

CDC 2S071

Materiel Management Craftsman

Volume 1. Materiel Management



**Air Force Career Development Academy
Air University
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CONGRATULATIONS on beginning your career development course (CDC) 2S071, *Materiel Management Craftsman*! This CDC contains three volumes which will provide you with the well-rounded knowledge you'll need as a craftsman, as well as a supervisor and manager of your Airmen whom you'll need to mentor as they strive to perform the mission.

Volume 1 contains two units in which it introduces materiel management. Unit 1 contains general materiel management knowledge and gives an overview of the operations compliance. This unit also defines the roles and responsibilities of a materiel manager, in addition to discussing the unit type codes for materiel management, enlisted opportunities, the logistics readiness squadron (LRS), classes of supply, interpreting inquiries, and general knowledge information.

Unit 2 will cover operations compliance and includes procedures and accountability, Supply Management Activity Group (SMAG) operations, Report of Survey (ROS) and Supply Discrepancy Report (SDR), as well as the Supply Interface Files System (SIFS).

Volume 2 covers customer support and readiness. It includes issue, mission capability (MICAP) and repair cycle processes. Volume 2 also covers war reserve materiel (WRM) and readiness spares packages (RSP), stock control, and equipment management processes.

Volume 3 discusses warehouse operations where you'll learn the inspection and receiving processes, the materiel management processes, the materiel management processes for warehouse operations and lastly, the threat reductions assets.

A glossary of terms, abbreviations, and acronyms used in this course is included at the end of this volume.

Code numbers on figures are for preparing agency identification only.

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This volume is valued at 6 hours and 2 points.

NOTE:

In this volume, the subject matter is divided into self-contained units. A unit menu begins each unit, identifying the lesson headings and numbers. After reading the unit menu page and unit introduction, study the section, answer the self-test questions, and compare your answers with those given at the end of the unit. Then complete the unit review exercises.

	<i>Page</i>
Unit 1. Materiel Management Career Field Overview	1-1
1-1. Materiel Management	1-1
1-2. General Materiel Management Knowledge	1-11
Unit 2. Operations Compliance and Degraded Operations	2-1
2-1. Squadron Quality Assurance Program	2-1
2-2. Report of Survey and Supply Discrepancy Report Program.....	2-15
2-3. Supply Interface System	2-19
 <i>Glossary</i>	 <i>G-1</i>

Unit 1. Materiel Management Career Field Overview

1–1. Materiel Management	1–1
001. Materiel management unit type codes	1–1
002. Logistics enlisted opportunities	1–2
003. Logistics readiness squadron	1–4
004. Classes of supply	1–7
1–2. General Materiel Management Knowledge	1–11
005. Interpreting inquiries	1–11
006. In-transit visibility tracking tools.....	1–13
007. Reject/Management Notice Program.....	1–15

THE ROLE OF MATERIEL MANAGEMENT is to provide materiel and fuel support that enables the United States Air Force (USAF) to fulfill its mission “to *fly, fight, and win...in air, space, and cyberspace*,” according to the Air Force Instruction (AFI) 1–1, *Air Force Standards*. The mission is combined with the vision which includes “*Global Vigilance, Reach and Power*”.

It takes the combined efforts of the total force to achieve the Air Force’s (AF) mission and vision. Though logistics and operations activities provide the foundation for success, the total force depends on essential contributions of materiel management to accomplish its mission.

This first unit of your 2S071, *Materiel Management Craftsman* career development course (CDC) provides an overview of several of materiel management’s essential roles. It covers the USAF Supply Manual; how to interpret inquiries; and finally, familiarizes you with some of the AF logistics systems.

1–1. Materiel Management

Materiel management covers a vast spectrum of asset management responsibilities. To effectively accomplish this, leadership makes sure qualified people with the needed skills are in the right job at the right time to fulfill the AF mission. Materiel management must also ensure it continues to readily organize so they can consistently provide the most effective and efficient mission support possible.

In this section, we’ll take a look at how the materiel management career field is continually meeting this challenge. We’ll begin by covering the different unit type codes (UTC) for materiel management used during deployment taskings.

001. Materiel management unit type codes

The following UTCs are designed specifically for materiel management:

- **JFBBS**—Superintendent Bare Base Support—provides personnel for Air Mobility Command (AMC) strategic, tanker, and tactical supply support.
- **JFBCS**—Superintendent Customer Support Package—provides manual or automated control of auditable documents through the Air Force Equipment Management System (AFEMS) which permits loading, changing, or deleting equipment authorizations. It develops logistics information system retrieval scripts; it also provides logistics information systems, materiel management research assistance, and demand processing. In addition, it performs reconstitution to support re-deployments.
- **JFBCW**—Superintendent Mobility Support—provides mobility support and (when required) expeditionary theater distribution center (ETDC) augmentation to the combat supply activity at a main operating base (MOB), forward operating site (FOS), or cooperative security location (CSL).

- **JFBFM**—Initial Supply Beddown Package—provides supply expertise during initial supply beddown at a MOB, FOS, and CSL. It also contacts the logistics support center prior to deploying to establish lines of contact; creates a Department of Defense (DOD) activity address code (DODAAC), as well as a reporting organization file (ROF); and determines the most expeditious delivery means.
- **JFBHM**—Superintendent Hazardous Material (HAZMAT) Management—provides inventory management capabilities (receipts, storage, issue, requisition, inspection, shipment disposal and tracking) for the control of hazardous material (class II, III & IX) via Environmental Management Information System (EMIS); Enterprise Solution Supply (ES-S); Materiel Management System; Integrated Logistics System–Supply (ILS-S); or manual accounting methods at a MOB, FOS, or CSL.
- **JFBME**—Superintendent Materiel Management Equipment—provides materiel management support to accountable officers, responsible officers, and responsible persons, in the control and accountability of class IX and class VII within AFEMS, ILS-S, materiel management system; as well as the Expeditionary Combat Support System (ECSS) at a MOB, FOS, or CSL.
- **JFBMM**—Materiel Control—augments materiel management functions at any level and can be deployed to any location and under any environment world-wide. Additional training in the area of responsibility (AOR) may be required to embed this UTC in existing capabilities.
- **JFBMS**—Materiel Storage Activity and Readiness Spares Packages (RSP)—manually, or using the materiel management system, or ILS-S, provides the capability to manage 5,000 line items of in-warehouse class IX assets to include classified and sensitive items at a MOB, FOS, or CSL. It also conducts warehouse validations and inventories, and performs warehouse inspection functions to include shelf-life management and functional checks.
- **JFBRC**—Superintendent Repair Cycle Management—provides operations support to the combat supply activity at a MOB, FOS, or CSL. Whether manually, or using the materiel management system, or ILS-S, the JFBRC provides the capability to control, process, and evaluate class IX due-in from maintenance assets. It also inspects and aids in the identification of repairable assets, establishes and manages supply points, manages the awaiting parts (AWP) program, processes turn-around (TRN) actions, and controls and accounts for repairable deficiency report assets.

002. Logistics enlisted opportunities

The logistics enlisted opportunities within the Materiel Management Enlisted Career Broadening Program provide supply chain management experience at the enterprise level for materiel management noncommissioned officers (NCO) holding the Air Force Specialty Code (AFSC) 2S071.

NOTE: This program does not apply to members of the Air National Guard (ANG) or United States Air Force Reserve (USAFR).

Materiel Management Enlisted Career Broadening Program

This program allows cross-fertilization of training, knowledge, experience, and perspectives to promote a better understanding of supply chain management at the enterprise level. NCOs will learn “end-to-end supply chain” processes not normally found at a wing or major command (MAJCOM). This could include processes such as functional interfaces, materiel management, requirements or item processing, provisioning, procuring, contracting, budgeting, and funding processes.

Mandatory qualifications

In order to qualify for assignments under this program, nominees must meet all of the following qualifications:

- Possess a SECRET security clearance.
- Have no quality control (QC) restrictions.
- Possess a 2S071 control AFSC (non-waiverable).
- Have completed one overseas tour (waiverable).
- Be recommended by their squadron commander.
- Have less than 15 years' time-in-service (TIS) as of 1 October of the year reporting into the program.
- Be eligible for permanent change of station (PCS) in accordance with (IAW) AFI 36-2110, *Assignments*.
- Possess the rank of technical sergeant (TSgt) or master sergeant (MSgt). Staff sergeants (SSgt) with promotion line numbers to technical sergeant may request a waiver.

Individuals volunteering for the program should be aware that he or she might encounter situations that are different than what is experienced in most AF assignments.

NOTE: MSgts with promotion line numbers to senior master sergeant (SMSgt) are *not* eligible.

Selection process

The Headquarters (HQ) Air Force Personnel Center (AFPC) materiel management functional manager (AFPC/DPAA) solicits volunteers during the months of February and March of each year by sending a message to all supply agencies and base personnel offices. The materiel management career field manager (CFM) posts the dates, criteria, and nomination procedures on the Materiel Management Sharepoint.

Volunteers for the program submit electronic packages to their organization's commander. The commander ensures the volunteer meets mandatory requirements, endorses approved packages, and forwards nomination packages electronically to the 2S MAJCOM functional manager (MFM). The commander also ensures the nomination package format and content is posted on the Materiel Management Sharepoint. The MAJCOM/2S functional manager (A4R) must approve the nomination before materiel management MFM posts it to the Materiel Management Sharepoint.

The selection panel convenes in May or June each year and the 2S CFM serves as the Chairman, USAF Supply Chiefs Advisory Board. The selection panel consists of the 2S CFM and voting members of the USAF Supply Chiefs Advisory Board MFMs. The selection is based on the nominee's qualifications and career data. HQ USAF/A4R notifies the individuals by message no later than (NLT) 30 days after selection. The assignment location of each selectee is based on AFI 36-2110. The CFM and/or MFMs will also notify non-selectees.

Program administration

During program administration, HQ AFPC assigns up to three NCOs per year to each Air Force Materiel Command (AFMC) Air Logistics Complex (ALC), and up to three per year to each Defense Logistics Agency (DLA) Defense Supply Center (DSC), depending on the number of selected nominees. HQ AFPC directs the serving personnel activity to assign a three-year controlled tour to each of the selectees.

DLA enlisted career broadening participants are assigned to a materiel management supply functional area as dictated by their scheduled training plan, individual professional development (IPD) plan, and organizational composition of their respective DSC. At a minimum, NCOs rotate through the inventory control point (ICP) supply chain operations, distribution (depot operations and

transportation), contracting and production, and financial management areas. Participants are afforded the opportunity to receive exposure and training in weapon system support, emergency supply operations center, provisioning, cataloging, and other related functional areas. NCOs are rotated at least annually and be assigned specific tasks and duties in direct support of mission requirements.

The AFMC program schedule consists of phases I, II, and III. Phase I, Materiel Management; Phase II, Production Management; and Phase III, Flexible, in order to meet follow-on assignment requirements. However, Phase III primarily focuses on weapon system spares and MAJCOM support issues. It's highly recommended that NCOs perform these duties within a systems program office (SPO).

Each DSC and ALC commander appoints a center materiel management enlisted career broadening program manager (PM). All participants are susceptible for deployments and can expect to deploy once during their tours.

Career broadening assignments

Program volunteers include in their packages a rank order of their location preferences for AFMC and DLA assignments (e.g., Ogden ALC, Defense Supply Center Columbus [DSCC]).

DLA

DLA has nine wholesale positions; three each at the following DSCs:

1. Defense Supply Center Columbus (DSCC), OH.
2. Defense Supply Center Richmond (DSCR), VA.
3. Defense Supply Center Philadelphia (DSCP), PA.

AFMC

AFMC has nine wholesale positions; three each at the following ALCs:

1. Ogden ALC (OO-ALC), Hill AFB, UT.
2. Oklahoma City ALC (OC-ALC), Tinker AFB, OK.
3. Warner-Robins ALC (WR-ALC), Robins AFB, GA.

Follow-on assignments

HQ AFPC provides follow-on assignments based on the normal assignment cycle for CONUS mandatory moves. Graduates are primarily looked at for assignments to a MAJCOM staff or the Air Force Materiel Command Supply Chain Management-Retail (AFMC SCM-R). However, based on mission requirements and individual preferences, some individuals may be assigned to a logistics readiness squadron or other units. Members must have a current AF Form 392, Airman Assignment Preference Statement updated via virtual Military Personnel Flight (vMPF) no later than six months prior to completion of their career broadening assignment. The AF Form is generated through the vMPF once the member updates his or her assignment preferences. The form is not located within the AF e-publishing Internet website.

003. Logistics readiness squadron

The AF has transformed from a “just-in-case support posture” to one with “reach back capability” that lends itself to a lighter footprint forward. In the fall of 1999, the Chief of Staff Logistics Review explored the possibilities of a single point of contact (POC) for distribution at wing level. This new concept combined materiel management, transportation, and logistics plans into a single squadron. Combining these functions resulted in the birth of the logistics readiness squadron (LRS). The LRS gives the wing commander a single POC that is able to provide order, movement, and availability status of any item in the distribution chain.

The LRS is divided into the following four functional flights and is shown in figure 1–1:

1. Deployment and Distribution.
2. Materiel Management.
3. Vehicle Management.
4. Fuels Management.

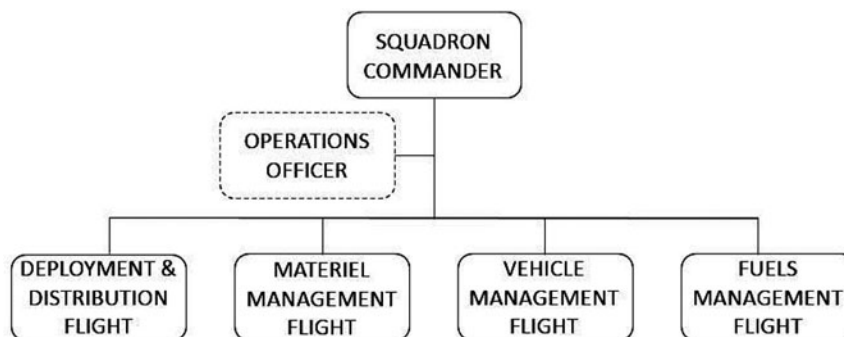


Fig 1–1. Logistics readiness squadron organization chart.

The following paragraphs describe the general responsibilities of the LRS organization.

Logistics readiness squadron commander

The LRS commander (LRS/CC) commands all personnel assigned or attached to the squadron; directs the materiel management, deployment and distribution, vehicle management, and fuels management flights; develops broad plans and policy to ensure the adequate health, welfare, and morale of assigned personnel; ensures mission readiness, provides strategic planning, and acts as accountable officer IAW AFI 23–111, *Management of Government Property in Possession of the Air Force*, and AFI 20–110, *Nuclear Weapons—Related Materiel Management*.

