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**Maintenance**

**C-12 MANDATORY GOVERNMENT  
INSPECTION GUIDE**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction implements AFPD 21-1, *Managing Aerospace Equipment Maintenance*. It provides Government Quality Assurance Representatives (QAR) with policies, procedures, and checklists for performing Mandatory Government Inspections (MGI) on Contractor Logistics Support (CLS) maintained C-12 aircraft. It covers procedures and requirements for implementing and documenting MAJCOM directed MGI programs per MCR 66-4, *Contract Quality Assurance*. QARs will use the C-12 Contract, Statement of Work, Company Quality Manual, Company Industrial/Aviation Ground Safety Manual, Company Field/Site Operations Manual, Manufacturer's Maintenance Manuals as well as all applicable items included in this pamphlet to conduct oversight and inspections of maintenance and contractual requirements.

**SUMMARY OF REVISIONS**

This instruction replaces MCP21-1, C-12C/F Mandatory Government Inspection (MGI) and is applicable to all Pacific Air Force C-12 CLS supported units. It is optional for use by the Defense Intelligence and Defense Security Assistance Agencies.

**1. General**

**1.1. Responsibilities.** QARs are required to perform the following:

1.1.1. When evaluating compliance with contractual requirements and during the inspection of all maintenance activities conducted by the contractor, the QAR will refer to this instruction and the following publications: *C-12 Contract, Statement of Work (SOW), Contractor Quality Manual, Contractor Industrial/Aviation Ground Safety Manual, Contractor Field/Site Operations Manual, Quality Assurance Evaluation Plan/Quality Assurance Surveillance Plan (QAEP/QASP), Manufacturer's Maintenance Manuals*, and approved checklists to measure compliance.

1.1.2. QARs will use the percentage and frequency requirements in this instruction to determine the minimum number of MGIs required. QARs will develop a monthly surveillance schedule based on the minimum number of MGIs.

1.1.3. QARs will document all MGI findings on AF Form 3967, **Quality Assurance Representative Inspection/Evaluation**, and review all findings with the site manager or designated representative.

1.1.4. QARs will annotate discrepancies in the aircraft AFTO Form 781A, **Maintenance Discrepancy and Work Document**. Any aircraft discrepancy annotated on AF Form 3967 will reference AFTO Form 781A specifically by date, page, and block number. Discrepancies affecting the aircraft status will be annotated on the AF Form 3965, **Daily Aircraft Status Record**.

1.1.5. QARs will accomplish follow-up MGIs on all unacceptable MGIs. The follow-up MGI will be documented on a new AF Form 3967 that references the original unacceptable MGI. All follow-up MGIs will be listed in block 22 of AF Form 3964, **MGI Surveillance Schedule**.

1.1.6. If the contractor fails to clear discrepancies in a timely manner or if there is a continuous or reoccurring problem with MGIs on a specific issue, the QAR will submit an AF Form 714, **Customer Complaint Record**, to OC-ALC/LKO, *Air Force Program Management Office and Purchasing Contracting Officer*. A copy of the AF Form 714, **Customer Complaint Record**, will be provided to HQ PACAF/LGMFA as well as the lead command manager. AF Form 714, **Customer Complaint Record**, will be logged and retained on file at each site for the length of the contract.

1.1.7. QARs will determine, through personal observations and/or trend analysis, any additional areas that require inspection. Document all additional inspections on AF Form 3967 and in AF Form 3964, **MGI Surveillance Schedule**, block 22 Additional Inspections/Remarks.

1.1.8. Contractor site supervisor should coordinate with the QAR on any in-process inspection items scheduled for work. This allows the QAR to inspect the applicable area prior to closing up. QARs will make every effort to be available to inspect in-process works areas to prevent any delay in getting the aircraft mission ready.

## 2. C-12 Mandatory Government Inspection Items

### 2.1. Detail Inspections

2.1.1. Inspect a minimum of 20% on a monthly basis.

2.1.2. Inspect a minimum of 10% of all carded items.

### 2.2. Routine Inspections

2.2.1. Inspect a minimum of 20% on a monthly basis.

2.2.2. Inspect a minimum of 10% of all carded items.

### 2.3. Engine/Propeller Change

2.3.1. Inspect a minimum of 50% on a monthly basis.

2.3.2. Inspect a minimum of 10% of all carded items.

**2.4. Fuel Control Change**

- 2.4.1. Inspect a minimum of 50% on a monthly basis.
- 2.4.2. Inspect a minimum of 10% of all carded items.

**2.5. Flight Control/Cable Change**

- 2.5.1. Inspect a minimum of 50% of all on a monthly basis.
- 2.5.2. Inspect a minimum of 50% of all carded items.

