

JSP 886
THE DEFENCE LOGISTICS SUPPORT CHAIN MANUAL

VOLUME 3
SUPPLY CHAIN MANAGEMENT

PART 315
FAULT REPORTING - SUPPLY PROCEDURES
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List of Contents:

SECTION 1 - UT 7/1 - FAULT REPORTING - SUPPLY PROCEDURES.....	3
PURPOSE	3
TERMS USED	3
ADDITIONAL INSTRUCTIONS	3
FAULT REPORTING	3
HANDLING OF FAULTY EQUIPMENT	4
QUARANTINE	4
ADDITIONAL SUPPLY INSTRUCTIONS.....	5
UNIT SUPPLY ACCOUNTING PROCEDURES	5
OFF-LINE UNITS	6
DEFECT PACKAGING REPORTS	6
OC SUPPLYS RESPONSIBILITIES	6
ANNEX A - UT 7/1 - DOCUMENTATION FOR WARRANTY CLAIMS ON ITEMS OF FRENCH MANUFACTURE	8
INTRODUCTION	8
FRENCH DOCUMENTATION ISSUED WITH COMPONENTS SUBJECT TO WARRANTY	8
COMPONENTS SUPPLIED AS AIRCRAFT FITTED ITEMS	8
AIRCRAFT FITTED COMPONENTS REMOVED FROM AIRCRAFT WITHIN THE WARRANTY PERIOD (I.E. 12 MONTHS FROM DATE OF RECEIPT)	9
COMPONENT ISSUES FROM STOCK.....	9
COMPONENTS HELD AS STOCK BY SUPPLY SQUADRONS	9
ACTION BY OC SUPPLY SQUADRON ON RECEIPT OF ADVICE OF FAULT REPORT	9
INVESTIGATION OF FAULTS FOR REPAIR UNDER WARRANTY	10
MAINTENANCE OF FICHE SUIVEUSE FOR IN-USE EQUIPMENT	10
FAULTY COMPONENTS REPLACED ON DETACHED AIRCRAFT	10
COMPONENTS TRANSFERRED BETWEEN AIRCRAFT BY ROBBING OR AFTER BAY SERVICING.....	11
COMPONENTS NOT COVERED BY THE WARRANTY SYSTEM.....	11
ANNEX B - UT 7/1 - TORNADO FAULT INVESTIGATION PROCEDURE	12
GENERAL	12
INSTRUCTIONS FOR THE DESPATCH OF FAULTY EQUIPMENT.....	12
TRANSPORTATION	12
DISPOSAL.....	12
SCRAP DISPOSAL	12
WARRANTY ITEMS	12

SECTION 1 - UT 7/1 - FAULT REPORTING - SUPPLY PROCEDURES

PURPOSE

1. The Purpose of this leaflet outlines the responsibilities of Supply staff in the equipment fault reporting system (on MOD Form 760), as required by Engineering management as a means of alerting staffs to a particular fault which could reflect upon the design or safety of equipment. The engineering order describing reporting procedures to be used by units to meet this requirement, and detailing responsibilities for any subsequent fault investigation considered necessary, is AP 100B-01 Order 0901.

TERMS USED

2. Fault investigation responsibilities differ, depending on whether the equipment concerned is not-in-use or in-use; MOD Form 760 reports are marked appropriately in Field 4 to differentiate between the two (2) fault states. The terms are described as follows:

- a. Not-in-Use Equipment is equipment which has not yet been satisfactorily put to its intended use. The term embraces new, reconditioned, recalibrated or repaired equipment (except equipment repaired by the user unit or by an exchange services unit) up to the stage of such equipment satisfying any required initial visual, dimensional, functional or installation check following its issue from store.
- b. In-Use Equipment is all equipment which cannot be classified as not-in-use equipment, as described in the above sub-Paragraph.