United States Property and Fiscal Officers appoint ANG accountable officers. The LRS/CC is the focal point for squadron interaction with base, MAJCOM, AFMC SCM-R, AF Fuels, Vehicles & Equipment Support Agency (AFFVESA), and AF leadership. The LRS/CC also determines and pursues funding, facilities, personnel, and equipment needed to perform the mission.

Operations officer

The operations officer (LGR) is the next senior officer and oversees the sophisticated and diverse day-to-day operations within the squadron. The LGR also acts for the commander IAW AFI 51–604, *Appointment to and Assumption of Command*, in the absence of the squadron commander. The LRS LGR should have broad experience in the logistics readiness field; in fact, the selected officer for this position should have experience that augments and complements the commander's experience. This is critically important, as the LGR's position is seen as the 'stepping stone' to a command position.

Deployment and distribution flight

The deployment and distribution flight (LGRD) is responsible for the centralized command and control, planning, and execution of all wing deployment operations and the distribution of cargo, passengers, and personal property. The installation deployment officer (IDO) is appointed from within the LGRD.

It's recommended that the IDO have previous plans and integration experience. The flight is responsible for the execution of air and space expeditionary forces (AEF) management, UTC management, in-garrison expeditionary site planning, and installation deployment planning. The LGRD also operates a deployment control center (DCC), reception control center (RCC), and

installation deployment readiness cell (IDRC), as necessary. This flight is also responsible for the management of the wing's war reserve materiel (WRM) and support agreement programs.

Additionally, during day-to-day and contingency operations, the flight is the single installation transportation authority for planning, managing, and executing the movement of personnel, as well as the shipment and receipt for DOD cargo. The sections within the LGRD that work to fulfill its responsibilities include distribution, plans and integration, personal property and small air terminal and passenger movement.

Materiel management flight

The materiel management flight (LGRM) is responsible for stocking, storing, issuing, managing, inventorying, and inspecting DOD supplies and equipment. This flight is the primary liaison between customers and AFMC SCM-R. The flight consists of three sections: asset management, maintenance support, and customer support. The commander may designate the flight leadership as either a military or civilian supervisory position.

Vehicle management flight

The vehicle management flight (LGRV) is the single authority and source for maintenance and management of the installation's motor vehicle fleet. It assigns, accounts for, and maintains vehicle assets to make sure they are safe, efficient, environmentally sound, and meet the wing's needs. Duties are prescribed in AFPD 23-1, *Supply Chain Materiel Management*; AFI 23-101, *Air Force Materiel Management*; AFI 24-302, *Vehicle Management*; Technical Order (TO) 36-1-191, *Technical and Managerial Reference for Motor Vehicle Maintenance*; and Air Force Occupational Safety and Health (AFOSH) Standards.

The LRS/CC may designate the vehicle flight leadership as either a military or civilian supervisory position. LGRV leadership (military or civilian) is responsible for the management, repair and accountability of the AF vehicle fleet. The LGRV superintendent is responsible for directing personnel in the management and maintenance of the vehicle fleet, assign responsibilities, and give authority to supervisors to ensure all functions within the vehicle management flight operate effectively. The superintendent must also ensure local procedures comply with both AF and MAJCOM vehicle management policies. Sections that fall under LGRV include the maintenance section, the vehicle management and analysis section, the customer service center, and materiel control.

Fuels management flight

The role and mission of the fuels management flight (LGRF) is to ensure quality petroleum products, cryogenics fluids, and missile propellants are acquired or produced and issued safely and efficiently to using organizations. The LRS/CC may designate the flight leadership as either a military or civilian supervisory position. This individual will serve as the responsible officer (RO) for capitalized defense working capital fund for fuel. The flight sections include fuel operations, fuels information service center, and compliance and environmental.

Air Force Sustainment Center

The US fiscal environment requires the DOD and the AF to find more efficient and effective ways of doing business. In 2011, the former AF Global Logistics Support Center (AFGLSC), currently known as AFMC SCM-R, officially became a part of the Air Force Sustainment Center (AFSC). The change is a part of an AFMC construct that consolidates the command's number of centers from twelve to six.

The restructure is a major part of AFMC's response to a congressional challenge to find efficiencies and save tax dollars while providing global logistics support to the AF. The following are the six specialized centers assigned to AFMC:

1. AFSC.
2. Air Force Test Center (AFTC).
3. Air Force Research Laboratory (AFRL).
4. Air Force Life Cycle Management Center (AFLCMC).
5. Air Force Nuclear Weapons Center (AFNWC).
6. Air Force Installation and Mission Support Center (AFIMSC).

The AFSC is the hub for integration and management of maintenance and supply chain capabilities. The AFSC is a network of logistics experts from around the AF to link wholesale and retail logistic processes.

004. Classes of supply

Materiel comes from a variety of sources to satisfy customer needs. This lesson is designed to provide you with a basic understanding of the different supply classes. Not to be confused with the federal supply classification, terminology used to divide supplies and equipment into ten easily identifiable categories is depicted by roman numerals. The following table reflects the grouping of supplies to facilitate planning.

Classes of Supply		
Class	Major Classification	Subclassification (See note 1)
I	Subsistence.	A–Air (in-flight rations). B–Refrigerated subsistence. S–Non-refrigerated subsistence (less combat rations). C–Combat rations (see note 2).
II	Clothing, individual equipment, tentage, organizational tool sets and tool kits, hand tools, and administrative and housekeeping supplies and equipment.	B–Ground support materiel (see note 3). E–General supplies. F–Clothing and textiles. M–Weapons. T–Industrial supplies (see note 4).
III	Petroleum, oil, lubricants (POL), hydraulic and insulating oils, preservatives, liquid and compressed gasses, bulk chemical products, coolants, de-icing and antifreeze compounds, together with components and additives of such products, and coal.	A–Air. W–Ground (surface).
IV	Construction. Construction materiel to include installed equipment, and all fortification/barrier material.	
V	Ammunition. Ammunition of all types (including chemical, biological, radiological, and special weapons), bombs, explosives, mines, fuses, detonators, pyrotechnics, missiles, rockets, propellants, and other	A–Air. W–Ground.

Classes of Supply		
Class	Major Classification	Subclassification (See note 1)
	associated items.	
VI	Personal demand items (non-military sales items).	
VII	Major end items. A final combination of end products, which is ready for its intended use; such as launchers, tanks, mobile machine shop, and vehicles.	A–Air. B–Ground support materiel (see note 3). D–Administrative vehicles (see note 5). G–Electronics. K–Tactical vehicles. L–Missiles. M–Weapons. N–Special weapons.
VIII	Medical materiel, including medical peculiar repair parts.	
IX	Repair parts (less medical peculiar repair parts). All repair parts and components to include kits, assemblies, and subassemblies, reparable and non-reparable, and are required for maintenance support of all equipment.	A–Air. B–Ground support materiel (see note 3). D–Administrative vehicles (see note 5). G–Electronics. K–Tactical vehicles. L–Missiles. M–Weapons. N–Special weapons. T–Industrial supplies (see note 4).
X	Materiel to support non-military programs; that is, agricultural and economic development (not included in Classes I–IX).	

Classes of Supply		
Class	Major Classification	Subclassification (See note 1)
NOTES: 1. The alpha code for subclassification of classes II, VII, and IX represents materiel category designators used in supply management, with the exception of "A" (Air), which is used throughout all classes of supply, as applicable. Alpha codes not used as materiel category designators have been assigned to the subclassifications for classes I, III, and V. The subclassification materiel designators ("A" through "T") may be used in combination with the designated subclassifications, when appropriate and if desired, to further define a portion of a class of supply for planning purposes; that is, use of class V "AL" to designate ammunition, air missile. Additional codes may be used by the services to satisfy a specific requirement. For example, to designate repairable or non-repairable, high-dollar items, or for other selective management purposes. This additional permissive coding is to be used in lieu of that designated for the major classification and subclassifications. 2. Includes gratuitous health and welfare items. 3. Includes power generators and construction, barrier, bridging, firefighting, petroleum, and mapping equipment. 4. Includes bearings, block and tackle, cable, chain, wire rope, screws, bolts, studs, steel rods, plates, and bars. 5. Commercial vehicles used in administrative motor pools.		

As a materiel management craftsman, it's important to know the differences between supply classes. Using the supply chain operation reference (SCOR) model, you'll see how the supply classes integrate into a common language for supply chain classification and analysis. The SCOR model is a commercial based supply chain integration model used to describe business activities associated with all phases of satisfying a customer demand.

The model is organized around the five primary management processes: Plan, Source, Make or Maintain, Deliver, and Return. SCOR provides a unique framework that links performance metrics, processes, best practices, and people into a unified structure. The framework supports communication between supply chain partners and enhances the effectiveness of supply chain management, technology, and related supply chain improvement activities.

Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

001. Materiel management unit type codes

1. What is the UTC for a superintendent customer support package?
2. Describe UTC JFBRC.

002. Logistics enlisted opportunities

1. What is the purpose of the career broadening program?
2. Where are the career broadening assignments located?

003. Logistics readiness squadron

1. What changes took place when the AF transformed itself from a “just-in-case support posture” to one with “reach back capability”?
2. Name the four functional flights of the LRS.
3. Match each description in column A with the appropriate organization in column B. The responses in column B are used only once.

Column A

- ____ (1) Their mission is to ensure quality petroleum products, cryogenics fluids, and missile propellants are acquired or produced and issued safely and efficiently to using organizations.
- ____ (2) Is responsible for stocking, storing, issuing, managing, inventorying, and inspecting DOD supplies and equipment.
- ____ (3) Is responsible for the centralized command and control, planning, and execution of all wing deployment operations and the distribution of cargo, passengers, and personal property.
- ____ (4) Is the next senior officer and oversees the sophisticated and diverse day-to-day operations within the squadron.
- ____ (5) Determines and purses funding, facilities, personnel, and equipment needed to perform the mission.
- ____ (6) Is responsible for overall management and maintenance of the wing’s vehicle fleet.

Column B

- a. LRS commander.
- b. Operations officer.
- c. Deployment and distribution flight.
- d. Materiel management flight.
- e. Vehicle management flight.
- f. Fuels management flight.

004. Classes of supply

1. Match each classification in column A with the appropriate class in column B. The responses in column B are used once only.

<i>Column A</i>	<i>Column B</i>
____ (1) Construction. Construction materiel to include installed equipment, and all fortification/barrier material.	a. I.
____ (2) Clothing, individual equipment, tentage, organizational tool sets and tool kits, hand tools, and administrative and housekeeping supplies and equipment.	b. II.
____ (3) Personal demand items (non-military sales items).	c. III.
____ (4) Major end items. A final combination of end products, which is ready for its intended use; such as launchers, tanks, mobile machine shop, and vehicles.	d. IV.
____ (5) Petroleum fuels, lubricants, hydraulic and insulating oils, preservatives, liquid and compressed gasses, bulk chemical products, coolants, de-icing and antifreeze compounds, together with components and additives of such products and coal.	e. V.
____ (6) Materiel to support non-military programs; that is, agricultural and economic development (not included in Classes I–IX).	f. VI.
____ (7) Repair parts (less medical peculiar repair parts). All repair parts and components to include kits, assemblies, and subassemblies, reparable and non-reparable, and required for maintenance support of all equipment.	g. VII.
____ (8) Medical materiel including medical peculiar repair parts.	h. VIII.
____ (9) Ammunition. Ammunition of all types (including chemical, biological, radiological, and special weapons), bombs, explosives, mines, fuses, detonators, pyrotechnics, missiles, rockets, propellants and other associated items.	i. IX.
____ (10) Subsistence.	j. X.

2. What are the five primary management processes of the supply chain operations reference model?

1–2. General Materiel Management Knowledge

There are certain skills and proficiency levels every materiel management specialist should be familiar with, whether you're working at the AFMC SCM-R, an LRS, or working a materiel support function outside of the standard materiel management structure. Basic skills such as researching Air Force Handbook (AFH) 23–123V2PT1, *ILS-S, Materiel Management Operations*, interpreting inquiries, rejects, and management notices are skills that everyone working in the career field should be familiar with and strive to master.

005. Interpreting inquiries

Every business, large or small, must have certain materiel management practices in order to operate effectively. Several of these practices include business records, methods to access these records, and procedures used to run the business. Without these essential elements, a potentially good business can fold. Some of these materiel management practices include repair cycle data and requirements computation.

Repair cycle record

Repair cycle data can be obtained by using record retrieval code 5 on the inquiry input. The shaded area in the following example shows the repair cycle data for national stock number (NSN) 2910011355681. By looking at the highlighted (boxed) information within the repair cycle data, you

can see this item has a base repair rate of 0 percent. All items from the current and past five quarters were turned in as not reparable this station (NRTS)—none of them were repaired at this station (RTS).

```

INQSN2910011355681 01 5 07632400010
ITEM RECORD (101) WHSE-LOC: 10B023B023
STK-NBR: 2910011355681 SD: 01 UI: EA SER/BAL: 00
UP: $9912.29 NOUN-1-19: FUEL CNTRL 5901030B
NOUN-20-32: RID: FPZ ERRC: XD2 AP-CD: F6 CIC: U
TAC: B FRZ-CD: DOLT: 1996184 DOLI: 1996177 AAC: C
ISG-NBR: RELAT-CD: CALC-KEY: 010**11355681 BUD-CD: 8
EX: IX: RX: SX: DMD-LVL: 04 BEN-STK: 0
MSK: 0 OVRFLW-ADJ: 0 MIS-CHG-GAIN: 0 MIS-CHG-LOSS: 0
REPAIR-CYCLE-RECORD (102) STK-NBR = 2910011355681
STK-NBR: 2910011355681 SYS-DES: 01 PRIORITY: 03 RIW:
PROJECT-NBR: RIMCS-CODE: A NRTS-1-IND: XCEP-R-C-DAY:
CR-QTR-AWP-D: 00 CR-QTR-AWP-O: 00 DISPOS-CD:
SHIP-TO-SRAN: FB2059 ORG-CD-REP: SHP-CD-REP:
LVL-OF-MAINT: N RIMCS-DATE: 1994014 AV-AWP-DY-PQ: 00
MARK-FOR: SRAN: PROJECT-CD: SHIP-PRI:
FILLER:
CUR-QTR 1ST-QTR 2ND-QTR 3RD-QTR 4TH-QTR 5TH-QTR
RTS: 0 0 0 0 0 0
CONDEMN: 0 0 0 0 0 0
NRTS: 3 1 1 2 2 0
NET-DAYS: 0 0 0 0 0 0
NRTS-CNDM-DAYS: 21 2 5 9
*** TURNED IN ALPHA ACTION TAKEN CODE ***
UNITS-A: 0 UNITS-B: 0 UNITS-D: 0 UNITS-F/G: 0 UNITS-K/L: 0
UNITS-Z: 0 UNITS-OTHER: 0
*** TURNED IN NUMERIC ACTION TAKEN CODE ***
UNITS-1: 3 UNITS-2: 0 UNITS-3: 0 UNITS-4: 0 UNITS-5: 0
UNITS-6: 0 UNITS-7: 0 UNITS-OTHER: 0
*** DELAYED MAINT TIME CURRENT ***
UNITS: 3 BEFORE-DLY-DAYS: 16 AFTER-DLY-DAYS: 0
OTHER-DLY-DAYS: 0 TOTAL-DLY-DAYS: 16
CUR-QTR 1ST-QTR 2ND-QTR 3RD-QTR 4TH-QTR 5TH-QTR
BEF-DELAY-AVG: 1 5 4 2 10
AFT-DELAY-AVG: 0 0 0 0 0
OTH-DELAY-AVG: 0 0 0 0 0
TOT-DELAY-AVG: 1 5 4 2 10
*** REPAIR CYCLE COST DATA ***
BASE REPAIR 000%
***** END OF INQUIRY *****

```

Requirements computation

A requirements computation is a summary of information about a particular stock number found on an inquiry. You can request the requirements computation (re-leveling) information for a given stock number by entering re-leveling flag “R” in the re-leveling flag field of the item record retrieval input.

