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# DPA

**Defence  
Procurement  
Agency**

DGSM/CSSE  
Defence Procurement Agency,  
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*

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AN EXECUTIVE AGENCY OF THE MINISTRY OF DEFENCE



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COPY 6



DEFECTS AND TASKING

A90/LWI/MA/03	A90 MAINTENANCE LOCAL WORK INSTRUCTION	Issue 4 9 July, 1998
<b>DEFECTS AND TASKING</b>		

### ISSUE RECORD

Issue No.	Date	Notes
1	11/8/95	
2	21/10/96	Combined with A90/LWI/MA/4.
3	28/10/97	New format and change to defect procedure.
4	09/07/98	Major changes to the Defects procedure. No side lining.

Prepared by .....

Technical Author (MA90)

9/7/98.  
Date

Content approved by .....

Senior Engineer (Services)

9-7-98  
Date

Issue authorised by .....

A90 Maintenance Manager

9-7-98  
Date

### DISTRIBUTION

MA90(MA) LWI Distribution List (A90/AP/MA/01) - ..... (2/47, A90.2) & ..... (A90.1G)

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### 1. INTRODUCTION

- 1.1 The A90 Maintenance Authority (MA90(MA)) rectifies defects and action tasks relating to equipment under its jurisdiction. This work instruction details how the MA90(MA) receives, registers, completes and closes out Defect Reports, Breakdown Dockets and Tasking Forms.

### 2. APPLICABILITY

- 2.1 This work instruction applies to all MA90(MA) staff involved with defects and tasks placed on or by the MA90(MA).

### 3. RELATED DOCUMENTS

AWE/MAN.Q/01	Company Quality Manual
AWE/MAN.S/01	Company Safety Manual
AWE/CSP/VOL3	Work Place Safety Procedures
AWE/A90/PM/MAN/1	A90 Facility Procedures Manual
AWE/A90/GWI/OCC/5	A90 Defect Reporting System
A90/LWI/MA/2	Planned Preventative Maintenance Work Packages
A90/LWI/MA/7	Maintenance Documentation
A90/LWI/MA/10	Logistics
A90/LWI/MA/31	Rapid Response Group

### 4. DEFECTS (Normal Route)

- 4.1 The Operations Control Centre (OCC) is notified of defects within the A90 Facility via a Defect Report Form (AWE/A90/GWI/OCC/5/1). After registration the OCC files a copy of the defect and passes the original Defect Report Form to the relevant Senior Engineer.

- 4.2 Defect Report Forms relating to the MA90(MA) will be received by the relevant Senior Engineer, who then categorises the defect on the Integrated Database System (IDS). The target date is inserted into section 10 of the defect form. Should the Senior Engineer decide that a defect has been allocated incorrectly or requires dual trade working it may be transferred to another Senior Engineer by completing the back of the

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Defect Report Form and sending it to the Maintenance Interface Office (MIO) for re-allocation. If a transfer is to take place to an organisation external to MA90(MA) the defect transfer record is completed and the defect passed to the MIO.

**Note:** If the Senior Engineer decides that the defect report is unjustified, then the defect will be signed off and no breakdown docket raised. The defect form is passed to the MIO for closing out on the IDS.

The Senior Engineer passes a copy to the Work Supervisory Officer (WSO), who then assesses the work. If a Maintenance Work Package (MWP) is required the rectification of the defect shall be incorporated within the Planned Preventative Maintenance (PPM) of the plant, wherever possible.

- 4.3 If a MWP is required to clear the defect the WSO will:
- i) Make a Safety Risk Assessment (SRA) and register it with the MWP Progress Co-ordinator.
  - ii) If required, obtain an Operational Equipment-related Instruction/Maintenance Instruction (OEI/MI) from the Technical Documents Group.
  - iii) Complete a Work Authorisation Form (WAF) and assemble any relevant documentation.
  - iv) Services Only - acquire a MWP number from the Maintenance Service Planner.
  - v) Where applicable liaise with the Logistics Department concerning spare parts.
- 4.4.1 The defect report form is then collected by the MIO who shall enter the foreman codes onto the IDS.
- 4.4.2 The defect report form is passed to the Maintenance Management System (MMS) section and a Breakdown Docket generated. The Breakdown Docket and Defect Report Form are stapled together and given to the Senior Engineer who files them in a holding file
- 4.4.3 Services Only - The WSO completes the assembly of the work package, and passes the complete MWP to the Maintenance Service Planner.
- 4.4.4 On rectification of the defect, the WSO will ensure the completion of the MWP documents as required, sign off the WAF, enter details of the WAF number onto the Breakdown Docket. If no MWP has been raised to clear the defect this must be clearly stated on the reverse of the breakdown docket. The WSO will fill in the relevant sections of the Breakdown Docket and sign and date the original Defect Report Form and pass them to the MIO. If the defect has been misidentified then the correct MMS object number is to be entered onto the Breakdown Docket. The MWP is then passed to the OCC.
- 4.4.5 Upon receipt of the Defect Report Form, the MIO shall close out the defect on the IDS and pass a copy of the completed defect form to the OCC for filing. The defect and Breakdown Docket are then passed to MMS for closing out. If the original defect