ADDITIONAL INSTRUCTIONS

3. A list of equipment for which such additional instructions exist, together with references to the documents concerned, is in AP 100B-01 Order 0901 Annex A.
4. Certain ranges of equipment and reporting activities are excluded from Order 0901, because either different forms or procedures are used, or the equipment is rented. A list of these equipment and the reporting activities, together with references to the orders which control them, is in AP 100B-01 Order 0901 Annex B.

FAULT REPORTING

5. OC Engineering Wing is responsible at unit level for the organisation of reporting activities. According to circumstances, stations are to report faults by serious fault signal and/or on MOD Form 760 - Narrative Fault Report.
6. **Routing of Reports.** The routing of MOD Forms 760, is shown in AP 100B-01 Order 0901 Annex D. OC Supply Wing/Squadron is to make appropriate local arrangements to ensure Supply Wing/Squadron is on the internal distribution list of all serious fault signals and MOD Forms 760.
7. **Responsibilities of OC Supply Wing/Squadron.** On receiving notification that a fault report has been raised on an in-use item of equipment, OC Supply Wing/Squadron is to discuss with OC Engineering Wing the need for all stocks of similar items to be inspected and, if necessary, monitor the preparation of a separate MOD Form 760 for not in-use equipment.

HANDLING OF FAULTY EQUIPMENT

8. Faulty items will be conditioned and prepared for movement in accordance with JSP 886 Volume 3 Part 301 (UT 3/1) and AP 100B-01 Order 0811. On return to store, items are to be accompanied by:

- a. MOD Form 731 - Equipment Conditioning Label, marked SUBJECT TO MOD FORM 760 ACTION and endorsed with the Form 760 reference number in the space provided.
- b. MOD Form 760E - Faulty Equipment Label, to positively identify faulty equipment, and to prevent its inadvertent handling as other repairable equipment identified only by MOD F731.
- c. A copy of the MOD Form 760, if unclassified.
- d. An Engineering Record Card (ERC), if appropriate.

QUARANTINE

9. Faulty items are to be held in quarantine under Supply Wing/Squadron arrangements pending receipt of disposal instructions. Items awaiting disposal instructions are not to be released from quarantine except on the written instructions of OC Eng Wg. If disposal instructions have not been received within 28 days of the date of origin of the MOD Form 760, OC Supply is to take hastening action with Eng Wg. If at the 56 day point the items are still on charge and no request to extend the quarantine period has been received, details of the items are to be referred to the respective Supply Range Managers for assistance and progression with the relevant Engineering Authority (EA).

10. **Scarce Items.** Special care is to be taken to ensure that quarantined faulty equipment, which is known to be scarce, is not held for inordinate periods. If disposal instructions are not forthcoming at the 28 day point details of the item are to be referred to the respective Supply Range Manager for assistance and progression of the matter with the relevant SA.

11. **Direct Exchange (DE) Items.** Direct Exchange (DE) or allottable equipment such as engines and ECUs are not to be quarantined. DE equipment is to be returned, with labels MOD Form 760 and MOD Form 760E attached, to the exchange services or Rad-replace unit under normal supply procedures. Similar special instructions apply to faulty allottable equipment.

12. **Disposal of Faulty Equipment.** Faulty equipment called forward from quarantine for further investigation is to be accounted for in accordance with Paragraphs below.

13. If disposal instructions specify that an item is not required for investigation OC Supply Wing/Squadron is to:

- a. Arrange for the removal of MOD Form 760E, and MOD Form 760 if applicable, from the equipment.
- b. Delete all reference to the MOD Form 760 faulty equipment report from the MOD Form 731. If items are to be reduced to scrap, MOD Form 731 is to be removed and destroyed, and the item removed to the scrap compound and accounted for accordingly.

ADDITIONAL SUPPLY INSTRUCTIONS

14. Additional Supply instructions may be applicable to faulty equipment whose origin is not the UK, or which is subject to specific guarantee procedures, are as follows:

- a. Tornado components fault investigations is shown in Annex A to this leaflet.
- b. Equipment of US origin is shown in JSP 886 Volume 4 Part 329 (UG 8/1).
- c. Investigations at the MU is shown in the Depot Operating Instructions, Leaflet 35.
- d. Accommodation Stores is shown in JSP 384, Chapter 11.
- e. RAF General Clothing is shown in JSP 886 Volume 6.

