



DEPARTMENT OF THE ARMY  
DIRECTOR OF LOGISTICS  
INSTALLATION MAINTENANCE DIVISION  
BUILDING 3490, CHIPPEWA AVENUE  
FORT WAINWRIGHT, ALASKA 99703-6000

IMPA-FWA-LGM

24-Aug-10

MEMORANDUM FOR Customers of Installation Maintenance Division

SUBJECT: External SOP Installation Maintenance Division (IMD), Fort Wainwright, Alaska

1. References.
  - a. AR 750-1, Army Maintenance Program, September 2007
  - b. AR 700-138, Army Logistics, Readiness and Sustainability, February 2004
  - c. AR 700-139, Army Warranty Program, October 2005
  - d. DA Pam 750-8, The Army Maintenance Management System, August 2005
  - e. TM 750-245-4, D/S, G/S Quality Control Inspectors Inspection Criteria, January 1971
2. Purpose.

To establish uniform guidance and procedures for obtaining support from the Installation Maintenance Division, buildings 3490 & 3480 and to provide a medium to provide feedback for the performance of the activity. The feedback document is located in the attachment to this memorandum.
3. Summary.

Provide a customer oriented, effective and efficient maintenance operation providing Unit through General Support Level or Field through Sustainment level maintenance and training to the Force while in Garrison, during training and while preparing for deployment. Offer technical environmental arctic maintenance assistance for all USARAK units.
4. Scope. The procedures outlined in this SOP apply to and will be followed by all customer units supported by the Installation Maintenance Division.
5. Responsibilities.
  - a. Maintenance Supervisor.

Responsible for managing the IMD and all internal programs. Approval authority for exceptions to this SOP.
  - b. Production Control (PC).

Customer service is the primary function of the PC section. Insure customers' questions are answered and they are provided the guidance required for receiving the appropriate level and type of support from the Installation Maintenance Division (IMD). Control maintenance flow and work production performed by IMF. Maintain a liaison between the customer and IMD and provide status on work orders submitted.
  - c. Inspectors.

Provide initial, in progress and final inspections for equipment work ordered to the IMD insuring compliance with regulations and the standards of this SOP. Subject Matter Experts (SME) for customers and IMD mechanics for equipment assigned to Fort Wainwright. Manage the Inspection Stamp Program.
  - d. Warranty/Modification Work Order (MWO) Coordinator.
    1. Point of contact for issues involving warranty claims and Modification Work Orders for units located at Fort Wainwright, AK.
    2. Manages timely application and reporting of all MWOs.
    3. Maintains records of new equipment that is covered under the warranty program.
    4. Coordinates warranty issues with PMs and local vendors to ensure equipment is repaired in compliance with the terms of the contract.

6. Procedures.
  - a. Hours of Operation.
 

IMD operating hours are from 0700 to 1630 Monday through Thursday and Friday 0700-1530, with lunch break being 1130-1200. Cut off time for submitting work orders will be 1500 daily.
  - b. Opening work orders
    1. Customers must be on a DA Form 1687, Delegation of Authority, signed by the current unit commander, with a copy of the Assumption of Command orders, on file at Building 3490 Room 108 for all work orders. In order to open 02 and 05 priority work orders, the DA Form 1687 must state "Authorized to open 02 and 05 priority work orders".
    2. Tactical unit customers will open work orders electronically through SAMS-E using a CD- RW (rewritable) in order to receive data back, and two copies of DA Form 2407E Maintenance Request must be signed by the Commander or his designated representative if high priority. Non-Tactical customers may open work orders using DA Form 2407 Maintenance Request.
    3. Customers will open work orders in Room 108, Building 3490,
    4. LBE, Service and RESET automotive work orders will be opened in Room 119, Building 3480. LBE and RESET work orders for Communications, Weapons, Fabric, Welding, Safes, and Body will be opened in Building 3490.
    5. Customers must include a reliable point of contact and phone number. Do not use the CQ or Staff Duty.
    6. The customer opening the work order must have a detailed DA 5988E Equipment Inspection and Maintenance Worksheet or DA 2404 Equipment Inspection and Maintenance Worksheet explaining the fault and the actions taken. The individual must have sufficient knowledge of the problem to explain it to the inspector and answer any questions the inspector may have.
    7. One work order will be created for each piece of equipment with the exception of weapons. Up to 10 weapons of the same NSN may be entered on one work order but all serial numbers must be listed.
  - c. Once the customer receives a signed copy of DA Form 2407E or the green copy of the DA Form 2407 with a work order number and a packet from the PC they will proceed as follows:
    1. For automotive equipment: Take equipment and packet to inspectors in the Inspection Section of Building 3490
    2. For Communication and Electronics equipment: Take equipment and packet to the Communication shop in Room 106, Building 3490
    3. For Weapons: Take weapons and packets to Armament in Room 112, Building 3490
    4. For Fabric Repair: Take items or designs and packets to Fabric in Room 122, Building 3490
    5. NOTE: Welding, stencils and load test work orders will follow the same procedures as automotive work orders.
  - d. Turn in Standards.
    1. Equipment requiring repair will be delivered to the maintenance facilities with a completed 100% technical inspection.
    2. Equipment will be in a complete configuration, less any basic issue items and accessories not required for operational testing.
    3. Unit maintenance deficiencies will be corrected or corrective action initiated where repair parts are required and not on hand. The 5988E will show the document numbers for all parts ordered, prior to submitting equipment to IMF for repair.
    4. Equipment must meet all safety standards.