This data is output under the S035 Management Notice heading after all requested details are printed. The following information is an example of what is provided in this type of inquiry. The inquiry shows 24 on hand with a total requirement of 22.

```
S035 MGT REQUIREMENTS COMPUTATION INFORMATION DATA AS OF 1093
ASSETS: SV BAL 24 DI BAL 0 SUP PT 0
US BAL 0 DIFM 0 TOT ASSETS 24
RQMTS: FIRM DUO 0 RQ OBJ 22 TOT RQMT 22
RQN QTY 0 GP ERQ 56 SAFETY LVL 1.864
DDR 0.0777 DAYS OH 309 DAYS SHORT 0
SHP STA 0 DAYS DI 0 SPC SUB GP D
EOQ 0 VOD 0.6383 ROP 2
O&ST 12 VO&ST 30 DMD LVL 22
CST STK 0.00 CSTNSTK 0.00
EXCESS: COMP XCS 0 DXOH 0 XCS DI 0
RPT XCS 0 DI CAN 0 DI XCS 0
```

NOTE: The requirements computation data are for information only. This inquiry does not update any record elements.

006. In-transit visibility tracking tools

Today's operational environment demands that warfighting commanders have visibility over all their forces to properly influence the course of military actions. Successful in-transit visibility (ITV) is cargo and/or passenger manifest data received by the Global Transportation Network (GTN) that links the manifest data directly to airlift mission numbers and/or surface transportation mode: truck, train, or ship. GTN is the designated DOD system for ITV, providing command and control (C2) and ITV information that integrates automated information support to the DOD. The AF goal is 100 percent ITV.

In-transit visibility definition

ITV is the ability to track the identity, status, and location of DOD units, and non-unit cargo (excluding bulk POL), and passengers; medical patients; and personal property from origin to consignee or destination across the range of military operations. This definition highlights that ITV has the ability to identify passengers and cargo and to see their location and movement status throughout the transportation pipeline.

ITV provides commanders the capability to determine if a particular force has reached its final destination and is ready to provide a specific combat capability. ITV also provides the ability to reprioritize or redirect the movement of forces.

Automated systems

Various systems within the ITV's tracking tools include the GTN, cargo movement operations system, global air transportation execution system, global decision support system, commercial web-based tracking capabilities, and tracker.

Global transportation network

The GTN is a web-based automated command and control information system that supports transportation users and providers (both DOD and commercial), by providing an integrated system of in-transit visibility information and command and control capabilities.

Cargo movement operations system

Cargo Movement Operations System (CMOS) is designed to efficiently collect, process, and transmit transportation data. This data is required to move outbound freight, receive inbound freight, direct in-transit freight, perform airlift clearance, support contingency requirements, and provide command and control oversight of cargo moving in the Defense Transportation System (DTS).

Global air transportation execution system

Global Air Transportation Execution System (GATES) is an AMC air transportation system that supports fixed, deployed, and mobile sites. GATES will process, manifest, and track passengers and cargo. It supports resource management and provides command and control support information.

Global Decision Support System

The Global Decision Support System (GDSS) is AMC's force level C2 system that supports the Tanker Airlift Control Center (TACC) execution authority for effective airlift mission management. It provides AMC with accurate, near real-time data required for making decisions concerning the deployment and employment of AMC resources.

Commercial web-based tracking capabilities

Most domestic commercial transportation companies have established web-based tracking capabilities that can be used to complement DOD ITV.

Domestic carriers that do business with the DOD are mandated to link their electronic data interchange (EDI) feeds to GTN. Some of these are Federal Express (FEDEX), United Parcel Service (UPS), Airborne Express, Emery Air Freight, DHL, and DB Schenker.

Tracker

AFMC has developed TRACKER, an Internet website that provides users with information from its data warehouse, which is filled by numerous data systems used by the DOD. It provides the user with information on their requisitions. It works by getting copies of the transactions that are transmitted between the computer systems that are used to acquire, store, repair, and move assets for the AF.

Logistics installation and mission support

The Logistics Installations and Mission Support-Enterprise View (LIMS-EV) provides war fighters with intuitive business intelligence solutions tailored to meet the high operational tempo in today's expeditionary environment. LIMS-EV is a configuration of Global Combat Support System-Air Force (GCSS-AF) services, such as Service Oriented Architecture, software, security, authentication and accreditation. The LIMS-EV serves as the overarching gateway to A4/7 enterprise reporting and analytics. The goal of the LIMS-EV is to be the "One Version of the Truth" across all A4/7 business areas. The LIMS-EV goal is to achieve enterprise views and enterprise interoperability and eliminate stovepipe capabilities that drive users to multiple systems. LIMS-EV has joined supply and maintenance data to provide the AF Enterprise Visibility.

Enterprise Environmental Safety and Occupational Health Management Information System

The Enterprise Environmental Safety and Occupational Health Management Information System (EESOH-MIS) is the AF source for hazardous material data and pollution prevention information. EESOH-MIS provides direct EESOH information management to support active AF units, the ANG, and USAFR, during peace and war, at fixed main bases, bare bases, and deployed locations. It functions as an interoperable, user-friendly system providing accessible information that expedites effective force bed down and other EESOH support during normal and contingency operations.

EESOH-MIS uses state-of-the-art technology to achieve accurate and real-time work management information that, when combined with financial information, supports the customer in all operational environments. The purpose of the EESOH-MIS program is to manage, track, and report hazardous material usage by ensuring only authorized personnel are allowed to order and receive hazardous

material. EESOH-MIS performs four major pharmacy functions: record keeping, controlling inventory, controlling waste, and generating reports. This supports the requirements of the hazardous material pharmacy by providing the following:

- Single point of authorization for use of hazardous material.
- Control of distribution of hazardous material.
- Tracking/reporting system.

Additionally, the system provides HAZMAT managers oversight of orders placed in the materiel management system to ensure only minimum amounts of material required are ordered and that material ordered is used only for its authorized purpose.

007. Reject/Management Notice Program

At times, a computer input will reject because of incorrect data or internal programs that prevent processing. When this happens, the program stops and the reject program takes control of processing. At that point, data base records are restored to their original condition, a reject notice is printed to advise you that certain conditions exist, and that action is required to correct the condition.

Cumulative reject suspense listing

The cumulative reject suspense listing (D818) reflects all accountable rejects and the number of times reprocessing was attempted for each reject. Entries appearing on this list require immediate corrective action. The time frames reflected in the summary totals provide the key to determining whether rejects are being reprocessed or deleted promptly.

Forced deletions

In some situations, the reject can't be cleared by reprocessing the input. This type of reject is usually associated with a document number (DN) error. To clear this type of reject, select option 3 in the reject processor computer program to force-delete the reject image. Only reject monitors may force-delete rejects using the reject processor program. Rejects are not cleared in this manner until coordinated with the individual who created the reject and justification is provided. The reason for the deletion must be entered in the computer. All rejects cleared by the monitor appear on the D20, Surveillance Report, Part 9, Forced Reject Clear Listing. Copies of the D20 listing are sent to each flight for review. Each flight chief must establish controls to ensure forced deletions are processed for valid reasons only. Forced deletions are not processed to delete suspended rejects that can be cleared by a corrected transaction.

Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

005. Interpreting inquiries

1. Which record retrieval code is used to obtain inquiry input on the repair cycle data?
2. What must be entered in the re-leveling flag field of the item record retrieval input to request the requirements computation of a given stock number?

006. In-transit visibility tracking tools

1. What is the definition of an ITV?

2. What is GTN?
3. What is designed to efficiently collect, process, and transmit transportation data?
4. What will process, manifest, and track passengers and cargo?
5. What is GDSS?
6. What is an Internet web site developed by AFMC that provides the users with information from its data warehouse which is filled by numerous data systems used by the DOD?
7. What is the goal for LIMS-EV?
8. What is the purpose of the EESOH-MIS?
9. What does EESOH-MIS provide to support the hazardous material pharmacy requirements?

007. Reject/Management Notice Program

1. What is reflected in the cumulative reject suspense summary totals that provide the key to determining whether rejects are being reprocessed or deleted promptly?
2. Who may force-delete rejects using the reject processor program?
3. What listing shows all rejects cleared by the monitor and is sent to each flight for review?

Answers to Self-Test Questions

001

1. JFBCS.
2. It refers to the Superintendent Repair Cycle Management, who provides operations support to the combat supply activity at a MOB, FOS, and CSL. Manually or using the materiel management system or ILS-S, the JFBRC provides the capability to control, process, and evaluate class IX due-in from maintenance assets. It also inspects and aids in the identification of repairable assets, establishes and manages supply points, manages the AWP program, processes TRN actions, and controls and accounts for repairable deficiency report assets.

002

1. It allows cross-fertilization of training, knowledge, experience, and perspectives to promote a better understanding of supply chain management from an enterprise level.
2. (1) DLA has nine wholesale positions; three each at the following DSCs: DSCC,, OH; DSCR, VA. DSCP, PA.
(2) AFMC has nine wholesale positions; three each at the following ALCs: OC-ALC; Tinker AFB, OK; OO-ALC, Hill AFB, UT; WR-ALC, Robins AFB, GA.

003

1. Established a single point of contact for distribution at wing level. This new concept combined materiel management, transportation, and logistics plans into a single squadron. It also resulted in the birth of the LRS. The LRS gives the wing commander a single point of contact that is able to provide order, movement, and availability status of any item in the distribution chain.
2. Deployment and distribution, materiel management, vehicle management, and fuels management.
3. (1) f.
(2) d.
(3) c.
(4) b.
(5) a.
(6) e.

004

1. (1) d.
(2) b.
(3) f.
(4) g.
(5) c.
(6) j.
(7) i.
(8) h.
(9) e.
(10) a.
2. Plan, Source, Make or Maintain, Deliver and Return.

005

1. Retrieval code 5.
2. Re-leveling flag "R."

006

1. The ability to track the identity, status, and location of DOD units, and non-unit cargo (excluding bulk POL) and passengers; medical patients; and personal property from origin to consignee or destination across the range of military operations.
2. It is a web-based automated command and control information system that supports transportation users and providers—both DOD and commercial—by providing an integrated system of in-transit visibility information and command and control capabilities.
3. CMOS.
4. GATES.
5. AMC's force level C2 system supporting TACC execution authority for effective airlift mission management. It provides AMC with accurate, near real-time data required for making decisions concerning the deployment and employment of AMC resources.
6. TRACKER.
7. Achieve enterprise views and enterprise interoperability and eliminate stove pipe capabilities that drive users to multiple systems.
8. Manage, track, and report hazardous material usage by ensuring only authorized personnel are allowed to order and receive hazardous material.
9. Single point of authorization for use of hazardous material, control of distribution of hazardous material, and a tracking/reporting system.

007

1. The time frame of the rejects.
2. The reject monitors.
3. D20, Surveillance Report, Part 9, Forced Reject Clear Listing.

Complete the unit review exercises before going to the next unit.

Unit Review Exercises

Note to Student: Consider all choices carefully, select the *best* answer to each question, and *circle* the corresponding letter. When you have completed all unit review exercises, transfer your answers to the Field-Scoring Answer Sheet.

Do not return your answer sheet to the Air Force Career Development Academy (AFCDA).

1. (001) Which materiel management unit type code (UTC) identifies the superintendent bare base support?
 - a. JFBAC.
 - b. JFBBS.
 - c. JFBCS.
 - d. JFBCW.
2. (001) Which unit type code (UTC) provides supply expertise during initial beddown at a main operating base (MOB), forward operating site (FOS), or cooperative security location (CSL)?
 - a. JFBDC.
 - b. JFBMR.
 - c. JFBCW.
 - d. JFBFM.
3. (001) Which unit type code (UTC) provides materiel management support to accountable officers, responsible officers, and responsible persons, in the control and accountability of class IX and class VII at a main operating base (MOB), forward operating site (FOS), or cooperative security location (CSL)?
 - a. JFBME.
 - b. JFBDC.
 - c. JFBMR.
 - d. JFBCW.
4. (002) In order to qualify for assignment under the Materiel Management Enlisted Career Broadening Program, program nominees must meet all of the following, *except*
 - a. have a 2S071 control Air Force Specialty Code (AFSC).
 - b. be recommended by their wing commander.
 - c. have less than 15 years' time-in-service.
 - d. possesses the rank of TSgt or MSgt.
5. (002) When does the Materiel Management Enlisted Career Broadening Program selection panel that is chaired by the 2S career field manager (CFM) convene?
 - a. May/June.
 - b. June/July.
 - c. July/August.
 - d. August/September.
6. (002) How many noncommissioned officers (NCO) per year are assigned to each Air Force Materiel Command (AFMC) Air Logistics Complex (ALC)?
 - a. 2.
 - b. 3.
 - c. 4.
 - d. 5.