**2.6. Aircraft Jacking**

- 2.6.1. Inspect a minimum of 5% on a monthly basis.
- 2.6.2. Inspect a minimum of 50% of all carded items.

**2.7. Aircraft Towing**

- 2.7.1. Inspect a minimum of 10% on a monthly basis.
- 2.7.2. Inspect a minimum of 50% of all carded items

**2.8. Aircraft Refuel/Defuel**

- 2.8.1. Inspect a minimum of 5% on a monthly basis.
- 2.8.2. Inspect a minimum of 50% of all carded items.

**2.9. Preflight and Basic Postflight Inspections**

- 2.9.1. Inspect a minimum of 10% on a monthly basis.
- 2.9.2. Inspect a minimum of 10% of all carded items.

**2.10. Aircraft Ready for Flight**

- 2.10.1. Inspect a minimum of 10% on a monthly basis.
- 2.10.2. Inspect for properly serviced oxygen, fuel quantities and proper fuel balance.
- 2.10.3. Verify aircraft position for launch.
- 2.10.4. Inspect interior/exterior of aircraft for cleanliness and general condition.
- 2.10.5. Inspect AFTO 781 series forms for proper documentation, exceptional release, and sufficient quantities of blank forms.

**2.11. Corrosion Inspections**

- 2.11.1. Inspect a minimum of 20% on a monthly basis.
- 2.11.2. Inspect a minimum of 25% of all carded items.

**2.12. Aircraft Forms/Jacket Review**

- 2.12.1. Inspect 50% of all.

**2.13. Time Compliance Technical Orders, Alert Directives, and Service Bulletins**

- 2.13.1. Inspect first aircraft being modified or inspected.
- 2.13.2. Verify proper modification and/or inspection results.

2.13.3. Verify AFTO Form 95 and 781 documentation.

#### **2.14. Functional Check Flights, Hard Landings, and Air/Ground Aborts**

2.14.1. Inspect 100% on a monthly basis.

2.14.2. Verify completion of proper and complete maintenance actions IAW applicable aircraft maintenance manuals.

2.14.3. Inspect AFTO 781 series forms.

#### **2.15. Facilities Inspections**

2.15.1. Inspect on a monthly basis.

2.15.2. Ensure the contractor is properly maintaining the facilities in a neat, clean and orderly manner, free from fire and safety hazards.

#### **2.16. Hazmat/Waste Management**

2.16.1. Inspect 100% of all on a monthly basis.

2.16.2. Verify contractor is in compliance with host base policies and procedures.

#### **2.17. Aircraft Wash**

2.17.1. Inspect one aircraft per month.

2.17.2. Inspect the aircraft wash preparation IAW applicable maintenance manuals.

2.17.3. Inspect the aircraft for cleanliness and proper rinse IAW applicable directives.

#### **2.18. AGE Sensitive Stock**

2.18.1. Inspect once quarterly.

2.18.2. Inspect 10% of contractor's inventory.

#### **2.19. Special Tool Control**

2.19.1. Inspect once quarterly.

2.19.2. Inspect 25% of the contractors special and precision measuring equipment/tool inventory.

#### **2.20. Personal Tool Control**

2.20.1. Inspect a minimum of one contractor personal individual tool box per month.

2.20.2. Inspect 100% of the tool box IAW applicable directives.

#### **2.21. Contractor Training**

2.21.1. Inspect once quarterly.

2.21.2. Inspect 25% of the total number of contractor personnel training records.

#### **2.22. Additional Inspections/Remarks**

2.22.1. Inspect as required.

### 3. Documenting Procedures and Disposition for Prescribed Forms

**3.1. AF Form 3964, C-12 MGI Surveillance Schedule:** Will be used by the QAR to develop and publish a monthly surveillance plan.

3.1.1. Date Block: Enter month and year.

3.1.2. Minimum Required: Using QAEP/QASP, previous months records, and coordinating with the contractor, QAR will determine the minimum number of inspections using the percent required block and annotate that number.

3.1.3. Aircraft or Items Inspected: Annotate either aircraft, person, date, or place a check mark in the corresponding open block to reflect inspection was accomplished.

3.1.4. Additional Inspections Completed: Annotate any additional inspections performed beyond the minimum mandatory inspections.

3.1.5. Disposition Instructions: Maintain a copy in the QAR files for the life of the contract.

**3.2. AF FORM 3965, Daily Aircraft Status Record:** Will be used by the QAR to maintain a written record of the daily mission capability and utilization of each aircraft.

3.2.1. Unit: Enter unit aircraft assigned to (Example: 45AS).

3.2.2. Aircraft Type: Enter aircraft mission design series designator (Example: C-12J).

3.2.3. Aircraft Tail Number: Enter six digit aircraft tail number (Example: 84-0063).

3.2.4. Aircraft Time (All Aircraft): Enter previous months ending total aircraft time.

3.2.5. Landings: Enter previous months ending total landings.

3.2.6. Current Month and Year: Enter the applicable month and year.

3.2.7. All Aircraft Flight Time: Enter the aircrew logged flight time.

3.2.8. All Aircraft Total Aircraft Time: Add the daily flight time to the total aircraft time calculated after the previous flight.