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report mis-identified the Object Number requiring maintenance, this is to be corrected before closing out.

Upon completion MMS are to pass the Defect Report Form and Breakdown Docket to Maintenance Records who shall file them with the appropriate MWP upon its return from the OCC. Defects cleared without a MWP will be filed by system/workstation number and in sequential order.

## **5 DEFECTS (High Priority Route)**

(This route is to be taken for high priority defects where a valid WAF package is held.)

- 5.1 On rectification of the defect, the WSO shall ensure that both a Defects Report Form and Breakdown Docket are raised. The WSO will ensure that the relevant sections of the Breakdown Docket are completed, sign and date the Defect Report Form and pass it to the Senior Engineer to categorise. Details of the WAF number must be entered into the appropriate section of the Breakdown Docket.
- 5.2 The Senior Engineer passes the Defect Form and Breakdown Docket to the MIO who arrange for the OCC to log it onto the IDS system. The OCC takes a copy of the defect form for filing and returns the Defect Report Form and Breakdown Docket to the MIO.
- 5.3 Upon receipt of the Defect Report Form, the MIO shall close out the defect on the IDS. The Defect and Breakdown Docket are then passed to MMS for closing out.
- 5.4 On completion, MMS are to pass the Defect Report Form and Breakdown Docket to Maintenance Records who shall file them with the appropriate MWP upon its return from the OCC.

## **6 TASKS PLACED ON THE MA90(MA) WITHIN A90**

- 6.1 The MA90(MA) receive Form 400/404's into the MIO, who number, date and register them on the IDS before passing it to the relevant MA department.
- 6.2 The task is assessed and the accept/reject section of the Form 400/404 completed. A photocopy of accepted Form 400/404's is passed to the MIO who will complete an Acceptance Slip (Annex A) and return it to the originator. Rejected forms shall be returned to the originator, via the MIO who update the IDS.
- 6.3 If required a MWP will be raised and passed to the OCC by the WSO. The WSO receives the MWP for action.
- 6.4 On completion of the task the original Form 400/404 is signed off by the Senior Engineer and passed to the MIO. The MIO will update the IDS, remove all pertinent documentation (i.e. test certificates, drawings etc.), from the MWP and return them to the originator. The originator will sign for receipt of documentation on the Acceptance Slip (Annex A). The MIO will file a copy of the Form 400/404.

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6.5 Where an MWP has been raised, it is passed to the Progress Co-ordinator via the OCC. The Progress Co-ordinator copy's any 'red lined' documents to the Technical Documentation Group before passing the MWP to Maintenance Records.

**7. TASKS PLACED BY THE MA90(MA) EXTERNAL TO A90**

7.1 Form 400/404's raised by the MA90(MA) is to be issued through the MIO. The MIO will number, date and register the form on the IDS. A copy shall be retained by the MIO and a copy to the originator. The Form 400/404's is sent to the addressee.