7. (003) Who is the next senior officer under the logistics readiness squadron commander who also oversees the sophisticated and diverse day-to-day operations within the squadron?
 - a. Vice commander.
 - b. Logistics officer.
 - c. Operations officer.
 - d. Squadron superintendent.
8. (003) Which flight is responsible for the centralized command and control, planning, and execution of all wing deployment operations and the distribution of cargo, passengers, and personal property?
 - a. Logistics operations.
 - b. Command and control.
 - c. Materiel management.
 - d. Deployment and distribution.
9. (003) Which logistics readiness squadron (LRS) flight is the primary liaison between customers and the Air Force Materiel Command Supply Chain Management-Retail (AFMC SCM-R)?
 - a. Logistics management.
 - b. Operations management.
 - c. Materiel management.
 - d. Deployment and distribution.
10. (004) Which supply class includes the major classification of “subsistence”?
 - a. I.
 - b. III.
 - c. V.
 - d. VII.
11. (004) Which best describes supply class VII items?
 - a. Major end items.
 - b. Construction.
 - c. Ammunition.
 - d. Subsistence.
12. (004) Which supply class includes all repair parts and components to include kits, assemblies, and subassemblies?
 - a. X.
 - b. IX.
 - c. VIII.
 - d. VII.
13. (004) Which provides a unique framework that links performance metrics, processes, best practices, and people into a unified structure?
 - a. Supply chain operations reference.
 - b. Air expeditionary forces.
 - c. Unit type code.
 - d. Operation plan.
14. (005) Which *re-leveling flag* is used on a requirements computation inquiry to provide a summary of information about a given stock number?
 - a. C.
 - b. D.
 - c. F.
 - d. R.

-
-
15. (006) What is the tool called that gives the ability to track the identity, status, and location of Department of Defense units, and non-unit cargo (excluding bulk petroleum, oil, and lubricants [POL]), and passengers; medical patients; and personal property from origin to consignee or destination across the range of military operations?
 - a. In-transit visibility (ITV).
 - b. Global Transportation Network (GTN).
 - c. Cargo Movement Operations System (CMOS).
 - d. Global Air Transportation Execution System (GATES).
 16. (006) Which system is designed to efficiently collect, process, and transmit transportation data required to move outbound freight, receive inbound freight, direct in-transit freight, perform airlift clearance, support contingency requirements and provide command and control oversight of cargo moving in the Defense Transportation System (DTS)?
 - a. Global Transportation Network.
 - b. Global Decision Support System (GDSS).
 - c. Cargo Movement Operations System (CMOS).
 - d. Global Air Transportation Execution System (GATES).
 17. (006) Which Air Mobility Command air transportation system supports fixed, deployed, and mobile sites?
 - a. Global Transportation Network (GTN).
 - b. Global Decision Support System (GDSS).
 - c. Cargo Movement Operations System (CMOS).
 - d. Global Air Transportation Execution System (GATES).
 18. (006) Which Air Mobility Command force level command and control (C2) system supports Tanker Airlift Control Center (TACC) execution authority for effective airlift mission management?
 - a. Global Transportation Network (GTN).
 - b. Global Decision Support System (GDSS).
 - c. Cargo Movement Operations System (CMOS).
 - d. Global Air Transportation Execution System (GATES).
 19. (006) What is the Air Force's source for hazardous data and pollution prevention information?
 - a. Asset Visibility.
 - b. Air Force Hazardous Material.
 - c. Hazardous Material Information Resource Systems.
 - d. Enterprise Environmental Safety and Occupational Health Management Information System.
 20. (006) Which system provides hazardous material managers oversight of orders placed in the materiel management system to ensure only minimum amounts of material required are ordered and that material ordered is used only for its authorized purpose?
 - a. Asset Visibility.
 - b. Air Force Hazardous Material.
 - c. Hazardous Material Information Resource.
 - d. Enterprise Environmental Safety and Occupational Health Management Information.
 21. (007) Which program in the materiel management system takes control of computer processing when an error is detected during processing of a transaction?
 - a. Reject.
 - b. Inquiry.
 - c. Management notice.
 - d. Management support.

22. (007) Which supply management listing reflects all accountable rejects and the number of times reprocessing was attempted for each reject?
- a. D818.
 - b. D20.
 - c. D11.
 - d. D04.
23. (007) Who may force-delete rejects using the reject processor program?
- a. Reject monitors.
 - b. Accountable officer.
 - c. Quality assurance personnel.
 - d. Management and system officer.
24. (007) Which supply management listing shows all rejects that have been cleared?
- a. D818.
 - b. D20.
 - c. D11.
 - d. D04.

Please read the unit menu for unit 2 and continue ➔

Unit 2. Operations Compliance and Degraded Operations

2–1. Squadron Quality Assurance Program	2–1
008. Difficulty reports	2–1
009. Quality Assurance Program.....	2–3
010. Analysis purpose and types	2–6
2–2. Report of Survey and Supply Discrepancy Report Program	2–15
011. Air Force report of survey program.....	2–15
012. Supply discrepancy report program.....	2–16
2–3. Supply Interface System	2–19
013. Supply Interface System.....	2–19
014. Supply Interface System residue.....	2–20

JUST AS THE FEDERAL GOVERNMENT has checks and balances, so does the LRS’ materiel management functional community. The AF maintains a huge inventory worth billions of dollars. As a materiel management craftsman, you play an important role in ensuring that supplies and equipment are accounted for according to AFI 23–101, *Air Force Materiel Management* and Air Force Manual (AFMAN) 23–122, *Materiel Management Procedures*. Within an LRS, materiel management’s checks and balances are conducted via surveillance visits, inventories, quality control, analyses, and other means.

This unit discusses procedural and analysis processes, to include difficulty reports (DIREP), surveillance visits, and analysis methods. Once these are discussed, you will learn how to complete a report of survey (ROS) on AF property; how to prepare a Supply Discrepancy Report; the management of Supply Interface Files System, as well as Degraded Operations; and lastly, how to resolve rejects.

NOTE: Throughout this unit, you will find the following “transaction codes” used frequently: FCH, FCS, FCU, FIC, FIX, NF, XB, XD, and XF. These are not acronyms, but again are transaction codes, and they are used within materiel management. Remember this as you read the unit; it will help you better understand the context in which they are used.

2–1. Squadron Quality Assurance Program

In this section, we’ll take a look at some of the many responsibilities of the squadron quality assurance (QA) program. Because of its importance, this program often dictates the overall effectiveness of an organization.

008. Difficulty reports

When the computer does not process or update transactions as it should, an AF Form 1815, Difficulty Report (DIREP) Worksheet, is used to report the problem to AFMC SCM-R QA Activity. The AF Form 1815 is submitted by the user activity through the data processing center (DPC) to the AFMC SCM-R Information Technology Activity DIREP monitor.

A DIREP is an accountable, documented report of a computer system difficulty. It provides information needed to research and analyze the problem. DIREPs are not a means of submitting suggestions and should not be used in place of the AF suggestion program. They are also not to be used for reporting documentation errors noted in AFH 23–123V1, *Materiel Management Handbook Volume One, Materiel Management Reference Information*. The AFMC SCM-R QA Activity is responsible for submitting, controlling, and monitoring DIREPs. However, the accountable officer has the option to assign this duty to the computer operations element.

DIREPs provide information needed to research and analyze an identified problem, and is intended to isolate the source of the problem and provide a permanent solution. All DIREPs submitted by a base receive a formal response, including a correction of the problem, if applicable. Errors that require an immediate resolution should be called in to the AFMC SCM-R Information Technology Activity Helpdesk.

Before a user submits a DIREP, the user and personnel in AFMC SCM-R QA will review the suspected problem to make sure it's valid. It usually takes a team of at least three to submit a thoroughly researched and documented DIREP. The team members include the user, automated data processing equipment (ADPE) supply systems monitor, and the DIREP monitor. The following table reflects the team members and their responsibilities.

DIREP Team Members	
Team Member	Responsibility
User	The individual experiencing the problem and is usually a stock control clerk, accounting and finance (A&F) technician.
ADPE Supply Systems Monitor	Obtains applicable data, such as TRACE files, Executive Control Language (ECL) runstreams, and tape dumps.
DIREP Monitor	Makes sure the problem is not caused by following incorrect procedures.

Difficulty report preparation

When preparing a DIREP, provide as much information as possible. You must fill in *all* blocks on the AF Form 1815 that pertain to the problem. It's better to provide too much information than not enough. The DIREP monitor will act as the POC for all flights within the LRS/CC's control. The AFMC SCM-R QA Activity should appoint both a primary and an alternate DIREP monitor. The monitor's duties include the following:

- Review the submission of all materiel management system DIREPs created by all functional users in the LRS and materiel management area. Review the reports for accuracy, clarity, completeness, and correct mailing address.
- Make sure all supporting documentation is carefully labeled with the correct DIREP number and attached to the DIREP. If the DIREP is inadequate or no supporting documentation is provided, the DIREP may be canceled.
- Maintain a log of all DIREPs submitted to the Defense Mega Center (DMC).
- Monitor the status of DIREP solutions provided on the Worldwide DIREP Status Report (WWDSR). Make sure all DIREPs submitted to the DMC facility are on the WWDSR. Resolve problems encountered when a DIREP does not appear on a WWDSR by closely working with the DMC. It's also advisable to use the WWDSR to track DIREPs submitted by other bases on problems you are experiencing.
- Formally advise DIREP initiators of DIREP results and make the WWDSR available to all users. All DIREPs submitted by bases will receive a formal response that includes a correction of the problem, if applicable.

Difficulty report category codes

Category codes are tools used by AFMC SCM-R Information Technology Activity to make sure reported problems receive proper attention. The category code assigned to the DIREP by the DIREP monitor is used mainly as a guide and may be assigned a different code by AFMC SCM-R Information Technology Activity. All DIREPs are processed through the AFMC SCM-R Information Technology Activity, where a category code of I, II, III, or IV is assigned. When a category code is assigned, use the criteria in the following table.

DIREP Category Codes		
Code	Category	Explanation
I	Major impact	These problems include system loops that cause pointer problems, lost audit trails, and incorrect accountable record updating. Normally, AFMC SCM-R Information Technology Activity corrects these problems immediately and releases data on a special release. Problems involving fatal software errors resulting in serious degradation are usually category I.
II	Severe problem	These type problems stop the computer from processing input, but do not cause looping, nor do they destroy accountable records. Category II problems could cause errors in recovery or up channel reporting. These problems are normally corrected in the next release to be shipped.
III	Chronic problem	This type problem does not stop processing; it might be spacing or incorrect rejects that are rarely encountered. These problems are corrected in the next scheduled release.
IV	Cosmetic error	These are misspelled words and other minor program deficiencies. They are corrected as workload permits.

009. Quality Assurance Program

If you are assigned to QA, one of your tasks is to conduct visits within the LRS's materiel management functional community. QA develops a schedule containing the dates and areas to be visited. Visits must be conducted within ± 60 days of the date of the previous year's surveillance. This schedule is distributed to all functions with an information copy to the accountable offices. A copy of the schedule and any changes are filed in QA. The accountable officer can schedule more frequent visits as needed.

Research

Before conducting a visit, thoroughly research the applicable directives pertaining to the function you are going to visit. In effect, you must become an expert on the subject. Thorough research enables you to answer questions that may be asked.

Conducting a surveillance visit

Surveillance visits to all materiel management functions, except fuels, are scheduled on an annual basis. When conducting a visit, use the following basic ground rules:

- Check in with the flight chief.
- Do not bypass the supervisor of the area you are visiting.
- Do not tour alone. Have the flight chief or supervisor of the area with you.
- Obtain the confidence of the people you are assigned to visit. Explain you are not there to write them up, but to help them.
- Check out. Let the flight chief know you are finished.
- Prepare a written report (if necessary).

Use checklists

Use checklists when conducting surveillance visits. The checklists are developed at either MAJCOM or base level. Additional checklist items may be added without prior approval. QA reviews the checklists to make sure they are accurate, complete, and valid, making any necessary changes before conducting a visit. Write-in changes are acceptable. Required visits, as a minimum, consist of the following actions:

- Follow up on corrective actions taken on all prior deficiencies identified within the past two years during higher headquarters inspections, audits, surveillances, analyses, and so forth.

List this information as special topics for review if it's not otherwise included on the checklist.

- Review current operating procedures to ensure assigned personnel completely understand and use the correct procedures. This review should include how well personnel prepare and process inputs and outputs. The purpose of this review is to make sure assigned personnel thoroughly understand and use the procedures.
- Review the use of standard computer products, making sure personnel are familiar with the products available and know how to use them. Review all recurring products requested by the flight or section. The review should determine if the data are still relevant and required. Other reviews include housekeeping and safety practices and compliance with AFI 23-101, *Materiel Management*, to ensure materiel management personnel are properly controlling classified property, the mission change program, and standard reporting designator (SRD) processing.

Review management records and reports

Management records and reports provide statistical data on the materiel management system. This data will enable you to review and analyze the materiel management system operational effectiveness and identify potential problem areas. It's also a quick, accurate way of identifying deficiencies within the materiel management functional community that affect the overall LRS. So, use these records and reports to the maximum extent possible when conducting your visits. Make sure you coordinate your review of management products with the QA element. This will avoid duplication in identifying problems and in determining training requirements.

Exit briefing

Once the surveillance visit is completed, brief flight chiefs and all section supervisors on the results. Thoroughly discuss all deficiencies, and resolve any differences of opinion at that time.

Surveillance report

Furnish a detailed written report of the visit to the flight chief within five workdays after the exit briefing. Your report should identify all deficiencies, their main causes, and recommended changes. Be sure to identify repeat discrepancies and list the source of the original discrepancy. Your surveillance report should also contain any training deficiencies found and recommended training subjects. If training is involved, provide a copy of the report to the training element. Be sure the report identifies deficiencies needing an in-depth analysis to determine core causes, corrective actions, and so forth. If the report specifies analysis, provide a copy to the QA element. A copy of the completed analysis is filed with the surveillance report.

Flight chiefs are responsible for ensuring prompt, meaningful, and positive corrective action is taken to eliminate the deficient condition, or conditions, and prevent recurrences. The following list provides some information that should be included in the written report:

- Recommend operational and procedural changes when necessary.
- Determine the main reason or suspected main reason for deficiencies (e.g., lack of training or guidance, ineffective use of personnel, poor management, etc.).
- Provide technical assistance or clarify procedures in order to eliminate violations of supply discipline (AFI 23-111, *Management of Government Property in Possession of the Air Force*).

A transmittal letter is sent with each surveillance report. At a minimum, the letter contains the following information:

- Specific reply instructions.
- Personnel briefed on the findings.

- Beginning and ending date of the surveillance.
- Personnel contacted (flight chief, section chiefs, etc.).

Reply review

Replies to surveillance reports are due within 15 workdays of the date of the report. Ensure the reply contains all corrective and preventive actions taken and/or planned, and indicate if the discrepancy is closed (corrective action completed) or open. Replies to open discrepancies should indicate the corrective action taken and the estimated completion date (ECD). Actively monitor ECDs to ensure the corrective action is completed in a timely manner.

A QA supervisor will review the replies for adequacy and completeness and present corrective or preventive actions, if not already accomplished by the replying organization. Approval, disapproval, and comments are provided by the LRS commander or accountable officer. Any unacceptable replies are returned to the appropriate branch for further action. Completed surveillance reports and replies are filed in QA.