3.2.9. Delay/Abort: Enter number of times that day that the aircraft had a maintenance delay or abort. (Home Station only)

3.2.10. Non Report: Enter total hours and tenths of hours the aircraft was in Nonreporting Status.

3.2.11. FMC: Enter total hours and tenths of hours the aircraft was Fully Mission Capable.

3.2.12. PMCM: Enter total hours and tenths of hours the aircraft was Partially Mission Capable for Maintenance.

3.2.13. PMCS: Enter total hours and tenths of hours the aircraft was Partially Mission Capable for Supply.

3.2.14. NMCM: Enter total hours and tenths of hours the aircraft was Non Mission Capable for Maintenance.

3.2.15. NMCS: Enter total hours and tenths of hours the aircraft was Non-Mission capable for Supply.

3.2.16. Daily Landings: Enter the total landings logged on the aircraft that day.

3.2.17. Total Landings: Add the daily landings to the total aircraft landings calculated after the previous flight.

3.2.18. Remarks: Enter reason the aircraft was less than Fully Mission Capable that day or other information the QAR deems appropriate.

3.2.19. Verified By: QAR or designated representative will print or type their name and grade.

3.2.20. Signature: QAR or designated representative will sign stating they have verified all the information on the form is true and correct.

3.2.21. Date: Enter the day, month, and year the form was verified and signed.

3.2.22. Disposition Instructions: Maintain a copy in the QAR files for the life of the contract.

**3.3. AF Form 3967, Quality Assurance Representative Inspection/Evaluation:** Will be used by the QAR to record results of inspections they perform on the contractor's activities.

3.3.1. Control Number: QAR will enter their locally developed number.

3.3.2. Inspector: Print name of inspector (QAR) or designated representative.

3.3.3. Contractor: Enter name of the contractor being inspected.

3.3.4. Equipment/MDS: Enter mission design series for inspected aircraft (if applicable).

3.3.5. Tail Number: Enter six digit tail number for aircraft inspected (if applicable).

3.3.6. Operation/Program Inspected: Annotate type inspection performed (i.e., Detail Inspection, Aircraft Towing, etc.)

3.3.7. Name of Individual Signing off/Performing Maintenance: Enter full name of individual that signed off the area inspected by the QAR (where applicable).

3.3.8. Shift: Place a check mark in the block that reflects the time you performed your inspection.

3.3.9. Score: Enter acceptable or unacceptable as appropriate.

3.3.10. Remarks: Annotate discrepancies detected on the inspected area. For discrepancies detected on an aircraft inspection, QAR can annotate "all discrepancies documented on AFTO 781 dated, page, block."

3.3.11. Name of Individual Briefed: Annotate the full name of the individual the QAR briefed the inspection results to (should be site supervisor or designated representative).

3.3.12. Date/Time: Annotate the date and time the site supervisor or designated representative was briefed on the inspection.

3.3.13. Disposition Instructions: Provide a copy to the site supervisor and, retain a copy in the QAR files for the life of the contract.

**3.4. AF Form 714, Customer Complaint Form:** Will be used IAW MCR 66-4, *Contract Quality Assurance, and the SOW*.

3.4.1. Date/Time of Complaint: Enter date and time form is initiated.

3.4.2. Organization: Enter unit designation, unit control number, and mailing address.

3.4.3. Building Number: Enter building number if appropriate.

- 3.4.4. Individual: Print full name of person(s) making the complaint.
- 3.4.5. Phone Number: Enter QAR or designated representatives phone number.
- 3.4.6. Nature of Complaint: Annotate a thorough explanation of the complaint.
- 3.4.7. Contract Reference: Annotate all applicable references from the contract statement of work as well as other contractual clauses, required forms, quality plans, safety plan, etc.
- 3.4.8. Validation: QAR or designated representative will print full name and sign verifying the complaint is valid.
- 3.4.9. Date/Time Contractor Informed of Complaint: QAR will annotate the exact date and time site supervisor or designated representative was briefed on the complaint.
- 3.4.10. Action Taken by Contractor: Contractor will enter corrective action.
- 3.4.11. Received/Validated By: Contractor will indicate approval of corrective action.
- 3.4.12. Disposition Instructions: A copy of the AF Form 714, **Customer Complaint Record**, will be provided to HQ PACAF/LGMFA as well as the lead command manager. AF Form 714, **Customer Complaint Record**, will be logged and retained on file at each site for the length of the contract.

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