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DGSM/CSSE
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Ministry of Defence
Rowan 1a, #164
MOD Abbey Wood
Bristol, BS34 8JH

Switchboard: 0117 91 3000

16 June 1999

Dear Mr Evans

REQUEST FOR DOCUMENTS - PQ 84348

The documents you requested in your letter of 30 May are enclosed. I have had to use two boxes, and have enclosed a copy of this letter in each box. This is Box One of Two.

If you wish to make a complaint that your request for information has not been properly dealt with, you should appeal to The Ministry of Defence, OMD 14, Rm 617, Northumberland House, Northumberland Avenue, London WC2N 5BP. You may at any time register a complaint with the Parliamentary Commissioner for Administration (the Ombudsman) through your Member of Parliament, but the Ombudsman will expect you to have exhausted the internal Ministry of Defence complaints procedure first.

*Yours sincerely
S C Goilty*

S C GOULTY

AN EXECUTIVE AGENCY OF THE MINISTRY OF DEFENCE



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*Yours sincerely
S C Goulty*

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Document Type

A90 GLOBAL WORKING INSTRUCTION

Document Title

A90 DEFECT REPORTING SYSTEM

Author:	
Approved by:	
Authorised by:	
Configuration Document List:	No

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7		A90.9	18		
8			19		
9			20		
10			21		



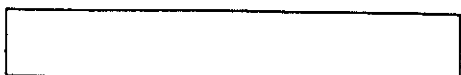
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1 INTRODUCTION

- 1.1 This procedure describes the administrative system for recording and registering of plant defects raised by staff, whether resident or not, within the A90 Facility. The document to be used for this is the AWE A90 Defect Report which is double sided. (See Appendices A & B).
- 1.2 A flow chart, Appendix D , is attached to show the correct route for the raising and processing of an AWE A90 Defect Report.

2 APPLICABILITY

- 2.1 This document applies to all personnel involved in maintenance, production and operation within the A90 Facility.

3 RELATED DOCUMENTS

- 3.1

AWE/A90/GWI/OCC/1	Safety Documents related to OCC Activities.
AWE/A90/GWI/OCC/10	Removal of items from Workstations.
AWE/A90/LWI/OCC/1	Management of the OCC.
AWE/A90/LWI/OCC/4	The OCC Interface with the Operation of the Control Room.
AWE/A90/RQS/COM/35	A90 Integrated Database System (IDS)
AWE/A90/LWI/MA/03	Defects and Tasking

4 PROCEDURE FOR RAISING A FAULT AS A DEFECT

4.1 Defects occurring in A90.1 First Floor (Laboratories, Offices & Voids) and A90.2 Labs.

- 4.1.1. If the Defect is specific to a workstation or tunnel, the Bay Foreman shall be informed and any process or operation within the station made safe. An AWE A90 Defect Report is raised by an appropriate person. If the defect is of a general nature, information should be supplied by the User.

The defect shall then be passed to the Operations Control Centre (OCC) for registration and forwarding to the correct department for the appropriate Senior Engineer to action.

- 4.1.2. If the defect is specific to M&E 1 plant, i.e. service plant, and requires immediate action, it shall be reported to the Control Room (Ext 4878/4880). After taking such corrective action as is required to ensure the safety of plant and personnel, the duty



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Shift Engineer shall then raise an AWE A90 Defect Report, allocating it a Control Room unique number at Section 3 of the form, and will then pass it to the OCC for registration.

4.2 Defects occurring in A90.1 Ground Floor and A90.2 Support Buildings.

4.2.1 If the defect is found during maintenance, then the A90 Defect Report shall be raised by the person finding the fault and passed to the OCC for registering. The person finding the defect shall also report it to their immediate supervisor.

If the defect is considered to warrant immediate action, it shall be reported to the Control Room (Ext. 4878/4880), who will take any corrective action required to ensure that the safety of personnel and plant is maintained. The duty Shift Engineer shall raise an AWE A90 Defect Report, allocating it a Control Room unique number at Section 3 of the form. This will then be passed to the OCC for registering and forwarding to the relevant Senior Maintenance Engineer for action.

