

UNITED STATES MARINE CORPS
Logistics Operations School
Marine Corps Combat Service Support Schools
Training Command
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E107

STUDENT OUTLINE

MAINTENANCE MANAGEMENT SOP/DESK-TOP PROCEDURES/TURNOVER FOLDERS

LEARNING OBJECTIVES

1. Terminal Learning Objective: Given the billet of maintenance management specialist and the references, maintain maintenance management administrative procedures, to ensure maintenance management procedures are in accordance with the references.
2. Enabling Learning Objectives: Given the billet of maintenance management specialist and the reference, identify:
 - a. Elements of maintenance management standard operating procedures.
 - b. The contents of desk-top procedures.
 - c. The contents of turnover folders.

OUTLINE

1. **MAINTENANCE MANAGEMENT STANDARD OPERATING PROCEDURES (MMSOP)**
 - a. Commanders at major subordinate commands (MSC) will publish MMSOP's. The instructions contained in the MSC MMSOP need not contain all subordinate unit functions but they will be sufficiently clear, completely applicable at the unit level, and sufficiently detailed to ensure each subordinate unit can perform its maintenance mission.
 - b. Commanders at subordinate command levels, including detached or separate commands, authorized second echelon or higher maintenance capability for more than one commodity area will publish MMSOP's except when maintenance procedures are adequately covered in the MSC MMSOP. In such cases the MSC MMSOP may be used in lieu of the unit MMSOP.

c. Commanders at subordinate command levels, including detached or separate commands, authorized second echelon or higher maintenance capability for only one commodity area will publish maintenance management procedures in either a commodity maintenance/unit logistics SOP or the MMSOP except when maintenance procedures are adequately covered in the MSC MMSOP.

d. Commanders at subordinate command levels, including detached or separate commands, authorized only first echelon maintenance capability for organic equipment will publish, as a minimum, maintenance management procedures as part of one of the unit's logistics SOP's or in a maintenance policy letter for the unit's commodity areas except when maintenance procedures are adequately covered in the MSC MMSOP.

e. Where the maintenance mission at subordinate command levels, including detached or separate commands requires deviation from or amplification to the MSC MMSOP, clearly defined local written procedures will be included in the unit maintenance policy letter identifying the commander's additional policy guidance. These procedures will also include rationale for why the MSC MMSOP guidance is appropriate.

f. The MSC MMSOP will include the procedures necessary for the subordinate command levels, including detached or separate commands to implement the policies and procedures included in this Manual, other Marine Corps directives, and those directives by higher headquarters.

g. MMSOP Preparation

(1) An MSC MMSOP specifies and disseminates the policies and procedures of the MSC. The publication of an MSC MMSOP reduces the impact of personnel turnovers by establishing a reference point for all members of the MSC. The publication of an MSC MMSOP also reduces training requirements by standardizing the manner that maintenance operations are performed within the MSC. Further, an MSC MMSOP conserves time by prescribing how repetitive functions will be accomplished.

(2) An MSC MMSOP must be written so that it is understood by all personnel required to use it. The MSC MMSOP also must be detailed enough that personnel can follow it with as little as additional guidance as possible. To be of value, it must be available to and understood by all personnel, regardless of EOM.

(3) An MSC MMSOP need not contain all of the procedures necessary to accomplish the MSC's functions. When the instructions published by higher headquarters are sufficiently clear, detailed, completely applicable at the MSC level, and they may be referenced, required to be included in an individual's desk-top procedures, or extracted for inclusion in the MSC MMSOP.

h. Content of the MSC MMSOP

(1) The format presented in Appendix A of MCO P4790.2C is not mandatory, but those areas indicated by the pound sign (#) must be addressed in the MSC's MMSOP. Those areas indicated by two pound signs (##) are required to be addressed in the content of the MMSOP for all MSC's supported by MIMMS AIS FMSS.

(2) The areas that must be addressed in the MSC MMSOP are as follows:

- (a) Introduction.
- (b) Command Responsibilities.
- (c) Desk-Top Procedures and Turnover Folders.
- (d) Maintenance Policy.
- (e) Assignment of Operators.
- (f) Allocation of Maintenance Training/Performance Time.
- (g) Shop Operations.
- (h) Equipment that Exceeds Maintenance Capabilities.
- (i) Records (equipment maintenance).
- (j) Reports (MIMMS).
- (k) Modification of Equipment.
- (l) Support and Test Equipment (TMDE).
- (m) Safety (requirements and responsibilities).
- (n) Repair Parts Request System.