Other elements that support a site visit to ensure an effective outcome include the following:

- Self-inspections.
- Customer support visits.
- Special interest items (SII).
- Suggesting a system or procedure change.

Special interest items

QA is the primary POC for special topics or subjects designated by the materiel management officer, LRS/CC, or accountable officer. AF special subjects and MAJCOM SIIs are processed according to applicable regulations and command directives. If needed, SIIs may be established at base level. SIIs should be a temporary emphasis on a specific item, and normally last six months or less. The QA element establishes local procedures to control, document, and process all SIIs that apply to the LRS/CC. The QA element monitors the action taken to correct these locally identified problems.

Self-inspections

Self-inspections compliment surveillance visits and other external inspections and assessments. They are different from surveillance visits in that each section or flight evaluates itself. This is in contrast to having QA or other outside organizations looking at your programs. Self-inspections are conducted using established checklists for each area.

Customer support visits

The LRS/CC will select highly experienced materiel management personnel to form shop-oriented customer assistance teams. These teams will be responsible for visiting activities to determine if customers are receiving quality support and where materiel management support is not satisfactory. Where customer support is found to be unsatisfactory, specialized materiel management personnel will make follow-up visits in order to help correct the problem. These visits will be documented.

Procedural changes

Almost everyone has ideas about how something should be done. The AF naturally wants to find the *best* way to do a job, so you're urged to submit your ideas. These ideas may be a change to a system design or a change in procedures. If you or your AF activity has an idea or change to recommend, follow the written guidelines. Submit your system design or change proposal by letter, suggestion, or other written communication through command channels to your MAJCOM. The QA personnel review and validate all proposed changes and suggestions. These proposals are then sent through materiel management channels to the accountable officer for final review *before* submission to higher headquarters.

Quality assurance program

The QA program provides the LRS/CC, civilian director, and senior leadership with an assessment of the unit's ability to perform key logistics processes ensuring standardized, repeatable, technically compliant process execution, while promoting a culture of professional excellence and personal responsibility. The QA program is designed to provide a method of evaluating compliance with AF, MAJCOM, and local logistics policy and guidance. The QA program will also help identify any area, program, or equipment system that is not compliant with standards. It's also used to identify deficiencies, root causes, or possible solutions to problem areas. The QA program personnel identify trends and provide a comprehensive report to all levels of management. Overall, the QA program provides an objective sampling of both the quality of processes and the proficiencies of LRS personnel.

010. Analysis purpose and types

This lesson introduces you to the basics of analysis and explains the duties of the QA element and the analyst. It also explains the different methods of analysis.

Analysis function

One of the most important evaluating activities available to the accountable officer is the analysis function within QA. Analysis is a controlling function designed to analyze the operation of the materiel management system and show the effectiveness of the account. Looking at it from this perspective, analysis is also a form of self-inspection that, in conjunction with the supervisor's informal self-inspection program, should ensure the account is sound. QA has many varied responsibilities. The specific duties listed in the following table must be accomplished by QA. However, accountability is not limited to these duties. The accountable officer or flight chief may request special analysis projects for suspected problem areas not identified during an analysis.

Quality Assurance Duties	
Duty	Description
Ongoing analyses	<p>Obtain and analyze statistical data to determine the effectiveness of the account.</p> <ul style="list-style-type: none"> Identify deficiencies. Analyze identified deficiencies. Determine causes. Recommend corrective action. Recommend related analyses projects to the LRS/CC (or accountable officer) and flight chiefs. These analyses projects may solve the deficiencies or examine related problems. Perform analyses of specific problems as directed by the materiel management functional management staff.
Data review	Review training reports, surveillances, and supply management activity group (SMAG) analyses. Stay current with the account's status and be aware of any problems.
Supply Discrepancy Report (SDR)/Report of Discrepancy (ROD)	Perform an analysis of incoming and outgoing SRD and ROD as directed by the LRS/CC. This analysis will identify to the appropriate managers adverse trends that require corrective action.
M16 Analysis	Analyze the M16 to identify trends in shipment losses by the source of supply and mode code at least semiannually or more often if directed by the LRS/CC or accountable officer. When adverse trends appear for a specific supply source, the service representative for that supply source should be contacted to help determine the cause and resolve the problem.
Customer complaints	Work with customer support to perform an analysis of all customer complaints or

Quality Assurance Duties	
Duty	Description
	problems. The LRS/CC or accountable officer determines the frequency of an analysis. However, recommend the analysis be performed at least semiannually and the most recent six-month's data be used to determine trends.
Out-processing procedures	Perform a semiannual analysis of out processing procedures when the LRS/CC or accountable officer elects to clear property accounts.
Inventory Analysis Program (IAP) (If used)	<p>Maintain the AF Logistics Management Agency-developed IAP original and backup files.</p> <ul style="list-style-type: none"> • Use the IAP when doing inventory analyses. • Help the inventory element analyze the inventory adjustment trends. Recommend selective adoption of extra controls when necessary. • Help the inventory element analyze the monthly inventory discrepancies and adjustments. Perform special analyses of the monthly adjustments as requested by the LRS/CC, accountable officer, or flight chiefs. • Accomplish a complete analysis of the inventory adjustment and discrepancies at least semiannually using the most recent six-month's data. The LRS/CC or accountable officer may delegate the semiannual analysis to inventory. Recommend selective adoption of extra controls when necessary.
"How Goes It" briefings	Attend "How Goes It" briefings. Use this time to present the results of statistical and deficiency analyses, describe the status of ongoing analyses, and identify projected new analyses requirements.
Aircraft Sustainability Model (ASM)	Maintain and operate the ASM when authorized.
Analyses documentation	Document the analyses, including findings and recommended corrective actions. Provide final documentation to the LRS/CC or accountable officer and affected flight chiefs, and provide procedures for subsequent action.
Analyses files	Maintain a file of statistical and analyses documents used in managing the account.

The analysis program and the analyst

A materiel management analysis program is not just a single product, publication, or briefing. It's all of these, along with any other of the various means used to pass analyzed information to the commander or accountable officer. *Analyzed* information is stressed because without selection and analysis, all the commander or accountable officer would have is a meaningless stream of raw data.

The accountable officer entrusts QA with the task of assigning meaning to raw data and providing information that can be used to determine the account's effectiveness. The accountable officer must have the data in meaningful form before it can be used. He or she must know what the organization has done in the past and how it's doing at the present before directing future efforts. It's QA's job to ensure the commander is completely informed through the use of the analysis program. This makes QA responsible for the entire scope of the analysis program, including development, selection, analysis, and presentation.

The responsibilities entrusted to QA are among the most important in any organization. An effective analysis function identifies and corrects problems before they become too serious where they affect the operational capability of the LRS, the wing, and base. The analyst must meet these responsibilities and have a program designed to enhance the entire materiel management operation.

An effective analysis program *must* be based on, and serve, the objectives of the organization. Once the organization's objectives are determined, an analysis program can be implemented to support those objectives. The objective of the analysis program is to improve the efficiency and effectiveness

of the LRS' materiel management account by analyzing data relevant to the materiel management system and initiating improvement or corrective actions.

The program should include analyzing and interpreting management data to determine materiel management account effectiveness and favorable or adverse trends. The analysis includes trends, comparison of performance with prescribed standards, recommendations of corrective actions for deficient areas, and briefings as required.

When conducting your analysis program, provide an in-depth and qualitative product. QA may perform analyses by examining problems or potential problems identified by the accountable officer, flight chiefs, unexpected fluctuations, or trends in statistics. QA also performs analyses when directed by higher headquarters.

Analyses may be conducted within the office, in the work area, or in customer organizations, as ideas and sources of analyses are plentiful in every account. You must have a way of keeping them visible and in your mind until you get a chance to perform them. As you accumulate ideas, put them on an analysis project board. Use the board to display present and future analyses and the status of each.

Analysis types

Commanders have a wealth of information available, however, they must depend upon someone else to analyze and summarize it in order for them to use it in the decision-making process. Your job as an analyst is to do that on a systematic and recurring basis. The accountable officer needs to know where the account is now relative to where it should be, and what the impact and implications of present trends will be. Emphasis should be made on future expectations and actions needed, as well as specific investigations necessary to determine causes and corrective actions of any identified problems or conditions that exist.

The analytical process is a logical method in which a problem is broken down into parts. Personnel then examine the nature, proportions, functions, and relationships of these parts to the process. The analysis function may revise the methodology occasionally; however, the materiel management functional analyst must continue to use a logical, formalized procedure. The three formalized methods include trend analysis, problem analysis, and special studies.

Trend analysis

This method is normally used for recurring reports. The analyst compares the statistical data of the account to an official file of factors, standards, and norms (MAJCOM, wing, base, and LRS/CC goals). To identify unfavorable or favorable deviations or trends, compare the trend analysis data to established factors, standards, and norms. Prepare charts or graphs displaying the account's performance. Present these charts or graphs to the supply management staff at periodic "How Goes It" meetings. Be prepared to forecast future effects based on trends. Forecasting is based on statistics that the analyst must substantiate with logic and good judgment. Correlations, applied properly, are handy statistical tools in making forecasts.

To conduct a trend analysis, gather local statistical data from supply management reports (e.g., D14, M32, Query Language Processor [QLP], etc.) for all items that are used to manage the account. Factors, standards, and norms are usually developed locally or are contained in data banks in a MAJCOM established evaluation system. If there is no MAJCOM evaluation system, the supply analyst must determine what should be regularly analyzed in order to determine how well the mission is being performed.

Maintain information manually and/or by computer. Any system developed by the supply analyst should be easy to use with available resources, allowing the analyst to find data quickly. To help accomplish this, a simple notebook or ledger system is a good way to maintain recurring statistical data.

Problem analysis

This method is used to analyze any problem, including those identified through trend analysis, those specified by MAJCOM, and those requested for special analysis by the LRS/CC or flight chief.

Special study

A special study is normally used for a close review of a specific activity to determine if there are any problems or potential problems. Use this analysis to satisfy a one-time requirement or to solve a specific problem.

Review metrics

QA identifies and reviews all trend factors on specific subjects and determines the statistics and source documents required to perform an analysis. Examples of source documents are surveillance documents, funds management analyses, training reports, and so forth. For a thorough analysis, individuals assigned to perform an analysis project must work with all supply functions, customer organizations, and other agencies to make sure they gather complete and factual information.

A good analysis program should address activities that are essential to materiel management's overall mission accomplishment. Observations should be limited to meaningful areas that depict the overall mission. This is accomplished by selecting key information for monitoring performance. This key information is referred to as *management indicators* which are performance measures that represent a key result. Management indicators are selected for monitoring areas of deficiency at staff and command level where management control can take place.

Select management indicators

Some of the management indicators are preselected. Some examples of common materiel management indicators include stockage effectiveness, mission capability (MICAP), priority due-out, warehouse refusal, inventory accuracy, percentage of base repair, delinquent reject, delinquent document, and record reversal and correction rates. Each of these indicators, along with many others, can be used to help determine how well the materiel management account is functioning.

Gather your data

After determining which management indicators will be used, gather the required data from the appropriate sources. A good place to begin gathering data for the account is from materiel management reports (e.g., the Daily Base Supply Management Report [D14], and the Monthly Base Supply Management Report [M32]).

Don't limit yourself to the data found in management reports. Other sources of information that can help you identify problems and assist you in gathering data are internal surveillance reports, cross feeds, training reports, audits, and source documents such as AF Form 2005, Issue/Turn-In Request; or DD Form 1348-1A, Issue Release/Receipt Document. Staff meetings, briefings, and personal visits and contacts also provide excellent sources of information that should not be overlooked.

Identify deviations

Deviations or deficiencies are unfavorable factors that may exist in the materiel management account. The data collected will help determine if any areas deviate from the norm or accepted standard. It will also account for any deficiencies that are affecting the materiel management account. Identifying deviations and deficiencies will highlight how significant problems or trends are impacting an account.

Determining causes for deviations

The deviation data needs to be analyzed to determine the cause for the deficiencies. Keep in mind that the cause may be something which is presently happening, something that occurred in the past, or a combination of factors that resulted in poor performance. It's possible that the cause has already been

corrected, but it should still be identified. Once the cause is revealed, you must determine whether it's an isolated incident or a situation that demands action to correct and prevent recurrence.

Determining materiel management effectiveness

While collecting data on your materiel management account's operation is important, what do you do with these management indicators once you have collected data? All of the management indicators and data collection in the world will do no good if you do not have a means of identifying deficiencies and solving any problems you may encounter. This may cause you to develop new procedures, or in some cases, identify additional training requirements that may need to be implemented.

The first step after you collect your data is to identify any deficiencies that may exist. This is done by determining if any areas in the collected data deviate from the norm or accepted standard. A system as large and complex as the materiel management system inevitably has problems. These problems derive from a number of factors such as the ones described in the following table.

Materiel Management System Deviation Factors	
Factors	Description
Magnitude of the supply system.	Any operation the size of the AF's materiel management system is extremely difficult to manage.
Complexity of the supply system.	The materiel management system is a major part of the total mission support; it must satisfy the needs of a wide range of specific customer requirements for highly technical weapon systems and other supply and equipment needs.
Factors of change.	The materiel management system must be capable of providing needed support for new weapon systems and existing systems, which are constantly being upgraded. The system requires flexibility to adjust to the tactical and strategic concepts, which dictate the manner in which supply support is accomplished.

There are a number of ways to identify materiel management deficiencies. Some are quite obvious (i.e., the deficiency sticks out like a sore thumb), while others involve a certain degree of effort to search out and correct. If a customer doesn't get property within prescribed time limits, a deficiency exists, and it needs to be identified and resolved.

The keys to deficiency identification are the analysis program, both the continuing and recurring, and the special analyses. Remember, some special analysis projects are based upon deficiencies identified by higher headquarters, the accountable officer, flight chiefs, or customers. As an analyst, you'll help the accountable officer decide what warrants special attention and what priority each analysis request is given. How can you help in the decision-making process? Knowing and understanding the events taking place within the account makes you a valuable asset to the accountable officer. The accountable officer will come to rely on you to help identify problems and determine corrective actions he or she can implement. One method is through the employment of a continuing analysis.

A continuing analysis is one of the most important day-to-day functions you'll perform. However, to accomplish this type analysis, you must know what to specifically look for in certain reports and listings. If you're not aware of which reports to obtain information from, then you're already behind the power curve as to what potential you can achieve. A continuing analysis can, and in most cases will, identify a problem before it gets out of hand. This allows you to be proactive and perform an analysis the way it should be done—before a large problem exists. Too often you hear that "there're too many fires to put out." When this occurs, you are not maximizing the potential you have as an analyst. The question is, "What do you specifically look for in your continuing analysis?" First, know your mission and the desires of the accountable officer. Secondly, apply your knowledge of the LRS materiel management operations and look at other indicators that relate to mission accomplishment and the accountable officer's desires.