UNIT SUPPLY ACCOUNTING PROCEDURES

15. **Material Condition (MC) Codes.** The following MC codes are to be used for the return of in-use faulty equipment to supply:

- a. For R/S (R2) items: Code QS.
- b. For R/D (R3 or R4) items: Code QD.
- c. For scrap items: Code QU.

16. **Not-in-Use Faulty Equipment.** Not-in-use faulty equipment items held in stock are to be conditioned by the authorised engineering conditioning officer and converted to the appropriate category by CIV/CRV using the MC codes above.

17. **Progression of MC Codes QS and QD.** Faulty items quarantined using MC codes QS and QD will remain in that category until action is taken, in accordance with paragraph 20, to clear the computer record. The QR6 facility (USAS units) or a manual system, such as T cards, should be used to progress items in quarantine. Extension of the quarantine period beyond 56 days is to be avoided whenever possible.

18. **Disposal of Faulty Equipment.** Faulty equipment called forward from quarantine for further investigation is:

- a. When conditioned Q/S or Q/D, to be issued to contractors on Contract Loan terms, where the contractor has an appropriate investigation contract.
- b. When conditioned Q/S or Q/D, to be issued on Ordinary Loan terms where the contractor does not hold an investigation contract. In cases of doubt Support Authorities (SA) advice is to be sought.
- c. When conditioned as Scrap, to be vouched to contractors as an Issue without charge. A copy of Form 603 is to be forwarded to the MU SAMS and to the SA responsible for the equipment.
- d. To be issued to other Service repair or investigation authorities using normal external issue procedures.
- e. When Tornado equipment is to be disposed of:

(1) For items against Tri-National contracts, and

(2) In accordance with current National procedures for items against National contracts.

19. Vouchers covering Ordinary Loan issues are to be annotated ON COMPLETION OF INVESTIGATION, APPLY TO SAMS 16 MU FOR DISPOSAL INSTRUCTIONS. SAMS is to be given a copy of the receipted document, plus one other copy. The MU will then be responsible for clearing the Loan against the contractor concerned.

20. **Clearance of Computer Records.** The following action is to be taken to clear computer records:

a. Transaction code (TC) GEO is to be used when requesting an external issue voucher for a faulty item. The keyword, for In-Use faulty items, is to be the internal RV number bringing the item on charge.

b. If the item is not required for fault investigation, TCs GRS/RIR is to be used when converting the item back to a non-faulty component.

c. Items returned to the originating unit following fault investigation or repair at the contractor, service repair or investigation authority detailed in sub-Paragraphs 18a, b and c above, are to be brought on charge using transaction code RED.

21. **Non-LCC Controlled.** Faulty items which are not under LCC control are to be brought on charge to a manually prepared F1640M Stock Record to await disposal instructions. The same time periods for quarantine apply as for LCC controlled items; extended time periods are to be noted in the Form 1640M, (in pencil), special instructions block. External issues of items to contractors for subsequent investigation are to be actioned as detailed in Paragraphs 18 and 19 above.

OFF-LINE UNITS

22. The same principles are to be used to account for faulty equipment at Off-Line units as for On-Line units. Accounting is to follow the guidance for items not on LCC control in Paragraphs 19 and 21 above.

DEFECT PACKAGING REPORTS

23. Defect Packaging Reports(DPR)s are only to be raised when an item has been damaged and the cause is attributed to the packaging or where there is a difference, either in quantity or description, between the contents of the package and the markings on the outside of the package. **Instances such as items failing pre-installation bench tests are subject to MOD 760 action not DPR action.**

OC SUPPLYS RESPONSIBILITIES

24. OC Supply is responsible for the following:

a. Ensuring serious fault signals are dealt with quickly.

b. On receipt of MOD 760 confirm Man Code/Stock Numbers quoted in blocks 7b and 8 of the MOD 760 is correct.