5. Equipment will be clean and free of trash, snow completely removed, and fuel tanks at least half full, radio's, antennas and racks removed.
  6. Nonstandard items of equipment such as television sets, stereo sets, and other unit Day Room equipment will have a statement signed by the responsible officer or hand receipt holder in the remarks section of the maintenance request stating that the item is on the unit property book and the acquisition cost of the item.
  7. Fuel tankers will be 90% full of fuel or purged.
  8. Items turned in for technical inspection must have documentation from the Property book Officer stating the item is to be turned in. Lateral transfer items will not be inspected.
  9. Classification of equipment and verification inspection of class VII end items will have properly filled out DA 2404 with NSN, FEDLOG data sheet, equipment shortage annex, DA 461-5, DA 112 and DA 3590 as applicable.
- e. Damage Statements
1. If inspection reveals property has been damaged beyond fair wear and tear a damage statement will be required IAW AR 735-5.
  2. Damage Statement requirement levels are \$100.00 hand tools, \$200.00 for property.
  3. Damage Statements require 3 copies signed by unit commander, or designee.
  4. For loss above \$200.00 a concurring signature is required by next higher authority.
  5. For loss contained in multiple item(s), such as tool sets, kits, or outfits, a form 112 will be required to accompany the loss letter, and attached to the tag or repair request, listing missing items.
  6. Three copies will be distributed as follows: 1 copy IMD files, 1 copy attached to material condition tag and 1 copy attach to customer copy of work request.
- f. Inspection Stamp Program.
1. Customer units at the Battalion level may receive up to four inspection stamps, one primary and one alternate for the S-4 Section and one primary and one alternate for the Combat Repair Team (CRT) or Maintenance Section. The S-4 will use the stamp for classification of CL II & IV items and the maintenance section will use the stamp for CL IX repair parts.
  2. The Inspection Stamps are controlled and issued by the Inspection Section located in building 3490. The stamps will be valid for one year at which time they will have to be renewed and all required paperwork resubmitted.
  3. Personnel requiring a stamp must have DA Form 1687, Signature Card, completed and signed by the Battalion Commander, current assumption of command orders and a memorandum stating the person is technically proficient to classify items in SCMC listed on the signature card. Personnel will have to attend training before being issued a stamp, see para e. below.
  4. The stamp will be revoked and the Commander notified upon three instances of improper classifications discovered at the turn in section.
  5. The Maintenance Assistance & Instruction Team (MAIT) will provide classes, training, and hand-outs on the Inspection Stamp/Technical Inspector Program. Call 353-4072/1635 for class schedule or more information.
- f. Personnel who are PCSing, ETSing, going TDY for an extended period of time or deploying will be required to return their Inspection Stamp back to the Inspection Section, Installation Maintenance Division (IMD), building 3490 prior to departing this station.
- g. Receiving Status. Customers may receive status updates weekly for jobs opened electronically at the main office in building 3490 or 3480. Please Note: Only jobs originally opened with an organizational work order number (opened electronically) will appear on the

status update. Work order status can also be obtained through Logistics Information Warehouse (LIW) or Integrated Logistics Analysis Program (ILAP).

- h. Picking up work orders.
  - 1. The Point of Contact listed on the work order will be called by the main office at building 3490 or 3480 when the job is ready to be picked up.
  - 2. Customers will bring the customer copy of the work order to the main office in building 3490 (or 3480 for LBE and RESET automotive equipment.) The customer must be on the DA 1687, Delegation of Authority in order to sign for the equipment.
  - 3. The customer will sign and date "White" copy which will remain on file with the main office. The customer will take the "Blue" Copy to the inspector or shop to pick up the equipment.
  - 4. In the event the "green" copy is lost, the responsible officer will prepare a memorandum to this effect and submit it in lieu of the "green" copy.
  - 5. Customers will be required to pick up equipment in a timely manner once the unit has been notified the job is ready for pick up (R status). Customers who have not picked up equipment within these standards the Battalion level Executive Officer or BMO will be notified and that Battalion will not be allowed to open new work orders. Pacers will be picked up within 24 hours, high priority 02 & 05 jobs within 72 hours, and 12 priorities within 7 days.
  