For example, if the accountable officer is concerned about low stockage effectiveness, you would review the D14. You may need to look at fund requirement images. You may also want to look at the fund requirement codes (FRC). Too many FRCs could mean the materiel acquisition control record (MACR) is set too low. Even though the accountable officer wants you to specifically concentrate on low effectiveness, you're already ahead of the game.

It was identified previously which reports provide you certain information, such as the D18, M32, among many others. Within the first part of this lesson, you read about various indicators within reports. The following table provides information on what causes previously identified indicators to become unfavorable. By no means are these all the answers to your problems, but they are a start.

Indicator Causes	
Issue	How to Troubleshoot
Low issue/stockage effectiveness.	<p>MACR set too low. This causes FRCs and then you selectively requisition items. It doesn't allow the materiel management system to use the requisition objective (RO) effectively, as if there were no FRCs.</p> <p>Identify if stock levels are required and if so, determine whether proper procedures are being followed.</p> <p>Review issue exception (IEX) and requisition exception (REX) codes; these codes are needed and are valid.</p> <p>Review stockage priority codes (SPC), especially alpha and SPC "5." Alpha SPCs are not automatically increased or decreased on demand like SPC "1" – "4" are. SPC "5" will not increase or decrease until a second demand has occurred. (You may or may not want this to happen.)</p> <p>Is requirements computation being processed as it should? Is the correct "C" factor used?</p> <p>Is file status being done?</p> <p>Review the M04 to ensure your bench stock is working correctly and you're not having demands on items that should be in the bench stock.</p> <p>Review the M10 and M32 for excessive inventory adjustments. Adjusting assets off the item record has a profound effect on stock control.</p> <p>Check the in- and out-bound Supply Interface System (SIFS) file to ensure requisitions are getting to the right destination.</p>
Inventory accuracy problems.	<p>Ensure Part Two of the D04 is being verified by inventory personnel. It allows them to check "FCS," "FCU," and "FCH" transactions.</p> <p>Verify counts and recounts before adjustment, especially degraded operation documents while the assets were frozen for inventory. Don't assume the recap sheet is correct. Use the GV818 to ensure all degraded operations transactions are accounted for.</p> <p>Ensure R36 options are done before the inventory.</p> <p>Determine if the same stock numbers come up over and over again for adjustment or if the same type item is being adjusted often. You may have to assign a locally controlled item code (CIC).</p> <p>Watch for locations with a number of boxes open. If this happens, then the quantity listed in the box is probably incorrect, causing a recount.</p> <p>Consider sampling documents to ensure the quantity listed matches the quantity pulled.</p> <p>Only perform a sample inventory (R17) when your inventory problems disappear.</p>

Indicator Causes	
Issue	How to Troubleshoot
Low bench stock effectiveness.	<p>Review the M04 for adds, changes, and deletes. Even though this is a monthly report, it doesn't mean you can't get it more often.</p> <p>Ensure weekly "walk-throughs" are accomplished and assets are red flagged if they fall at or below the 50-percent mark. You may want to consider establishing a level to ensure out-of-stock conditions are at a minimum.</p> <p>Consider assigning excess exception (EEX) codes (i.e., EEX 5) to assets, if needed.</p> <p>If the item is "XF/XD," consider a supply point.</p>
MICAP support problems.	<p>Review levels to ensure they support mission goals and MICAP cause codes.</p> <p>Ensure MICAP checklists are complete before input of the not-on-record (NOR), and include Defense Logistics Agency Disposition Service (DLADS) on the checklist. This allows the number of delete code "9" to be at a minimum.</p> <p>Review cause codes as to why the MICAP occurred. This is the most important information to gather.</p> <p>If applicable, review I023 management notices for other assets available.</p>

Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

008. Difficulty reports

1. What form is submitted when the supply computer does not process or update transactions as it should and to whom is the form submitted?
2. Who is responsible for submitting, controlling, and monitoring DIREPs?
3. Who are the DIREP team members?
4. What office appoints both the primary and alternate DIREP monitor?
5. What category DIREP is normally corrected immediately?

009. Quality Assurance Program

1. What must be done before conducting a surveillance visit?
2. List the six ground rules when conducting a surveillance visit.

3. What products are used to conduct a surveillance visit and who develops them?
4. Why is the review of management products coordinated with the quality assurance element?
5. Your unit has just had a surveillance visit and received two write-ups. The inspector discussed the discrepancies with your supervisor. When can your unit expect a report on the two discrepancies?
6. Within what timeframe are the replies to a surveillance report due?
7. How long should a special interest item last?
8. How are self-inspections different from surveillance visits?
9. Who will select highly experienced materiel management personnel to become shop-oriented customer assistance teams?
10. Who reviews and validates all proposed changes and suggestions?
11. What information is provided to LRS leadership through the QA Program?

010. Analysis purpose and types

1. What is the purpose of the analysis function within QA?
2. What purpose does the SDR and ROD serve?
3. What are “How Goes It” briefings used for?
4. Why is it necessary to analyze information before passing it to the commander or accountable officer?

5. What four elements are included in the analysis program?
6. What does an effective QA analysis include?
7. List the three methods of analysis.
8. What type analysis does the analyst conduct when he or she compares the statistical data of the account to an official file of factors, standards, and norms (MAJCOM, wing, base, and LRS/CC goals)?
9. What type of analysis is normally used for a close review of a specific activity to determine if there are any problems or potential problems?
10. Define the term management indicator.
11. Name five of the nine select management indicators that help determine how well the materiel management account is functioning.
12. Where is a good place to begin gathering data for the account after determining which management indicators will be used?
13. What purpose does identifying deviations and deficiencies serve?
14. When conducting an analysis, how is collected data used to identify deficiencies that may exist?
15. What are the keys to deficiency identification?
16. What type analysis can, and in most cases will, identify a problem before it gets out of hand, allowing you to be proactive and perform an analysis the way it should be—before large problem exists?

17. What indicator may become unfavorable when MACRs are set too low?
18. What indicator may become unfavorable when weekly “walk-throughs” are *not* accomplished and assets are *not* red flagged when they fall at or below the 50 percent mark?

2-2. Report of Survey and Supply Discrepancy Report Program

In this section, we’ll look at the ROS and supply discrepancy report (SDR) programs. The AF ROS program is used to determine liability, whereas the AF SDR program is used to determine what went wrong during shipment of an item through the supply system.

011. Air Force report of survey program

Because of the vast amount of high-dollar AF property used every day, there must be some deterrence to it being stolen or damaged through neglect, misconduct, or deliberate misuse. That deterrence falls under the AF ROS program.

Air Force report of survey introduction

All AF members and employees can be held liable for the loss, damage, or destruction of government property caused by their negligence, willful misconduct, or deliberate, unauthorized use. Financial liability cannot be assessed unless it appears that an individual’s actions, or failure to act, constituted negligence, willful misconduct, or deliberate unauthorized use. There must be clear evidence to hold an individual liable.

The following list gives various purposes of the ROS program:

- Research and investigate the cause of loss, damage, or destruction of government property and determine if it was caused by an individual’s negligence or abuse.
- Assess monetary liability against individuals who have lost, damaged, or destroyed government property, or relieve them from liability if there is no evidence of negligence, willful misconduct, or deliberate unauthorized use of the property.
- Provide documentation which can be used to support the adjustment of accountable records.
- Provide commanders with case histories which will enable them to take corrective action to prevent recurrence of the incident.

The ROS program is applicable to all AF commands; however, not all ROSs are organized the same, and not all have the same mission. As a result, individual base implementing procedures may vary from command to command and from base to base.

DD Form 200

When property is lost, damaged, or destroyed by an individual or an organization, the organization that has possession of the property will initiate the ROS and that unit commander, or in some cases the appointing authority, will appoint an investigating officer (IO). The IO will complete a DD Form 200, Financial Liability Investigation of Property Loss, in IAW AFMAN 23-220, *Reports of Survey for Air Force Property*, to determine the facts in the ROS and to assign financial responsibility or relieve the individual(s) of responsibility.

NOTE: The IO will be an officer, senior noncommissioned officer (E-7 or above), or civilian employee in grades general schedule (GS)-7, wage grade (WG)-9, wage leader (WL)-5, or wage supervisor (WS)-1 or above.

012. Supply discrepancy report program

There are circumstances that dictate how you prepare and process a SDR in reporting a problem with a supply item that is received damaged or misidentified, or contains a quantity error. SDRs and associated responses may also be reported by electronic means, to include the automated discrepancy reporting system and EDI, customer service help lines, e-mail, or any other manner acceptable to the submitter and recipient.

Receipt problems that involve the improper identification or condition of materiel generally form the basis for preparing and submitting an SDR. The receiving activity prepares the SDRs when a discrepancy is discovered; they are then forwarded to the shipping activity to advise them of the error. Discrepancy reports provide the basic source and/or support documents for property adjustments and inventory accounting records.

The following table identifies some common discrepancies that require reporting.

Common Discrepancies that Require Reporting	
Discrepancy	Reporting Conditions or Remarks
Duplicate Shipments	Report regardless of dollar value.
Incorrect Items	Report incorrect or misidentified material or unacceptable substitutes regardless of dollar value.
Misdirected Material	When improperly addressed and shipped to the wrong activity, regardless of value.
Misrepresented Conditions	When the condition of an item, which exceeds \$100 per line item, is different than what is shown on the shipping document.
Overage or Shortages	When the value is greater than \$100 per line item, except controlled items, which will be reported regardless of dollar value.
Packing	Includes improper packing, preservation, markings, and unitization discrepancies.
Product Quality	For grant aid shipments, despite dollar value.
Supply Documentation	When documentation is missing, incomplete, or improperly prepared, regardless of dollar value.
Technical Data	Report missing or incomplete technical data items regardless of dollar value (e.g., name plates, handbooks, warranty data, specifications, manuals, technical reports, etc.).
Other	Not previously described. The supply inspector makes the final determination of the requirement to submit an SDR.

Do *not* report the following activities:

- Transportation-type discrepancies.
- Discrepancies found while materiel is in storage.
- Shipping discrepancies involving personal property shipments.
- Discrepancies involving the shipments of privately-owned vehicles.
- Product quality deficiencies (except as noted in the preceding table for grant aid shipments).
- Discrepancies involving local base or station deliveries to or return from internal or satellite activities.
- Foreign military sales (FMS) and cooperative logistics supply support arrangements under the international logistics program.

- Discrepancies involving shipments on requisitions or purchase orders from personnel services activities that cite non-appropriated funds.

Submission time standards

Receiving activities must submit discrepancy reports as soon as possible but not later than the time standards listed in the following table.

Receiving Activity Discrepancy Report Turn-In Timeline	
Situation	Report Time Requirement
Shortage or Overage of Controlled Items	Within 24 hours of discovery.
Continental United States (CONUS) Destinations	90 calendar days from date of shipment.
Overseas (US government destinations)	150 calendar days from the date of shipment.
Contractor Warranties	Prescribed in individual warranty clauses or contracts. These time limits override other time limits specified here.

NOTE: The action activity is allowed 30 calendar days (for controlled items) and 55 calendar days (for all others) from the date it receives an item discrepancy report to reply to it.

The suspense file

Forward suspense copies of all SDRs to customer support, which will maintain a consolidated suspense file for each SDR submitted by the LRS. Once a reply is received to the SDR, the suspense file copy is destroyed.

NOTE: The accountable officer may elect to have another office maintain the suspense file. However, the office responsible for maintaining this file also accomplishes all follow-up and processing actions required.

Processing timely follow-ups

When an action activity does not reply to an SDR within the prescribed timeframe, the reporting activity follows up by sending a copy of the original Standard Form (SF) 364, Report of Discrepancy (ROD), with the word FOLLOW-UP, and the date the follow-up is prepared on the top of the form. Send the first follow-up 55 days after the SDR was initially submitted. Send a second follow-up, 45 days after the first follow-up. If no reply is received within 45 days from submission of the second follow-up, close out the suspense on the SDR and consider it unresolved. An SDR is defined as unresolved if a reply has not been received in 146 days. Forward all unresolved SDRs to the MAJCOM for help.

Processing follow-up actions

Although details will appear on the SDR listing from 55 to 109 days after the initial submission of the SDR, only select the details for a first follow-up that are at least 55 days old. Details for the second follow-up may be selected 45 days after the first follow-up.

Identify all non-classified item details appearing on the follow-up listing for DOD shipments valued at less than \$100. A&F will then automatically delete the corresponding claims receivable/payable detail records. All classified items, regardless of cost, will require follow-up action.

Prepare and process a follow-up for the initial SDR; enter an "F" in position 7 of the SF 364, and process the tracer action required (TAR) input to update the follow-up fields on the 213/221 records to show that the follow-up has been performed.

After receiving a reply to an SDR, personnel responsible for conducting follow-up action will enter an "R" in position 7 and process a TAR input to update the detail. As a result, the detail will no longer appear on the SDR listings, but will remain in the computer until A&F personnel process the proper billing adjustment input. Copies of all SDR replies must then be forwarded to A&F.

Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

011. Air Force report of survey program

1. Who can be held liable for the loss, damage, or destruction of government property caused by their negligence, willful misconduct, or deliberate unauthorized use?
2. What are the purposes of the ROS program?
3. What form is used to process a ROS?
4. Who can be a ROS investigating official?

012. Supply discrepancy report program

1. What provides the basic source and/or support documents for property adjustments and inventory accounting records?
2. When are overages or shortages required to be reported?
3. When would a discrepancy report not be submitted?
4. Within what time standard must the receiving activity submit an SDR for shortage of a controlled item?
5. What happens to the suspense file copy of an SDR when its reply is received?
6. When is the second follow-up sent to an action activity that has not replied to an SDR?

7. Where are copies of all SDR replies forwarded to?

2-3. Supply Interface System

The materiel management system is just one of many automated data systems (ADS) involved in the logistics process of supply items. There are many other ADSs that interface with the materiel management system. Some systems play a major role in the materiel management system, while others have only a minor role. All of these systems working together make the AF logistics system function efficiently.

013. Supply Interface System

Each day, thousands of transactions are transmitted in and out of the base materiel management system. For these data images to leave or be received on base, they must go through the Automated Data Reports Submission System (ADRSS), which is the system that sends and receives data on base. ADRSS actually consists of two subsystems—one for incoming messages (ADRSS II) and one for outgoing (ADRSS).

- ADRSS II (Base-Level automatic digital network [AUTODIN] Messages Extraction System [BLAMES])—processes all *inbound* messages.
- ADRSS—prepares data reports for *off-base* distribution.