- c. Determining whether the item is Scarce by checking the past transactions using TC QWZ and microfiche.
- d. Completing and signing block 14 of the MOD 760.
- e. Acting on recommendations from the Engineering Officer, including the quarantine of items held in main stock.
- f. Ensuring the suspect item has been returned from inventory and quarantined.
- g. Progressing of Disposal instructions with OC Engineering Wing and the SA.

ANNEX A - UT 7/1 - DOCUMENTATION FOR WARRANTY CLAIMS ON ITEMS OF FRENCH MANUFACTURE

INTRODUCTION

1. Unlike British Contractors and buyers who have the protection of Common Law rights. French equipment customers have no similar rights of redress for the replacement or repair of faulty equipment. Most French Government contracts, therefore, specify the warranty protection to be applied to all items under that contract over a certain minimum cost. The supply of aircraft and spares for all co-operative projects are, therefore, also subject to this Warranty System and covered by the Memorandum of Understanding between the British and French Governments.
2. In order to initiate a claim under this Warranty System several conditions have to be satisfied. These conditions require RAF units to maintain additional documentation whilst such equipment is within the warranty period so that they are able to initiate a warranty claim should the need arise and which will normally be as the result of a specific recommendation on the accompanying F760 defect report. Warranty action will be initiated by MOD (PE) Pol C2a in conjunction with the appropriate MOD (PE) Contracts Branch, as the direct result of the recommendation and approval of F760 investigations. Progress of warranty claim action will be advised to all concerned on MOD F761 in accordance with current Fault Reporting Procedures laid down in AP 100B-01 Order 0901.

FRENCH DOCUMENTATION ISSUED WITH COMPONENTS SUBJECT TO WARRANTY

3. Many airframe components and certain other Class C (Contractor supplied and fitted) items of equipment supplied from French contractors will be issued to the RAF with an equipment identification label known as a Fiche Suiveuse (FS) or where appropriate, for example, for all lifed or similar components, a component log card MOD Form 735, termed Fiche Matricule (FME). Details of all components which are supplied with these documents have been advised to units separately on both Supply and Engineering channels. Under normal circumstances both documents will be attached to the item and are to remain so attached until issued by the Supply Squadron for use. (See Paragraph 7).
4. An important secondary requirement for this documentation is to record the date of the Service, which determines among other things, the start of the warranty period. As a general principle all warranty documents are to be held centrally either in Supply Squadron or in Engineering Records. Local management is to decide which is the most satisfactory location, depending on local circumstances. Once the warranty period has expired (see Appendix 1) all Fiche Suiveuse may be destroyed or replaced by standard RAF Identification Labels (F731) although this is not essential solely for item identification purposes. Fiche Matricule supplied with components but not required for RAF engineering purposes may similarly also be destroyed after expiry of the appropriate Warranty Period. Details of equipment for which either a Fiche Matricule or a Fiche Suiveuse will be supplied, have been advised to all units concerned.

COMPONENTS SUPPLIED AS AIRCRAFT FITTED ITEMS

5. On receipt of a new aircraft which will normally be arranged through the UK prime contractor, the consignee unit will also receive under separate arrangements a consignment of Fiche Suiveuse and Fiche Matricule in respect of those components

subject to warranty which were fitted to the aircraft during assembly. It is considered uneconomic to attempt a 100% check of these documents for accuracy and validity, on receipt. They are therefore to be retained centrally by aircraft tail number and retained for a period of 12 months from the date of receipt of the aircraft. If the aircraft is re-allotted and transferred to another unit within the 12 months period, all documents, including Fiche Matricule and Fiche Suiveuse relating to the aircraft are to be transferred to the new Unit for retention and action as necessary until expiry of the 12 months period from the date of original receipt into service.

