

UNITED STATES MARINE CORPS
Logistics Operations School
Marine Corps Combat Service Support Schools
Training Command
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MMOC 2311

STUDENT OUTLINE

MAINTENANCE MANAGEMENT SOP,
DESK-TOP PROCEDURES, AND TURNOVER FOLDERS

OVERVIEW: The purpose of this lesson is to familiarize the students with maintenance management sop, desk-top procedures, and turnover folders. Learning objective are neither specified nor measured during this lesson; however the classroom presentation is controlled to provide the following:

- a. The purpose of maintenance management standing operating procedures (MMSOP).
- b. What commands must have a MMSOP.
- c. The reference that outline the preparation instructions for a MMSOP.
- d. The required contents for MMSOP.
- e. The billets within a commodity that should have desk-top procedures.
- f. The contents of desk-top procedures.
- g. The billets within a commodity that should have a turnover folder.
- h. The contents of a turn over folder.

OUTLINE:

1. DEVELOPMENT OF MAINTENANCE MANAGEMENT SOP (MMSOP)

a. Purpose of Major Subordinate Command Maintenance Management Standing Operating Procedures (MSC MMSOP).

(1) A MSC MMSOP specifies and disseminates the policies and procedures for the conduct of maintenance within the unit.

(2) A MSC MMSOP reduces the impact of personnel turnover by establishing a reference point for all members of the unit.

(3) A MSC MMSOP also reduces training requirements by standardizing the manner in which maintenance operations are performed within the command.

(4) To accomplish this purpose, the MSC MMSOP must:

(a) Be written so that it is understood by all personnel required to use it.

(b) Be detailed enough that personnel can follow it with as little additional guidance as possible.

(c) Be available to and understood by all personnel, regardless of billets, who are required to perform the work.

(d) Contain direction on all aspects of maintenance relating to your unit.

(5) A MSC MMSOP need not contain all of the procedures necessary to accomplish the unit's functions when instructions published by higher headquarters are sufficiently clear, detailed, completely applicable at the major subordinate command (MSC) level, and referenced in the MSC MMSOP.

b. Commands Responsible for Developing a MMSOP

(1) Commanders at major subordinate commands (Div, FSSG, and Wing) shall 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.

(2) Commanders at subordinate command levels, to include 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 a MSC MMSOP. In such cases the MSC MMSOP may be used in lieu of a unit MMSOP.

(3) Commanders at subordinate command levels, to include 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 a MMSOP except when maintenance procedures are adequately covered in the MSC MMSOP.

(4) Commanders at subordinate command levels, to include 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 procedures are adequately covered in the MSC MMSOP.

(5) Where the maintenance mission at the subordinate command levels of the lower level command requires deviation from or amplification to the MSC MMSOP, clearly defined local written procedures will be included in a unit maintenance policy letter identifying the commander's additional policy guidance. These procedures should also include rationale for why the MSC MMSOP guidance is inappropriate.

(6) The MSC MMSOP shall include the procedures necessary for the subordinate command levels, including detached and separate commands, to implement the policies and procedures included in MCO P4790.2, other Marine Corps directives, and those directives by higher headquarters.

c. Reference for and Content of the MSC MMSOP

(1) MCO P4790.2, MIMMS Field Procedures Manual, is the reference that contains the guidance for the preparation of the MSC MMSOP.

(2) The format presented in the appendix of MCO P4790.2 is not mandatory but the areas indicated by a single pound sign (#) are required to be addressed in the content of a unit's MSC MMSOP. Areas indicated by two pound signs (##) are required to be addressed in the content of the MMSOP for all MSC's supported by the MIMMS AIS FMSS.

(3) 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 (repairs) that exceeds maintenance capabilities.
- (i) Records (equipment maintenance).
- (j) Reports (MIMMS).

- (k) Modification of equipment.
- (l) Test, Measurement, and Diagnostic Equipment (TMDE).
- (m) Safety requirements and responsibilities.
- (n) Repair parts request system.
- (o) Repair parts control.
- (p) Direct exchange (reparable issue points).
- (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-training).
- (w) Inspections and quality control (formal, informal, reports, and correction of discrepancies).
- (x) Publications (policies and responsibilities).
- (y) Maintenance related programs.

2. CONSTRUCTION OF DESK-TOP PROCEDURES

a. The Benefits of Having Good Desk-Top Procedures

(1) Good desk-top procedures can alleviate the lack of expertise and absence of continuity in day-to-day operations that results from personnel turnover.

(2) Good desk-top procedures will also improve the overall efficiency of an organization.

(3) The MSC MMSOP must state the requirements, contents, details, and the billets that required desk-top procedures.

(4) Good desk-top procedures will contain a simple listing of significant items or notes pertinent to everyday operations within a particular billet.

b. Desk-top procedures should be prepared for each billet involving administrative and management functions. Examples are as follows:

(1) Clerks in the shop office (MMMS, records, publications, supply, et cetera).

(2) Tool room personnel.

(3) Battery shop personnel.

(4) Maintenance officer.

(5) Maintenance chief.

(6) Maintenance management officer (MMO).

(7) Motor transport officer.

(8) Motor Transport Chief.

(9) Dispatchers.

(10) Quality control personnel.

c. Good desk-top procedures should contain the following information:

(1) Current list of references.

(2) Procedures for carrying out required duties.

(3) Telephone numbers of individuals who might need to be contacted.

(4) Required reports.

3. CONSTRUCTION OF TURNOVER FOLDERS.

a. The Benefits of Having a Good Turnover Folder.

(1) A good turnover folder will provide maximum assistance to a new individual assigned to the billet.

(2) It also provides the momentum to restore the expertise that is lost due to personnel turnover.

b. Those management billets within a motor transport section that should maintain a turnover folder are the same as those that are required to maintain desk-top procedures.

c. A turnover folder will include information about policy, personnel, status of pending projects, references, management controls, functioning of the section, and ways and means of accomplishing routine as well as infrequent tasks. To be of any real value, turnover folders should 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 which are pertinent to the billet.
- (7) List of required reports, dates of submissions, and so forth.
- (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 on which these agencies are consulted will be included.
- (9) Personnel contacts within or external to the command, listing telephone numbers and/or addresses. The purpose served by the contact should be included.
- (10) Miscellaneous information should 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. Included also should be any other data which might assist a relief in carrying out their responsibilities.
- (11) Past, pending, and anticipated projects should be itemized and continually kept current. A short resume of past projects considered unusually important, a status report of each pending project, with a brief

outline of project, and a brief outline of projects considered worthwhile for future implementation should all be included.

d. Turnover folders should be arranged in such a manner as to permit ease in changing those sections requiring frequent modifications; such as, personnel contacts, projects, and references. The degree of detail is flexible and is subject to the discretion of the organizational commander.