Supply Interface System purpose

The primary goal of SIFS is to dispatch data images generated by the materiel management system application programs. SIFS will dispatch data images generated by batch and transaction interface package (TIP) processing. SIFS also serves as a materiel management system interface between other automated systems. This is normally accomplished by using the ADRSS system to send and receive data via Defense Data Network (DDN). SIFS will also transfer materiel management system data images to and from the Standard Procurement System (SPS), formerly Base Contracting Automated System (BCAS) and the AFEMS.

User files

SIFS user files provide users with the capability to re-direct specified transaction identification codes (TRIC) or *program* images to a file of their choice. For instance, users may want a holding area for images to be input at a later date. Users can also apply the images as input data into another program such as R32, or generate a local report through report generator tools (e.g., QLP, Supply User Report Generator [SURGE], etc.). This provides users with the flexibility to tailor SIFS to local requirements.

User files should not be utilized as a local failsafe for all images. SIFS has built-in recovery and contingency procedures. Storing all images for the purpose of backup into a local user file is a duplication of effort and an abuse of system resources.

Managing SIFS user files is very important. Understand that flat files can easily be lost, destroyed or corrupted. There are many reasons why the data may be destroyed (e.g., operator error, power fluctuations, disk crash, etc.). The element's SIFS monitor should pay attention to detail to eliminate or significantly reduce the chance of problems.

During degraded operations, any images that have to be sent out should be given to the SIFS gang monitor. Generate these images using either a standard text editor or word processor. If word processors, such as Microsoft® products Word, WordPad, or Notepad are used to generate data images, ensure that the file containing the data images are in plain American Standard Code for

Information Interchange (ASCII) format so there are no embedded control characters (i.e., tabs, carriage control characters, etc.).

014. Supply Interface System residue

SIFS residue files are designed to ensure that any inbound or outbound images that could not be identified or dispatched are cleared in a timely manner. The SIFS residue files are extremely important and should be cleared as soon as possible. The following lessons provide detailed instructions on how to review and clear SIFS residue images from the files. Guidance is also provided on how to prevent inbound and output images from being placed in residue hold.

Supply Interface System residue records

The SIFS residue files are created for each inbound or output file when a corresponding SIFS control record cannot be found. SIFS dispatch jobs form a CALC KEY which consists of both the stock record account number (SRAN) and the TRIC, or the SRAN and the Program Number (Batch). Using this CALC KEY, Inbound and Output runs will make an attempt to retrieve the corresponding SIFS control record. If the SIFS control record cannot be found, the image to be dispatched will be written to the appropriate Inbound or Output SIFS residue file.

Functional systems management section (LGLOS) is responsible for ensuring all SIFS residue images are cleared as soon as possible. For management purposes, SIFS residue images are considered delinquent after 24 hours and require immediate action. All SIFS residue images will be reported on the SIFS end of day (EOD) report and will automatically be deleted if they are over 10 days old.

Any records placed in residue will be reported on the SIFS EOD report. LGLOS will review the residue portion of the SIFS EOD report to ensure users clear residue records in a timely manner. Any actions performed against the SIFS residue records will be reported by user-ID on the next SIFS EOD report.

Residue records fall into the following general categories:

- Those images that belong to the materiel management system, but SIFS did not know what to do with them because no corresponding SIFS control record was loaded.
- Those supply images that do not belong to any account(s) at that base (misrouted data).
- Those images that do not belong to supply (e.g., medical systems, finance, etc.).

NARRATIVE file images

The contents of the NARRATIVE file are message packets of Defense Logistics Agency Transaction Services (DLATS) rejects that are returned to the materiel management system account for correction and resubmission. Each packet is identified by the identification entry "ATTN: DOCUMENTS RETURNED AS RECEIVED. CORRECT AND RESUBMIT." Following the packet identification entry are the DLATS POC telephone information, images of the actual documents being returned, and a clear test explanation of the reason for the return of the documents.

Attempts to edit this file will corrupt it and cause the ADRSS system to lock and abort. To use the NARRATIVE file, the materiel management system SIFS monitor must catalog a materiel management system work file and then copy the NARRATIVE file into it. The NARRATIVE file contains all images returned from DLATS, both materiel management and A&F.

After the NARRATIVE file is copied into the materiel management system work file, it can be deleted. This file must be worked daily to minimize delays in retransmitting priority requisitions and other valid supply transactions through DLATS. The rejected images must be made available to the responsible section within materiel management or A&F for correction. The materiel management system work file should be used for that purpose. The corrected data images should be extracted and copied into (GANG) GV0<ALN><PLV>00*VGV237, then retransmitted to DLATS via GV237MDR or option 17 or the SIFS utility menu.

NOTE: GANG is not an acronym, but a code within the SIFS.

Self-Test Questions

After you complete these questions, you may check your answers at the end of the unit.

013. Supply Interface System

1. What is the ADRSS?
2. What is the primary goal of SIFS?
3. What capability do the SIFS user files provide to the user?
4. Why is it important for the SIFS user files to be managed?

014. Supply Interface System residue

1. What are SIFS residue files designed to ensure?
2. When are SIFS residue files created?
3. What section is responsible for ensuring all SIFS residue images are cleared as soon as possible?
4. What does the NARRATIVE file contain?
5. What will happen if an attempt is made to edit the NARRATIVE file and how can someone use the NARRATIVE file?

Answers to Self-Test Questions

008

1. AF Form 1815, Difficulty Report; submitted through the DPC to the AFMC SCM-R Information Technology Activity DIREP monitor in order to report the problem to AFMC SCM-R QA Activity.
2. AFMC SCM-R QA Activity.
3. User, ADPE supply systems monitor, and DIREP monitor.

4. AFMC SCM-R QA Activity.
5. Category I–Major Impact.

009

1. Thoroughly research the applicable directives that pertain to the function that will be visited.
2. Check in with the flight chief; do not bypass the supervisor of the area you are visiting; do not tour alone, but have the flight chief or supervisor of the area with you; obtain the confidence of the people you are assigned to visit, and explain you are not there to write them up, but to help them; check out with the flight chief, letting him or her know you are finished; and prepare a written report.
3. Checklists; developed at either MAJCOM or base level.
4. To avoid duplication in identifying problems and training requirements.
5. Within five workdays after the exit briefing.
6. Within 15 workdays of the date of the report.
7. Normally six months or less.
8. Each section or flight evaluates itself.
9. LRS/CC.
10. QA.
11. An assessment of the unit's ability to perform key logistics processes ensuring standardized, repeatable, technically compliant process execution, while promoting a culture of professional excellence and personal responsibility.

010

1. Analysis is a controlling function designed to analyze the operation of the materiel management system and show the effectiveness of the account.
2. Identify adverse trends to the appropriate managers that require corrective action.
3. Present the results of statistical and deficiency analyses, describe the status of ongoing analyses, and identify projected new analyses requirements.
4. Without selection and analysis, all that would be passed to the commander is a meaningless stream of raw data.
5. Development, selection, analysis, and presentation.
6. Trends, comparison of performance with prescribed standards, recommendations of corrective actions for deficient areas, and briefings as required.
7. Trend analysis, problem analysis, and special studies.
8. Trend analysis.
9. Special study.
10. A performance measure that represents a key result; it is selected for monitoring areas of deficiency at staff and command level where management control can take place.
11. Any five of the following: stockage effectiveness, MICAP, priority due-out, warehouse refusal, inventory accuracy, percentage of base repair, delinquent reject, delinquent document, and record reversal and correction rates.
12. Materiel management reports (e.g., the Daily Base Supply Management Report [D14] or the Monthly Base Supply Management Report [M32]).
13. To highlight how significant problems or trends are impacting an account.
14. Determining if any areas in the collected data deviate from the norm or accepted standard.
15. The analysis program, both the continuing and recurring, and any special analyses.
16. Continuing analysis.
17. Low issue/stockage effectiveness.
18. Low bench stock effectiveness.

011

1. All AF members and employees.
2. Research and investigate the cause of loss, damage, or destruction of government property and determine if it was caused by an individual's negligence or abuse; Assess monetary liability against individuals who have lost, damaged, or destroyed government property or relieve them from liability if there is no evidence of negligence, willful misconduct, or deliberate unauthorized use of the property; Provide documentation which can be used to support the adjustment of accountable records; Provide commanders with case histories which will enable them to take corrective action to prevent recurrence of the incident.
3. DD Form 200.
4. An officer, senior noncommissioned officer (E-7 or above), or civilian employee in grades GS-7, WG-9, WL-5 or WS-1 or above.

012

1. Discrepancy reports.
2. When the value is greater than \$100 per line item, except controlled items, which will be reported regardless of dollar value.
3. Transportation-type discrepancies; discrepancies found while materiel is in storage; shipping discrepancies involving personal property shipments; discrepancies involving the shipments of privately-owned vehicles; product quality deficiencies (except as identified for grant aid shipments); discrepancies involving local base or station deliveries to or return from internal or satellite activities; FMS and cooperative logistics supply support arrangements under the international logistics program; and discrepancies involving shipments on requisitions or purchase orders from personnel services activities that cite non-appropriated funds.
4. Within 24 hours of the discovery.
5. It's destroyed.
6. Forty five days after the first follow-up.
7. A&F.

013

1. The system that sends and receives data on base.
2. Dispatch data images generated by materiel management system application programs.
3. To re-direct specified TRICs or program images to a file of their choice.
4. Because flat files can easily be lost, destroyed or corrupted. There are many reasons why the data may be destroyed (e.g., operator error, power fluctuations, disk crash, and so forth).

014

1. That any inbound or outbound images that could not be identified or dispatched are cleared in a timely manner.
2. For each inbound or output file when a corresponding SIFS control record cannot be found.
3. LGLOS.
4. Message packets of DLATS rejects that are returned to the materiel management system account for correction and resubmission.
5. Attempts to edit this file will corrupt it and cause the ADRSS system to lock and abort. To use the NARRATIVE file, the materiel management system SIFS monitor must catalog a materiel management system work file and then copy the NARRATIVE file into it.

Unit Review Exercises

Note to Student: Consider all choices carefully, select the *best* answer to each question, and *circle* the corresponding letter. When you have completed all unit review exercises, transfer your answers to the Field-Scoring Answer Sheet.

Do not return your answer sheet to AFCDA.

25. (008) This difficulty report (DIREP) category code is assigned when a problem stops the computer from processing input, but does not cause looping nor does it destroy accountable records.
 - a. I.
 - b. II.
 - c. III.
 - d. IV.
26. (008) A category III difficulty report (DIREP) does not stop processing and is corrected
 - a. over the telephone with the materiel management system control center.
 - b. on an Air Force suggestion form.
 - c. in the next scheduled release.
 - d. as workload permits.
27. (008) Which difficulty report (DIREP) category code is assigned when there are misspelled words and other minor program deficiencies?
 - a. I.
 - b. II.
 - c. III.
 - d. IV.
28. (009) Where do you start your research before conducting a surveillance visit of a function?
 - a. Base supply reports and records.
 - b. Function's last surveillance report.
 - c. Function's unit manning document.
 - d. Directives that apply to the function.
29. (009) How often are surveillance visits to all materiel management functions scheduled, except fuels?
 - a. Monthly.
 - b. Quarterly.
 - c. Semiannually.
 - d. Annually.
30. (009) Which is a *basic* ground rule for conducting a surveillance visit to a function?
 - a. Check in and out with the flight chief.
 - b. Submit a written report within 15 workdays of the exit briefing.
 - c. Follow the standard Air Force directive for conducting such a visit.
 - d. Bypass areas that have not had deficiencies within the past three years.
31. (009) A function that receives a surveillance visit report must send a reply within how many workdays of the date on the surveillance report?
 - a. 7.
 - b. 10.
 - c. 15.
 - d. 30.

32. (009) Which organization is the primary point of contact for special topics designated by the materiel management officer or logistics readiness squadron (LRS) commander?
- Quality assurance.
 - Customer service.
 - Receiving section.
 - Computer operations.
33. (009) Which is designed to provide a method of evaluating compliance with Air Force, major command (MAJCOM), and local logistics policy and guidance?
- Customer support visits.
 - Quality assurance program.
 - Difficulty report worksheet.
 - Supply management activity group.
34. (010) Which quality assurance function is one of the most important evaluating activities available to the accountable officer?
- Analysis.
 - Statistics.
 - Reporting and tracking.
 - Annual inspection and spot check.
35. (010) An effective analysis program must be based on
- mission requirements.
 - management seminars.
 - organizational objectives.
 - the analysis of operating instructions.
36. (010) Which type of analysis identifies favorable or unfavorable deviations when compared to established factors, standards, and norms?
- Trend.
 - Problem.
 - Important.
 - Performance.
37. (010) Which type of item(s) does quality assurance determine it requires to perform an analysis during its review of all trend factors on specific subjects?
- Inquiry results.
 - Difficulty reports.
 - Problem and trend analysis.
 - Statistics and source documents.
38. (010) Which term is used to describe the performance measures that represent key results when monitoring performance?
- Inquiry results.
 - Source documents.
 - Difficulty indicators.
 - Management indicators.
39. (010) Items such as stock effectiveness, mission capability (MICAP), priority due-out, warehouse refusal, inventory accuracy, percentage of base repair, delinquent reject, delinquent document, and record reversal and correction rates are examples of
- Inquiry results.
 - Source documents.
 - Difficulty indicators.
 - Management indicators.

40. (010) In addition to management reports, what other sources of information can help in identifying problems when gathering data after other indicators have been selected?
- a. Training reports.
 - b. Part purchasing reports.
 - c. Base supply systems down time.
 - d. Top 5 percent of items purchased through base supply system.
41. (010) What are the keys to deficiency identification?
- a. Personal visits and audits.
 - b. Source documents and reports.
 - c. Training and cross feed reports.
 - d. Analysis program and special analyses.
42. (011) Who will be held liable for the loss, damage, or destruction of government property caused by negligence, willful misconduct, or deliberate unauthorized use?
- a. Logistics readiness squadron commander (LRS/CC).
 - b. All Air Force members and employees.
 - c. Management and systems flight.
 - d. Maintenance officer.
43. (012) Which type of problem requires a supply discrepancy report?
- a. Duplicate shipment.
 - b. Transportation discrepancy.
 - c. Personal property shipment discrepancy.
 - d. Local base delivery problem to or return from internal activity.
44. (012) Where are all supply discrepancy report (SDR) suspense copies kept?
- a. Logistics readiness squadron.
 - b. Customer support.
 - c. Inspection.
 - d. Receiving.
45. (012) How many days after the initial submission of the supply discrepancy report (SDR) will the discrepancy details appear on the SDR listing?
- a. 10 to 20.
 - b. 25 to 35.
 - c. 55 to 109.
 - d. 70 to 125.
46. (013) Which system prepares supply data reports for off-base distribution?
- a. Automated Data Reports Submission System (ADRSS).
 - b. Supply Interface System (SIFS).
 - c. ADRSS II.
 - d. SIFS II.
47. (013) What is the primary goal of the Supply Interface System?
- a. Allow input of DD2005 data.
 - b. Provide interface between supply satellite offices.
 - c. Send and receive supply requests and fills base wide.
 - d. Dispatch data images generated by the materiel management system application programs.