AIRCRAFT FITTED COMPONENTS REMOVED FROM AIRCRAFT WITHIN THE WARRANTY PERIOD (I.E. 12 MONTHS FROM DATE OF RECEIPT)

6. OC Supply Squadron is to ensure that any components subject to warranty removed from an aircraft and which are also subject to fault report action which requires the raising of F760, falling within the Warranty Period for that component is accompanied by the appropriate Fiche Matricule or Fiche Suiveuse. It is important that all the available information from these documents is transcribed to the F760, including the date of delivery to the Service.

COMPONENT ISSUES FROM STOCK

7. Before items of French manufacture within the warranty period are issued for use, either for fitment to an aircraft or as turn around spares, the Fiche Suiveuse is to annotated with the IV details and date of issue and filed with the remaining aircraft or bay service records, in Stock Number order. Vouchers for all items with a Fiche Matricule are to be annotated that an Item Record Card is required, although this FME is not to be removed from the item before issue from Supply Squadron. Vouchers for repairable components subject to fault report returned to Supply Squadron are to be linked with the appropriate Record Card and quarantined pending receipt of disposal instructions. If the item is not subject to a fault report it will be issued to the repair contractor in the normal way and the FME/FS are not required to be sent with the item unless specifically for engineering record purposes, for example, as an ERC.

COMPONENTS HELD AS STOCK BY SUPPLY SQUADRONS

8. Fiche Matricule and Fiche Suiveuse are not to be removed from equipment held in stock by Supply Squadrons until required for use. Only if the item is still within its Warranty Period need the Fiche Suiveuse be removed for retention centrally under local arrangements. If the warranty is still current, for example, it has more than 28 days before expiry, the issue voucher is to be annotated with the Warranty Expiry Date. The Fiche Matricule is to remain attached to the item for removal by the inventory holder and retention by Engineering Records.

ACTION BY OC SUPPLY SQUADRON ON RECEIPT OF ADVICE OF FAULT REPORT

9. OC Supply Squadron is to ensure that adequate local arrangements exist which ensure that he is advised of all faults arising on French manufactured items which are still within the Warranty Period. Normally the easiest way to achieve this is to arrange for an additional copy of the Fault Report (F760) to be sent to OC Supply Squadron for vetting and action as necessary.

10. On receipt of advice of a Fault Report the item concerned is to be quarantined in the same way as for equipment of British origin to await the issue of disposal instructions on F786 or F783 (see AP 100B-01 Order 0901).

11. On receipt of the faulty component together with its log card (Fiche Matricule) if appropriate, the equipment is to be checked against the date of issue to confirm whether it falls within the warranty period and whether a Fiche Suiveuse is held for that item, by reference to the appropriate aircraft or Servicing Bay records. If the item falls outside the Warranty Period the item is to be disposed of in the normal way, for example, to the repair contractor for repair, if investigation is not required. However, if the item remains within the Warranty Period for example, it has at least 28 days to run before expiry, the date of delivery is to be entered on F760 and the Fiche Suiveuse or Fiche Matricule attached to the item suitably protected from defacement or contamination, to await disposal instructions from (MOD(PE)CB) on F783 or F786. FME/FS are not required to be sent with items (unless required as an ERC) not under warranty despatched to repair contractors.

INVESTIGATION OF FAULTS FOR REPAIR UNDER WARRANTY

12. MOD(PE) Contracts Branches will normally arrange for PDS contracts to carry out the inspection of components reported under F760 procedure. Details will be advised to units under the current Fault Procedure. In general faulty components which are within the guarantee period are not to be stripped or dismantled at units, as this action is likely to invalidate any claim on a French contractor.