4.3 Defects occurring to A90 Facility telephone system (System 938):

4.3.1. When a fault occurs, a defect should be raised by the appropriate person and passed to the OCC for registration. The OCC will then pass on the defect to the C&I senior engineer for processing. C&I shall liaise with ISD T&N if the fault is outside of the building.

5 **PROCEDURE FOR COMPLETION OF THE AWE A90 DEFECT REPORT FORM**

5.1 The person tasked with the raising of the Report should complete Sections 1 to 9 inclusive of the form.

Section 1: shall have the date the defect was raised.

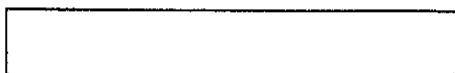
Section 2: shall record the time the defect was raised.

Section 3: shall record the Control Room unique reference number for defects raised by the duty Shift Engineer (if applicable).

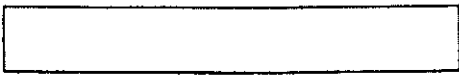
Section 4: shall record the system number if relevant to the service affected by the defect.

Section 5: shall record the building, workstation or laboratory where the defect is located.

Section 6: shall detail the identifying number of the plant or piece of equipment affected by the defect.



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Section 7: A complete description of the details of the defect shall be entered to assist in clearing the defect this should include a 'likely cause' if known.

5.1.1.

Section 8: Defect classification:-

Section 8 of the form may have a 'tick' placed in one or more of the three boxes, if applicable.

Urgent: If the defect is to be classed as URGENT, then a 'tick' shall be placed against the urgent box. Careful consideration shall be given to classifying a defect as URGENT, and advice should be sought from Line Management and the OCC if the situation is unclear.

Safety: Place a 'tick' in this box if the defect affects the safety of personnel and / or plant and equipment. Careful thought should be given to this category as to its actual safety implications, if this is the case then defects on safety mechanisms (LC27) and EMIT items (LC28) must be ticked urgent/safety and an SRI raised. If there is any doubt, your immediate Supervisor or Line Manager should be consulted. The defect, if it is deemed to be relevant to, and will affect the safety of personnel and plant, must be countersigned at Section 7 by the Senior Line Manager at G7 level of the person raising the defect, prior to the defect being registered at the OCC.

Security: This section should only be used for matters which affect the security of the facility.

5.1.2.

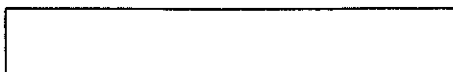
Section 9: Only ONE of the four boxes in this section should be 'ticked'.

Stops Commissioning and Production:

This classification may only be given by AWE (User) if the defect stops the Commissioning/Production of a workstation.

i) If the workstation is not fully commissioned and the defect stops this process, then the defect should record this and this box should be ticked accordingly.

ii) If the workstation is fully commissioned and the defect stops production tasks from being conducted on the workstation, then the defect should record this and this box should be ticked accordingly.



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Stops Operations:

This designation may only be given by AWE (User) if the defect is on a fully commissioned workstation and stops the normal operation of that workstation. It must not be used instead of or in conjunction with the Stops Commissioning/Production designation as it is assumed that if a defect Stops Commissioning/Production, then operations are also stopped.

Inconvenient:

Place a 'tick' in this box if the defect is of a minor nature, and is unlikely to affect Safety, Commissioning or Operations at this time. Note:- Defects with this initial category may be upgraded to a higher designation at a later date as the fault then may affect Commissioning, Operations or Safety. Defects which have only been classified as Safety or Security will also have the Inconvenient box ticked. Service plant which does not affect operations will also be inconvenient.

Domestic/Housekeeping:

This designation should be used for defects of a minor nature that are more specific to the fabric of the building and its fixtures and fittings. It should not be used for plant and equipment or processes.

