding the functional/technical supervision in areas they are not qualified (e.g., equipment repairs).

#### **5.6. Duties and Responsibilities:**

5.6.1. The Commander, Launch Operations Flight, is responsible for:

5.6.1.1. Addressing and resolving FM manning requirements.

5.6.1.2. Monitoring the overall MAF management function within the squadron.

5.6.1.3. Assisting as needed with FM issues.

5.6.2. The Superintendent, Facility Management, is responsible for:

5.6.2.1. Ensuring FMs are trained, certified and OJT records maintained at the MAF workcenter. Comply with the requirements established in [AFI36-2201](#).

5.6.2.2. Scheduling FMs to ensure equitable work distribution.

5.6.2.3. Developing standardized operational and logistical support policies, procedures and checklists.

5.6.2.4. Coordinating with outside agencies on FM functions.

5.6.2.5. Conducting MAF management functions.

5.6.2.6. Ensuring overall MAF appearance.

5.6.2.7. Ensuring a supply and equipment account for MAF supplies.

5.6.2.8. Ensuring the establishment of a customer account/customer requirements listing (CA/CRL).

5.6.2.9. The overall management of all keys and combinations for MAF security locks.

5.6.2.10. Providing MAF support to missile units conducting Force Development Evaluation program testing.

ROBERT C. HINSON, Maj Gen, USAF  
Director of Operations

## Attachment 1

## GLOSSARY OF REFERENCES

*References*

DoD Directive 1327.5, *Leave and Liberty*

AFPD21-3, *Technical Orders*

AFPD36-22, *Military Training*

AFPD38-1, *Organization*

AFPD91-3, *Occupational Safety and Health*

AFI10-1101, *Operations Security*

AFI21-114, *Managing Intercontinental Ballistic Missiles (ICBM) Maintenance*

AFI31-101V1, *The Physical Security Program*

AFI31-209, *The Air Force Resource Protection Program*

AFI32-1054, *Corrosion Control*

AFI32-4002, *Hazardous Material Emergency Planning and Response Compliance*

AFI32-7040, *Air Quality Compliance*

AFI32-7041, *Water Quality Compliance*

AFI32-7042, *Solid and Hazardous Waste Compliance*

AFI33-211, *Communication Security (COMSEC) User Requirements*

AFI33-212, *Reporting COMSEC Incidents*

AFI36-2201, *Developing, Managing, and Conducting Training*

AFI36-2232, *Maintenance Training*

AFI36-2818, *The USAF Logistics Awards Program*

AFI36-3003, *Military Leave Program*

AFI38-101, *Air Force Organization*

AFI60-101, *Operations and Resources*

AFI90-201, *Inspector General Activities*

AFI91-114, *Safety Rules for the Intercontinental Ballistic Missile Weapon Systems*

AFI91-202, *The US Air Force Mishap Prevention Program*

AFI91-301, *Air Force Occupational and Environmental Safety, Fire Prevention and Health (AFOSH) Program*

AFI91-302, *Air Force Occupational and Environmental Safety, Fire Prevention and Health (AFOSH) Standards*

AFPAM36-2211, *Guide for Management of Air Force Training Systems*

AFM10-206, *Operational Reporting*

AFSPCI21-104, *Configuration Control Process*

AFSPCI21-105, *AFSPC Corrosion Program*

AFSPCI21-11401, *Intercontinental Ballistic Missile Maintenance Management*

AFSPCI31-1101 (cc), *Intercontinental Ballistic Missile (ICBM) Systems Security Standard* (DoD UCNI)

AFSPCI32-1005, *ICBM Real Property/Real Property Installed Equipment Responsibilities*

AFSPCI32-1009, *Civil Engineering Manual and Space Launch Facility Manual Program*

AFSPCI36-281801, *The Air Force Space Command Logistics Awards Program*

T.O. 00-5-1, *Air Force Technical Order System*

TO 00-20-6, *Inspection System, Documentation and Status Reporting for Ground-launched Missiles and their Trainers, SE and Ground C-E.*

00-20-1, *Aerospace Equipment General Maintenance Policies*

00-35D-54, *USAF Material Deficiency Reporting and Investigation System*