48. (013) Storing all Supply Interface System (SIFS) images for the purpose of backup into a local user file is a duplication of effort and an abuse of system resources because
- a. local user files are purged monthly.
 - b. SIFS has built-in recovery and contingency procedures.
 - c. SIFS images are stored on the Supply Management System computer.
 - d. the Air Force Equipment Management System receives and stores duplicate images.
49. (014) Supply Interface System (SIFS) residue images are considered delinquent after how many *hours*?
- a. 12.
 - b. 24.
 - c. 36.
 - d. 48.
50. (014) After how many days will the Supply Interface System (SIFS) residue images be deleted?
- a. 5.
 - b. 10.
 - c. 15.
 - d. 20.
51. (014) Who reviews the residue portion of the Supply Interface System (SIFS) end of day report to ensure users clear residue images in a timely manner?
- a. Accountable officer.
 - b. Individual flight chiefs.
 - c. Quality assurance element.
 - d. Functional systems management section (LGLOS).

Student Notes

Glossary

Terms

accountability—The degree of responsibility for property that exists when a record of property is maintained on a numbered stock record account that is subject to audit.

Air Force Equipment Management System—AFEMS is the system used by an AF base, a major command (MAJCOM), Air Force Materiel Command (AFMC), and Headquarters United States Air Force (HQ USAF) to manage nonexpendable equipment; plus base-level management of certain expendable items such as hand tools, individual issue equipment, and war reserve materiel (WRM). AFEMS includes the areas of allowances, authorizations, accounting, physical inventories, reporting, and requirements computation.

Air Force supplies—Materiel and supplies made available to AF activities and/or facilities through defense military management agencies or other authorized supply sources in order to support the USAF mission.

AFMC Air Logistics Complexes—An AFMC operational activity charged with worldwide responsibility for receiving, storing, and shipping materiel; organically accomplishing repair and modification tasks; contracting with industry for manufacture or repair as directed by materiel management for assigned weapon systems, equipment, or items of supply; and providing technical and logistics support for AF operational units, other service agencies, and foreign military customers.

authorization—A validated equipment requirement established for a specific item in a stated quantity for a specific organization for entry in AFEMS records. Authorizations can be equal to or less than the stated allowance; however, they cannot exceed the allowance.

authorized customer—An activity authorized to submit requisitions to a designated source of supply.

bare base—A base having minimum essential facilities to house, sustain, and support operations to include, if required, a stabilized runway, taxiways, and aircraft parking areas.

base supply—The activity responsible for requisitioning, receiving, storing, and issuing (including maintenance of accountable records) supplies/equipment supporting the assigned mission of the base or wing.

bench stock—A stock of consumption-type supplies and parts established at or near points of consumption to ensure continuous and uninterrupted operations.

commodity—A grouping or range of items that have similar characteristics, similar applications, or are susceptible to similar supply management methods.

common item—Those AF items of supply having application to two or more weapon systems or nonweapon systems, subsystem, support equipment—including components and spares related thereto.

common item class—An AF commodity class containing items or supply that are commonly used and have general applications, such as hardware, paints, and so forth.

component—An article manufactured for use in assemblies, subassemblies, end items, or end products when such an article is listed in the blueprint, drawing, technical order, or specification of the respective assembly, subassembly, end item, or product. Excludes parts of end items or assemblies having a 100 percent replacement factor during overhaul or repair (i.e., nuts, bolts, gaskets, etc.).

condition—The state of physical being that determines the suitability of an article to adequately carry out the purpose for which it was designed or authorized.

consumption/expendable item—An item that is either consumed in use or that loses its original identity during periods of use by incorporation into or attachment upon another assembly.

controlled item—Any item of supply where the distribution is monitored by a central authority. These are normally items that are scarce, exceptionally costly, highly technical, or peculiar to certain units or missions.

critical level—The quantity below which there will be insufficient stocks on hand to meet issue demands. This level is normally computed on the quantity of materiel issued during the number of days in the pipeline time.

database—A file on disk where information is stored and updated.

delivery destination—A code that designates where property is to be delivered or picked up from.

Department of Defense Activity Address Code—Identifies the name and address of the activity to which materiel, documentation, and billing are to be mailed. The first character identifies the appropriate military service or the government ownership or sponsorship (military standard requisitioning and issue procedures [MILSTRIP] service code). The next five characters identify the name and address of the specific activity, unit, or organization.

deployment—The movement of strategic or tactical aircraft and units to an overseas location. This includes emergency movements, scheduled rotations of aircraft from continental United States (CONUS) bases to overseas bases, and related exercises.

document number—A 14-digit reference number that is assigned to a requisition or a release/receipt document in order to identify the transaction throughout the logistics system until retirement of the document is authorized in official reports of audit.

duplicate shipment—A shipment which corresponds exactly to a previous shipment.

end item—An entity of hardware that isn't to be installed on another piece of equipment.

excess exception code—Used on an item record to identify items that aren't subject to normal excess reporting.

file/record maintenance—The act or method of making changes, deletions, or additions to elements of data on an established computer file.

functional check flag—To identify those items that require functional check/calibration before issue for installation and/or items requiring serviceability check before issue.

interchangeable item—Used when two or more items possess such functional and physical characteristics as to be equivalent in performance and durability, and are capable of being exchanged one for the other without alteration of the items themselves or adjoining items except for adjustment and without selection for fit or performance.

inventory—The comparison of items and quantities of materiel in storage and/or in-use with that reflected on the accountable records.

issue exception code—Used on the item record to identify issue conditions peculiar to an item.

mission capable—The term used to classify items of highest priority. MICAP is a unique system used to secure materiel needed to repair mission essential equipment.

misdirected materiel—Materiel is improperly addressed and/or shipped to the wrong destination.

number of demands—Indicates the number of times an item has been requested during a given period of time.

organization—A unit or activity drawing supplies direct from an AF base.

organization commander (base level)—The individual possessing supervisory control (not administrative control, such as supply squadron commander, etc.) of the function, and responsible for success of the assigned mission.

overage—Item overage is when the quantity received is greater than shown on shipping document.

packing—Assembly of items into a unit, intermediate, or exterior pack with necessary blocking, bracing, cushioning, weatherproofing, and reinforcing.

pipeline—The channels of support, or a specific part of the channels of support, through which property flows from the source of procurement to the point of use).

procurement—The computer action or process of acquiring or obtaining personnel, materiel, services, or property from outside a military service.

receipt—The increase in inventory caused by receipts of incoming shipments or local turn-in.

redistribution—The transfer of control, utilization, or location of materiel between organizations or activities within the military services or between the military services and other federal agencies.

releveling flag—Used to indicate to the requirements scan program that the asset position should be examined to determine if a requisition or an excess report should be submitted or if a demand level should be established.

repairable—Used to identify unserviceable items that can be economically repaired and restored to a serviceable condition.

reparable—Used to identify items that will be repaired for reuse when they become unserviceable.

replacement item—An item that is functionally interchangeable with another item but differs physically from the original part in that the installation of the replacement part requires operations such as drilling, reaming, cutting, filing, and so forth.

report of survey—An instrument for recording the circumstances concerning the loss, unserviceability, or destruction of AF property. It serves as, or supports, a voucher for dropping the articles from the property records on which they are listed. It also serves to determine all questions of responsibility for the absence or condition of the articles.

requisition exception—Used to suppress automatic requisitioning action and to identify requisitions that require external review before submission to a source of supply.

requisitioning objective—The authorized on-hand and on-order quantity.

shelf life—That period of time during which an item can remain unused in storage before being reconditioned or condemned.

shortage—Item shortage is when the quantity received is less than the quantity shown on the shipping document.

standard reporting designator—Used to identify the many varieties of end items/equipment in the AF inventory so that data pertaining to them can be identified in various information systems.

stock number—A number identifying a part for requisitioning, storage, identifying the manufacturer, and/or origin in number.

stockage priority code—Used to determine demand levels on the item record for economic order quantity (EOQ) items. The requirements program uses this code as a decision element when determining the number of demands that an EOQ item must experience in a 365-day time period before a demand level can be established.

substitute item—Used when two or more items possess such functional and physical characteristics as to be capable of being exchanged only under certain conditions or particular application, and without alterations of the items themselves or of adjoining items.

supplies—Raw material, commodities, manufactured articles, component parts, assemblies, and units or equipment procured, stored, or issued for or by the Chief of Staff/USAF, which haven't become real property or been installed.

technical order—An AF publication that gives specific technical directives and information on inspection, storage, operation, modification, and maintenance of given AF items and equipment.

technical order kit—A kit consisting of the parts or special tools necessary to use, maintain, or modify a piece of equipment as prescribed in an AF technical order.

transaction identification code—A code that identifies a given internal transaction within the Standard Base Supply System (SBSS), and further identifies such data as to its intended purpose and usage and the operation dictated.

use code—A code that indicates the intended use of vehicles and equipment.

war reserve materiel—That materiel needed to augment peacetime assets to completely support forces, missions, and activities reflected in USAF war plans.

Abbreviations and Acronyms

A4R	2S functional manager
A&F	accounting and finance
ADPE	automated data processing equipment
ADRSS	Automated Data Reports Submission System
ADS	automated data system
AEF	air and space expeditionary force
AF	Air Force
AFEMS	Air Force Equipment Management System
AFFVESA	Air Force Fuels, Vehicles & Equipment Support Agency
AFGLSC	Air Force Global Logistics Support Center
AFH	Air Force handbook
AFI	Air Force instruction
AFLCMC	Air Force Life Cycle Management Center
AFMAN	Air Force manual
AFMC	Air Force Materiel Command
AFNWC	Air Force Nuclear Weapons Center
AFOSH	Air Force Occupational Safety and Health
AFPC	Air Force Personnel Center
AFPC/DPPA	Air Force Personnel Center Materiel Management functional manager
AFPD	Air Force policy directive
AFRL	Air Force Research Laboratory
AFSC	Air Force specialty code/Air Force Sustainment Center
AFTC	Air Force Test Center
ALC	Air Logistics Complex
AMC	Air Mobility Command
ANG	Air National Guard
AOR	area of responsibility
ASCI	American Standard Code for Information Interchange
ASM	Aircraft Sustainability Model
AUTODIN	automatic digital network
AWP	awaiting parts
BCAS	Base Contracting Automated System
BLAMES	base-level automatic digital network message extraction system

C2	command and control
CC	commander
CDC	career development course
CFM	career field manager
CIC	controlled item code
CMOS	Cargo Movement Operations System
CONUS	continental United States
CSL	cooperative security location
DCC	deployment control center
DDN	defense data network
DIREP	difficulty report
DLA	Defense Logistics Agency
DLADS	Defense Logistics Agency Disposition Service
DLATS	Defense Logistics Agency Transaction Services
DMC	Defense Mega Center
DN	document number
DOD	Department of Defense
DODAAC	Department of Defense activity address code
DPC	data processing center
DSC	Defense Supply Center
DSCC	Defense Supply Center Columbus
DSCP	Defense Supply Center Philadelphia
DSCR	Defense Supply Center Richmond
DTS	Defense Transportation System
ECD	estimated completion date
ECL	Executive Control Language
ECSS	Expeditionary Combat Support System
EDI	electronic data interchange
EESOH-MIS	Enterprise Environmental Safety and Occupational Health Management Information System
EEX	excess exception
EMIS	Environmental Management Information System
EOD	end of day
ES-S	Enterprise Solution Supply
ETDC	expeditionary theater distribution center
FEDEX	Federal Express
FMS	foreign military sales
FOS	forward operating site
FRC	fund requirement code
GATES	Global Air Transportation Execution System

GCSS-AF	Global Combat Support System-Air Force
GDSS	Global Decision Support System
GS	general schedule
GTN	Global Transportation Network
HAZMAT	hazardous material
HQ	headquarters
IAP	inventory analysis program
IAW	in accordance with
ICP	inventory control point
IDO	installation deployment officer
IDRC	installation deployment readiness cell
IEX	issue exception
ILS-S	Integrated Logistics System-Supply
IO	investigating officer
IPD	individual professional development
ITV	in-transit visibility
LGLOS	functional systems management section
LGR	operations officer
LGRD	deployment and distribution flight
LGRF	fuels management flight
LGRM	materiel management flight
LGRV	vehicle management flight
LIMS-EV	Logistics Installations and Mission Support-Enterprise View
LRS	logistics readiness squadron
MACR	materiel acquisition control record
MAJCOM	major command
MFM	major command functional manager
MICAP	mission capability
MOB	main operating base
MSgt	master sergeant
NCO	noncommissioned officer
NLT	no later than
NOR	not-on-record
NRTS	not reparable this station
NSN	national stock number
OC-ALC	Oklahoma City Air Logistics Complex
OO-ALC	Ogden Air Logistics Complex
PCS	permanent change of station
PM	program manager
POC	point of contact

POL	petroleum, oil, lubricants
QA	quality assurance
QC	quality control
QLP	query language processor
RCC	reception control center
REX	requisition exception
RO	responsible officer/requisition objective
ROD	report of discrepancy
ROF	reporting organization file
ROS	report of survey
RSP	readiness spares package
RTS	repaired at this station
SBSS	Standard Base Supply System
SCM-R	Supply Chain Management-Retail
SCOR	supply chain operation reference
SDR	supply discrepancy report
SF	standard form
SIFS	Supply Interface System
SII	special interest item
SMAG	supply management activity group
SMSgt	senior master sergeant
SPC	stockage priority code
SPO	systems program office
SPS	Standard Procurement System
SRAN	stock record account number
SRD	standard reporting designator
SSgt	staff sergeant
SURGE	Supply User Report Generator
TACC	Tanker Airlift Control Center
TAR	tracer action required
TIP	transaction interface package
TIS	time-in-service
TO	technical order
TRIC	transaction identification code
TRN	turn-around
TSgt	technical sergeant
UPS	United Parcel Service
USAF	United States Air Force
USAFR	United States Air Force Reserve
UTC	unit type code

vMPF	virtual Military Personnel Flight
WG	wage grade
WL	wage leader
WR-ALC	Warner-Robins Air Logistics Complex
WRM	war reserve materiel
WS	wage supervisor
WWDSR	Worldwide Difficulty Report Status Report

Student Notes

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