5.2 Action by the OCC upon receiving an AWE A90 Defect.

5.2.1. It will be stamped with an ORIGINAL stamp in red ink to identify it as such.

5.2.2. The Defect Report will be registered and allocated by completion of Sections A and B of the form.

Section A: This will identify the defect with a unique number and record the time and date it was received in the OCC.

5.2.3. Section B: This will allocate the defect to a Maintenance section, either Processes or Services, and either M&E or C&I. It may also be allocated to the Design Authority, or other Departments for action. The OCC will check Section 8 of the Defect Report. If the boxes for Safety or Security have been ticked, then the OCC Engineer will also check the classification box in Section 9 has also been ticked.



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5.3 Distribution of A90 Defect Report Forms from the OCC

5.3.1. Safety Defects:

If the Defect Report is categorised as safety, then the OCC will complete and attach a fluorescent green coloured Safety flag to the front of the original defect. See Appendix "C".

5.3.2 Security Defects:

If the Defect Report is categorised as security, then the OCC will complete and attach a fluorescent red coloured Security flag to the front of the original defect. See Appendix "C".

5.3.3. Defects allocated to the A90 Maintenance Authority:

The Original Defect shall be taken to the Senior Maintenance Engineer of the department tasked with carrying out the repair, reviewed and passed to the appropriate maintainer.

The Senior Maintenance Engineer will also categorise the defect as A or B. Generally Urgent, Safety, Security, Stops Production or Operations defects will be classified as 'A'. All other defects not covered by the above will generally but not necessarily be categorised as 'B'.

Two photocopies of the ORIGINAL defect form will be made by the OCC.

Copy A. One copy goes with the original to the Senior Maintenance Engineer for attaching to the Work Authorisation Form when raised to action the defect.

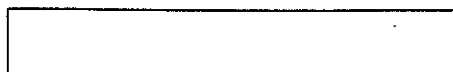
Copy B. One copy to the OCC Administrator for data input to the Integrated Database System (IDS), and subsequent filing in the OCC.

5.3.4. For Defects allocated to other Departments for action:

The Original Defect with one photocopy attached goes to the department tasked with carrying out the repair. The route would be essentially as section 5.3.3.

5.3.5. The OCC will deliver the ORIGINAL Defect Form. URGENT Defects will be taken immediately to the Senior Maintenance Engineer of the department, responsible for clearing the fault.

5.3.6 For defects specifically identified as relating to health physics, the defect report detailed at Appendix E shall be used. This form shall also be used by RI/OM(I) for CAM defects.



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5.4 Transfer of responsibility of a Defect.

- 5.4.1. Once the original defect form has been delivered by the OCC to the maintainer, it becomes the maintainers responsibility for the action taken to rectify the fault.

However, if the maintainer decides to transfer this responsibility to another department, then the Defect Transfer Record, located on the reverse side of the AWE A90 Defect Report, is to be used to facilitate and record this transfer of responsibility. A copy of this form is attached (see Appendix B).

- 5.4.2. If a defect is to be transferred between A90 Maintenance Departments the existing owner of the defect will pass the original defect to the Maintenance Interface Office (MIO) who will update the IDS. The maintenance MIO will then pass the original defect onto the new owner.

- 5.4.3 If a defect is to be transferred between an A90 Maintenance Department, to another Department or Authority not within the A90 Maintenance group, the original Defect Report Transfer record, (located on the reverse of the original defect form identified by the red "ORIGINAL" stamp), is to be passed to the Maintenance MIO, who will update the Integrated Database System (IDS) accordingly. The maintenance MIO will then photocopy the transfer sheet and pass this on to the OCC before forwarding the original defect to the new owner. The photocopy will then be filed in the OCC as a record of transfer.

- 5.4.4 If a defect is to be transferred from an external maintenance department, to another external department or authority, not within the A90 Maintenance group, a photocopy of the Defect Report Transfer record, (located on the reverse of form), is to be passed to the OCC Administration Office, who will update the Integrated Database System (IDS). The original defect is to be sent directly by the existing owner to the new owner. The photocopy will then be filed in the OCC by the OCC Administration Office, as a record of transfer.