- i. Maintenance Assistance and Instruction Team (MAIT)
  - 1. The MAIT program complements other programs that are designed to assist units in achieving and sustaining materiel readiness. To maximize materiel readiness, commanders are encouraged to take full advantage of the services offered by the MAIT. The following provides a brief summary of the objectives and types of MAIT visits.
  - 2. MAIT objectives
    - a. Assist units in bringing Army materiel to a state of readiness consistent with assigned goals needed to accomplish the Army mission.
    - b. Ensure that commanders at all levels are provided assistance in identifying and resolving maintenance, maintenance management, and associated repair parts problems in their units.
    - c. Provide effective and responsible assistance and instruction for units and activities that request or need the service.
    - d. Augment the commander's capability for providing maintenance and associated assistance and instruction to organic, attached, and supported units.
    - e. Generate an atmosphere of mutual trust between MAIT and the supported unit. This allows unit personnel to participate actively in problem identification and resolution without fear of resulting actions or information being used as bases for adverse action by command elements.
  - 3. Types of MAIT visits.
    - a. Requested visit. This type of visit can be arranged by memorandum requests from commanders of units directly to the MAIT scheduling element. This includes units requiring assistance and instruction or parent organizations requesting assistance and instruction for subordinate units.
    - b. Programmed visits. Each MAIT prepares a schedule of programmed visits. When resources are available, an annual visit should be made to each unit. This provides the unit with an independent assessment of the unit's logistics problems and the MAIT proposed solutions.
    - c. The MAIT cannot perform inspections or assist in the Organizational Inspection program (OIP).
  - 4. Training. The MAIT will conduct formal class room instruction for Unit Armor and SAMS-E Training. The class schedule will be published by DPTSM. Special classes may be requested by the units through the Installation Maintenance Manager.

**//ORIGINAL SIGNED//**

Timothy Billups  
Chief, Maintenance Division, DOL

Enclosure 1 Telephone listing for the Installation Maintenance Division  
Enclosure 2 Customer Feedback Form

Telephone listing for the Installation Maintenance Facility

Chief, Maintenance Division	353-1631
Maintenance Supervisor Bldg 3490	353-1665
Mechanic Supervisor Bldg 3480	353-4056
Mechanic Supervisor Bldg 3490	353-4069
Production Controller Bldg 3490	353-1695
Production Controller Bldg 3480	353-4057
MWO/Warranty Coordinator	353-1608
Inspector Bldg 3490	353-1649/1643/2017
Inspector Bldg 3480	353-3993/1979/1908
MAIT	353-4072
MAIT Armament	353-1635
Management Analyst	353-1440/1499
Weapons	353-1639
Fabric Repair	353-1662
COMMEL	353-1656
Paint & Body	353-1690
Welding	353-1692
Supply Bldg 3490	353-1657/1638
Supply Bldg 3480	353-4066

<b>USARAK DOL Customer Feedback Form</b>					
Date of Visit: _____	<input type="checkbox"/> Maintenance	<input type="checkbox"/> ASP	<input type="checkbox"/> Household Goods		
Time: _____	<input type="checkbox"/> Laundry	<input type="checkbox"/> CIF	<input type="checkbox"/> Passenger Travel		
Post (FRA/FWA): _____	<input type="checkbox"/> LISO	<input type="checkbox"/> CIPBO	<input type="checkbox"/> Freight		
	<input type="checkbox"/> Supply (SARSS)	<input type="checkbox"/> POL	<input type="checkbox"/> TMP		
	<input type="checkbox"/> Food Program Mgt	<input type="checkbox"/> TISA	<input type="checkbox"/> 534 <sup>th</sup> QD (Riggers)		
Excellent	Above Average	Satisfactory	Needs Improvement	Unsatisfactory	
(Please Check One Box For Each Service)					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Courtesy of Staff
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff's Understanding of Your Requirements
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Timeliness of Service
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Quality of Service Provided
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Correct Materiel Received
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Correct Documentation Received
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Materiel Clean and Serviceable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Activity Cleanliness
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Activity Open During Convenient Hours
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Outcome of This Visit to DOL
<b>Comments</b>					
Name and Day Telephone Are Optional Unless You Are Requesting Follow-up Action.					
<b>Name:</b> _____			<b>Day Telephone:</b> _____		

ISO Form: 208-1    Revision: 1, 14 Jan 03  
 Box...thank you!

Please drop the completed form in the nearest US Mail