- (o) Repair Parts Control.
- (p) Direct Exchange (Reparable Issue Point).
- (q) New Equipment (activation).
- (r) Mount Out (policy and procedures).
- (s) Validation and Reconciliation (supply requirements).
- (t) Tool Sets, Chests, and Kits (control).
- (u) Maintenance and Maintenance Management Training Requirements.
- (v) Training (MOJT, Technical, and Cross).
- (w) Inspections/Visits and Quality Control (formal, informal, reports, and correction of discrepancies).
- (x) Publications (policy and responsibilities).
- (y) Maintenance Related Programs.

2. DESK-TOP PROCEDURES

a. The frequent change of personnel within units results in a lack of expertise and continuity in day-to-day operations. Proper use of desk-top procedures and turnover folders greatly alleviates this situation and improves the overall efficiency of an organization. The MSC MMSOP must state the requirements, contents, details, and the billets that require desk-top procedures and turnover files.

b. Each unit/section will prepare desk-top procedures for each billet involving administrative and management functions. For example, desk-top procedures are appropriate for the following:

- (1) Clerks in the shop office.
- (2) Shipping and Receiving shop.
- (3) Library.
- (4) Shop Supply.

- (5) MMO office.
- (6) Dispatchers.
- (7) Toolroom personnel.

b. It is not intended that desk-top procedures be all inclusive or formalized but, rather, a simple listing of significant items or notes pertinent to everyday operations within a particular billet.

c. Good desk-top procedures normally, they would include such items as:

- (1) Current references.
- (2) Procedures for carrying out required duties.
- (3) Telephone numbers of individuals who might need to be contacted.
- (4) Reports required.

d. The listing of procedures will not be voluminous, as this will tend to discourage its use. Each will prescribe steps to be followed in the accomplishment of all authorized maintenance or related actions. Procedures will standardize requirements, actions, and recordkeeping.

3. TURNOVER FOLDERS

a. The Benefits of Having a Good Turnover Folder:

- (1) It gives maximum assistance to a new individual assigned to the billet.
- (2) It provides the momentum to restore the expertise that is lost due to personnel turnover.

b. Those management billets within a unit that are required to maintain a turnover folder will be stated in the MSC MMSOP, usually Officers and SNCO's.

c. A turnover folder will include information about policy, personnel, status of pending projects, references, management controls, functioning of the section, ways and means

of accomplishing routine as well as infrequent tasks, and other information of value to an individual assigned to that billet. The MSC MMSOP must state the requirement, contents, details, and the billets that require turnover folders.

d. To be of any real value, turnover folders will contain, as a minimum, statements concerning the following:

(1) Title of the billet.

(2) To whom the individual occupying the billet reports and incumbent billets subordinate thereto.

(3) The mission of the billet (broad billet responsibilities).

(4) The functions involved in accomplishing the mission (principal action taken).

(5) Tasks and basic operations regularly performed in accomplishing specific functions.

(6) List of orders or other directives pertinent to the billet.

(7) List of required reports, dates of submissions.

(8) List the relationship with activities both in the official and unofficial chain of command, including unofficial liaison and coordinating functions. Brief statements concerning the type of matters with which these agencies are consulted will be included.

(9) Contacts within or external to the command, listing telephone numbers and/or addresses. The purpose served by the contact will be included.

(10) Miscellaneous information will be included. For example, administrative or operational procedures peculiar to the billet, such as dual responsibility for certain functions or limitations in responsibility or authority within particular functions. Include any other information that might assist in carrying out the responsibilities.

(11) Past, pending, and anticipated projects will be itemized and kept current. A short resume of past projects considered unusually important to include, a status report of

each pending project, a brief outline of project, and a brief outline of projects considered worthwhile for future implementation.

e. Folders will be arranged in such a manner as to permit ease in changing those sections requiring frequent modification (i.e., personnel contacts, projects, and references). The degree of detail must be flexible and is subject to the discretion of organizational commanders. The important consideration is that the content of folders be directed towards rendering maximum assistance to the relief. Turnover folders may be organized by functional area.

REFERENCE:

1. MCO P4790.2C