- 5.4.5 If a defect is to be transferred from an external maintenance department to a section within the A90 Maintenance Department, then a photocopy of the Defect Report Transfer record, (located on the reverse of form), is to be passed to the OCC Administration Office by the existing owner, the OCC will update the Integrated Database System (IDS) accordingly. The photocopy will then be filed in the OCC by the OCC Administration Office, as a record of transfer. The original defect will then be sent directly by the existing owner to the new owner.

5.5 Updating of a Defect Status during the lifecycle of a Defect.

- 5.5.1. During the lifecycle of the defect within the A90 Maintenance groups, the Maintenance MIO will update the "status" as required, to reflect the current status of the defect.

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5.6 Conversion of Defects into Modifications.

- 5.6.1 When a defect, which has been passed to a maintainer for clearance, cannot be cleared successfully, it may require a Design Change Request or "Modification" to be raised to change all or some part of the plant or equipment.

If this is the case then the maintainer should contact the defect originator and with the originators agreement, transfer the defect, using the procedure detailed at paragraph 5.4.3 above, to the A90 Design Authority.

The point of contact within the A90 Design Authority is the Change Control Manager in A90.1G, Ext. 7777.

The defect form should be endorsed by the originator and the maintainer at Section 10 to indicate that the fault cannot be cleared and that it is being transferred to the Design Authority to enable a Change Control Form to be raised.

The defect should not be signed off at Section 10 at this point as it still exists and must be accounted for.

- 5.6.2 When the Design Authority receive a defect which is required to be translated into a modification, they should hold the original defect with the other documentation pertinent to the modification until the Change Control Form has been fully signed and allocated its unique number.

At this point the Design Authority should endorse the original defect at Section 10 with the Modification Number which now replaces the defect. The defect can then be signed off by the Design Authority at Section 11 and returned to the OCC as detailed in paragraph 5.7.3. below.

5.7 Completion and Signing of Defect Report Forms.

- 5.7.1 When a defect report is completed by a maintainer, it should be recorded at Section 10. of the form, giving as much detail about the action taken as is practicable.

If the defect has been cleared by the A90 Maintenance Department then the A90 Maintenance supervisor will enter the Forman Code and man-hours on the MMS Breakdown Docket.

- 5.7.2 If the defect has been transferred to the A90 Design Authority and has been translated into a Modification, then the defect should only be signed off by the Design Authority when the Change Control Form has been allocated its unique number and the defect original has been endorsed with this number at Section 10.



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- 5.7.3 Once the defect has been completed by the A90 Maintenance Department responsible, the defect form will be routed via the Maintenance MIO who will enter the completion date, man-hours and Foreman Code on the MMS breakdown docket. A copy of the completed defect, will be sent by the Maintenance Work Administrator to the defect originator for information. In particular, this is important for the AWE(User). The Maintenance MIO will then pass a copy of the completed defect to the OCC for filing, removing the existing copy from the file, in the OCC Administration Office. The original defect will then be filed by Maintenance Records. Defects that have had a WAF package raised to clear will be filed with the WAF package in maintenance records. Non WAF related defects will be filed separately in defect number order also in the maintenance records department.
- 5.7.4 Once the defect form has been completed by Departments or Authorities other than A90 Maintenance groups, the original is to be returned to the OCC to enable the Integrated Database System (IDS) to be updated. The completed original will then be copied and the copy filed by the OCC. The OCC shall then forward the original defect to the maintenance MIO for filing in the maintenance records department.
- 5.7.5 A listing of defects raised and cleared in the day will be generated from the IDS at the close of each day. The list will be retained by the Senior OCC Engineers (Processes) for use at the OCC Daily Meeting.

6 APPENDICES

- Appendix A. AWE A90 Defect Report Form (Front page).
- Appendix B. AWE A90 Defect Report Transfer Record (Reverse side of Appendix A.).
- Appendix C. Safety / Security Urgent Defect Identification Flags.
- Appendix D. Flow chart showing the overview of the lifecycle of an A90 Defect Form.
- Appendix E : AWE A90 Health Physics Defect Report Form (front page).