MAINTENANCE OF FICHE SUIVEUSE FOR IN-USE EQUIPMENT

13. On initial receipt of an aircraft into Service the consignee unit will also receive a batch of component records for all warranty items fitted to the aircraft during assembly (e.g. each Jaguar aircraft approximately 550 FMEs and 350 FSs). On receipt OC Supply Squadron is to pass them to the Engineering Records Section for retention centrally and action as necessary. The FME/FS records are to be suitably filed by aircraft, in Stock Number/Part Number order until expiry of the warranty period. This warranty period for aircraft initial fit items can be assumed to have expired 12 months from the date of receipt of the aircraft.

14. The file record containing the in-use Fiche Suiveuse for each aircraft or Servicing Bay is to be checked once every 6 months and those documents which fall outside the Warranty Period are to be extracted and destroyed. After the initial 12 months period, therefore, the only in-use Fiche Suiveuse remaining in the aircraft file will be the records relating to items which have been replaced in the interim period. At any one time therefore it is unlikely that the unit will hold more than 50 or so in-use FMEs per aircraft. These documents will require a 6 monthly check only, to remove those invalid records on which the warranty has expired.

FAULTY COMPONENTS REPLACED ON DETACHED AIRCRAFT

15. Faulty components which are the subject of F760 action whilst an aircraft is away from its parent unit are to be returned to the parent base for action as necessary.

COMPONENTS TRANSFERRED BETWEEN AIRCRAFT BY ROBBING OR AFTER BAY SERVICING

16. Units are to make local arrangements to enable the FME or FS to be identified and recovered from components within the Warranty Period, where the item is transferred between aircraft during the period of the guarantee.

COMPONENTS NOT COVERED BY THE WARRANTY SYSTEM

17. Components not covered by a specific warranty for example, the unit has no FME or FS for that item, can still be the subject of action by negotiation. If such a situation arises a recommendation that a claim is justified should be made on the appropriate F760 which will be processed in the normal way. MOD(PE)(CB) will take the necessary action to process the claim after appropriate investigation.

ANNEX B - UT 7/1 - TORNADO FAULT INVESTIGATION PROCEDURE

GENERAL

1. This procedure is to be adopted in conjunction with Tornado SSP 22, and forms part of the Supply Support Plan for the Tornado Weapon System.
2. In accordance with the provision of the PDT contracts between NAMMA, Panavia, Turbo Union, Mauser and other selected companies, the contractors will investigate faults arising from Engine/Accessory arisings at the aircraft build sites, and from in-Service use of the Tornado System.

INSTRUCTIONS FOR THE DESPATCH OF FAULTY EQUIPMENT

3. Equipment despatched for fault investigation is to be despatched direct to the contractor undertaking the investigation, as notified by the National Partner Company, ie BAe, MBB, AIT, MTU, Rolls-Royce, FIAT, as applicable. Where equipment is routed via the National Partner Company for purposes of rig testing etc, subsequent consignment arrangements to the fault investigations contractor is a contractor responsibility.
4. Units are to issue equipment on a NAMMA F106, compiled and distributed in accordance with the instructions defined in SSP 24, quoting the appropriate PDT contract number. The RASN allocated to the F106 will be used to identify the equipment throughout the investigation/repair cycle and return of the repaired item to the unit.

TRANSPORTATION

5. Units are to consign the equipment in accordance with SSP 7, using existing National arrangements.

DISPOSAL

6. The repair of equipment on completion of a DI will be arranged by the Nominated National Authority (NNA) under the provisions of SSP 22, Paragraph 11.2.2. It will eventually be returned to the MU, the form 106 bearing the same RASN under which it was despatched by the Consignor unit.

SCRAP DISPOSAL

7. Scrap arisings will be certified by the NATO Quality Assurance Representative (NQAR) and details notified on Form 106 to enable clearance of the accounting records. Items scrapped are to be actioned in accordance with SSP 24, Paragraph 19.3.

WARRANTY ITEMS

8. For items which fail acceptance check and where a warranty claim is considered to be applicable, the item is to be returned to the source contractor. The F106 is to be annotated Faulty on receipt. Warranty repair. The Contractor will then establish the warranty status of the equipment, which is extremely complex for Tornado aircraft.