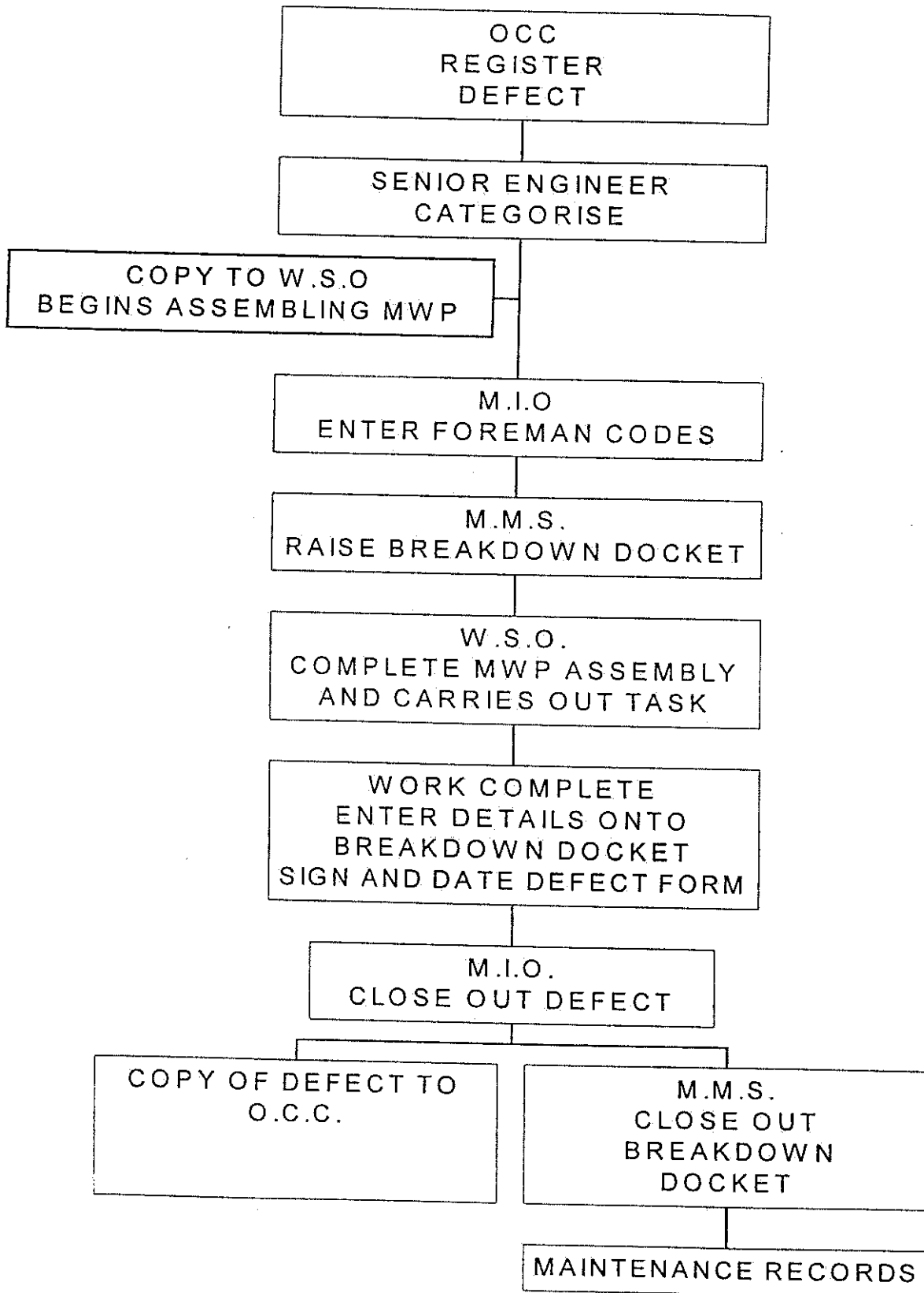
7.2 On completion of the task the originator shall pass the original 400/404 to the MIO and the IDS database will be updated.

7.3 All completed Form 400/404's are to be retained in MA records.



## DEFECTS AND TASKING

## NORMAL DEFECT ROUTE



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**10. ANNEX A: ACCEPTANCE SLIP**

<b>TO:</b> .....	<b>DIRECTORATE:</b> .....
<b>EXT:</b> .....	<b>BUILDING:</b> .....
<small>*Box 1</small>	
<b>FROM: A90 Maintenance Authority</b>	
<b>Maintenance Interface Office</b>	<b>EXT: 3828</b>
We have recently received your Form 400/404 Reference No.: .....	
Your request is being processed . Quote the allocated MMS No.: .....	
should you have any queries.	
<small>*Box 2</small>	
<b>I have received my original Form 400 and related documents:</b>	
<b>SIGNATURE:</b> .....	<b>DATE:</b> .....

\*Delete box as applicable



<b>TO:</b> .....	<b>DIRECTORATE:</b> .....
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