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Appendix A.
AWE A90 Defect Report Form

AWE A90 DEFECT REPORT FORM

[Empty box for identification]

A: FOR O.C.C. USE ONLY	
DEFECT No:	A90/F-DEF/
DATE:	
TIME:	

1. Date:	
2. Time:	
3. COP Ref No:	
4. System Ref No:	
5. Location:	

B: DEFECT ALLOCATED TO:-			
A90 MAINTENANCE	PROCESS		SERVICES
AUTHORITY	M & E		C & I
DESIGN AUTHORITY			A90
M.M.T.		OTHERS	

6. TAG: Equipment I.D. or Workstation:-	
---	--

* DEFECT CATEGORY:-			
A		B	

* To be completed by Senior Maintenance Engineer

7. Description / Likely cause of fault:-

Signature: _____ Name: _____ Building: _____
Room: _____ Ext: _____

* 8. Classification	
SAFETY	
URGENT	
SECURITY	

Tick ONE box only at Section 9.

* 9. Classification	
STOPS COMM./PROD.	
STOPS OPERATION	
INCONVENIENT	
DOM./HOUSEKEEPING	

* Tick where applicable

Target Date For Completion:

10. Clearance/Action taken:-

Signature: _____ Name: _____ Dept./Ext: _____ Date: _____

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A90/GWI/OCC/5

Issue 6

25/09/1998

Appendix B

AWE A90 FACILITY
DEFECT REPORT TRANSFER RECORD

DEFECT NUMBER:- _____

TRANSFERRED FROM :	TRANSFERRED TO :	DATE	NAME
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10..			

ANY DEFECT TRANSFER SHOULD BE NOTIFIED TO THE RELEVANT CONTROLLING DEPARTMENT AS PER DEFECT PROCEDURES.



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Appendix C.

SAFETY URGENT & SECURITY URGENT DEFECT IDENTIFICATION FLAGS

SAFETY URGENT DEFECT REPORT

To.....

Please action and progress this defect on an URGENT basis, or if necessary, transfer to the correct department.

SECURITY URGENT DEFECT REPORT

To.....

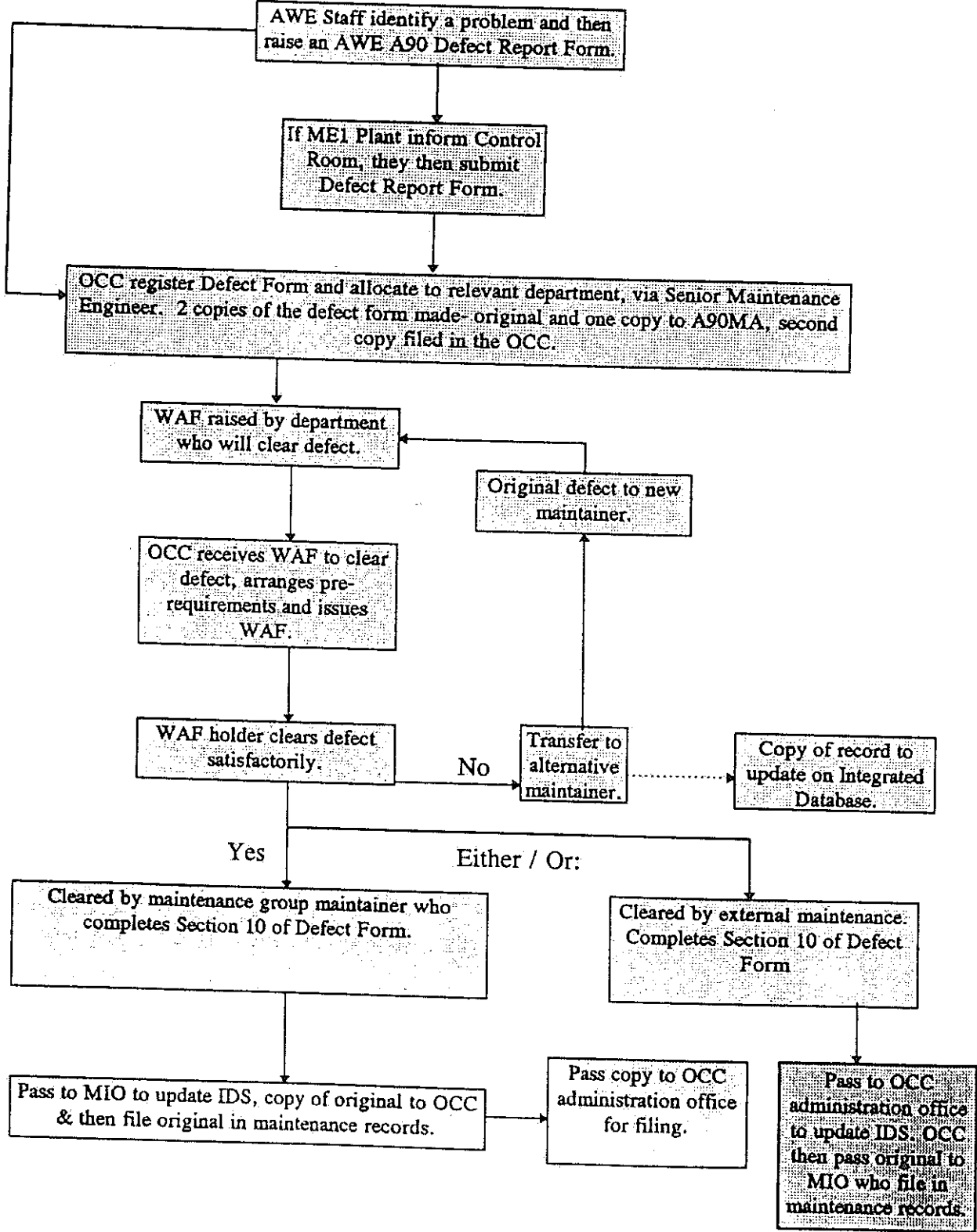
Please action and progress this defect on an URGENT basis, or if necessary, transfer to the correct department.



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Appendix D.
Flow chart showing an overview of the lifecycle of an AWE A90 Defect Report Form



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Appendix E
A90 HEALTH PHYSICS DEFECT REPORT FORM

AWE A90 DEFECT REPORT FORM

[Empty box for additional information]

A: FOR O.C.C. USE ONLY	
DEFECT No:	A90/F-DEF/
DATE:	
TIME:	

1. Date:	
2. Time:	
3. COP Ref No:	N/A
4. System Ref No:	S424 / S425
5. Location:	A90

B: DEFECT ALLOCATED TO:-			
A90 MAINTENANCE AUTHORITY	PROCESS M & E	SERVICES C & I	
DESIGN AUTHORITY		A90	
M.M.T.		OTHERS	RI/OM(I)

6. TAG: Equipment I.D. or Workstation:-	CAM Number
	STACK CAM <input type="checkbox"/> YES <input type="checkbox"/> NO

* DEFECT CATEGORY:-			
A		B	

* To be completed by Senior Maintenance Engineer

7. Description / Likely cause of fault:-

Fault remaining: Flow low high Pressure low high Count low high TGEN fail SW fail

Action taken: Paper changed CAM reset

Undefined:

Additional Information:

Signature: _____ Name: _____ Building: _____ Room: _____ Ext: _____

* 8. Classification	
SAFETY	
URGENT	
SECURITY	

Tick ONE box only at Section 9.

* 9. Classification	
STOPS COMM./PROD.	
STOPS OPERATION	
INCONVENIENT	
DOM./HOUSEKEEPING	

* Tick where applicable

Target Date for Completion:

10. Clearance/Action taken:-

Signature: _____ Name: _____ Dept./Ext: _____ Date: _____

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