



Maintenance

TECHNICAL ORDER SYSTEM

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements TO 00-5-1, *AF Technical Order System*; AFPD 21-3, *Technical Orders*; AFI 21-303, *Technical Orders*; and Records Disposition Schedule (RDS) and applies to all depot maintenance organizations at Ogden Air Logistics Center (OO-ALC) who participate in the base service Technical Order Distribution Office (TODO) contract who acquires and controls distribution of technical orders (TO) for use within depot maintenance production. It defines responsibilities and establishes procedures for the requisition, control, maintenance, and use of TOs. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 37-123, *Management of Records* and disposed of in accordance with the Air Force Records Disposition Schedule (RDS).

SUMMARY OF REVISIONS

This publication has been completely revised. This revision has been expanded to provide instructions pertaining to the maintenance and evaluation of TO libraries that are serviced by the base TODO contract.

1. General Policy. Technical data used for depot maintenance is approved and published through a single manager TO Management Agency (TOMA) function. Engineering approved technical data is the only authorized source of information used to perform depot maintenance. The most current version received and distributed by the TODO will be considered current in accordance with (IAW) TO 00-5-1. Conditions under which TO compliance may be waived are outlined in TO 00-5-1, *AF Technical Order System* and AFI 21-303, *Technical Orders*.

2. Filing and Posting Technical Data Changes. The contracted TODO is responsible for filing and posting TO changes; AFMC Forms 202, **Nonconforming Technical Assistance Request**

and Reply; and Special Handling AFMC IMTs 252, **T.O. Publication Change Requests;** and any other changes to technical data IAW TO 00-5-1 and AFMCMAN 21-1, *Air Force Materiel Command Technical Order System*. The TODO will provide a daily distribution list of changes to using organizations. The using organizations will, in turn, review the published changes for any impact to their workload.

3. Control of TO Files. Government TO custodian will establish a charge out system to account for all TOs removed from TO libraries. TOs are to be returned within five working days or at the request of the government TO custodian or TODO personnel to allow the TODO personnel to make timely updates to technical orders.

4. Disposition. TOs marked “Unlimited Distribution” can be disposed of in recycle or regular trash receptacles as a whole document. TOs with a limited distribution statement should be disposed of in one of the following methods: Recycle by tearing in 3 or more pieces or shred and place in a recycle bin. Additional information on TO disposition may be found in TO 00-5-1 and Records Disposition Schedule (RDS). If the document is classified, destroy in accordance with DOD 5200.1R, *Information Security Program* and AFI 31-401, *Information Security Program Management*. CD-ROMS will have both surfaces scratched before recycling.

5. Maintaining TO Files. Each government TO custodian must keep binders in numerical and/or alphabetical sequence. TODO personnel will replace shop-worn pages and binders in bad condition.

5.1. TO Library Routine/Annual List of Effective Pages (LEP) Checks. Routine and annual checks will be performed and documented by the TODO personnel IAW TO 00-5-1 requirements.

5.2. Automated TO Management System (ATOMS) TO Records Annual Inventory. Annual inventory will be performed and documented by the TODO personnel IAW TO 00-5-1 requirements.

5.3. Government Inventory/Annual Review. Government TO custodians will perform an annual library inventory once during the year and maintain documentation of this inventory in the library custodian files. The contents of TO libraries are checked against ATOMS TO Series Inventory by account listings provided by the servicing TODO.

5.4. Annual LEP (A Page) Review. The TODO will perform and document an annual LEP review on all frequently used TOs. The contract TODO personnel shall identify annual and/or LEP checks and clearly annotate date and initials. A government provided list of frequently used TOs will be co-located with TO files. If no listing is available, all TOs in library will require a review IAW TO 00-5-1.

6. Locally Printed Copies of TO Extracts. In accordance with Air Force TO 00-5-1, “To facilitate configuration control, all locally printed copies of TO extracts will be stamped with the

reproduction date and either the parent TO date and change number or include a copy of the TO title page. Extracts will be destroyed after use.” Each organization shall establish and maintain internal controls to ensure this policy is met.

7. Digital/Web TOs. The individual who downloads or prints a TO from its host website or a CD-ROM/DVD becomes responsible for ensuring the reproduced copy remains current.

8. Additional Computer Program Identification Numbers (CPINS)/TOs. Government TO custodians will determine organizational requirements for additional TO libraries and/or sub-accounts. TO custodians will submit the request to the TODO contractor for a contract cost proposal to copy and maintain TOs. The following process will be used:

8.1. The customer will forward an OO-ALC IMT 535, **Library Technical Order (TO) Request**, to the TODO contractor for coordination with MADW Resource Management Branch (OO-ALC/MADW) QAP and Contracting Officer (CO).

8.2. If additional requirements result in increased costs, the CO will send the cost proposal to QAP, customer, and organization Resource Advisor (RA) for approval.

8.3. RA will submit a funded AF IMT 9, **Request for Purchase**, to request modification of contract.

8.4. Contractor will begin workload after receipt of modified contract.

9. Commercial Off the Shelf (COTS). COTS manuals may require TO number assignment IAW TO 00-5-18. This TO describes the procedures and techniques employed to assign TO numbers to technical data used to operate, install, maintain, inspect, perform procedural functions on, and modify Air Force weapons systems and equipment.

9.1. When a COTS manual meets the criteria in TO 00-5-18 and a TO number needs to be assigned, the government TO custodian is responsible for getting this manual added to the AF inventory. This person should provide a copy of the COTS manual and other pertinent information to the appropriate single manager TOMA. As a backup, the government TO custodian should make a copy of all information sent to the TOMA for records to show compliance. The TOMA will forward this manual to an equipment specialist to be evaluated in accordance with MIL-HDBK-1221.

9.2. Once the equipment specialist has approved the COTS manual for addition to the AF TO inventory, the TO manager will requisition a TO number through the Joint Computer-aided Acquisition and Logistics Support (JCALS) System (OPR: OC-ALC).

9.3. Once a TO number is assigned, it is the responsibility of each branch to identify the new TO requirements to the TODO to get the TO established and maintained.

9.4. Local “unique” technical data will not require a formal TO number, but will require a locally prepared document to formalize and control procedures unique to a base or area.

10. Responsibilities.

10.1. TODO Contract Manager.

10.1.1. Functions as customer focal point for the procurement, receipt, and distribution of all publications and software encompassed by the Air Force TO system.

10.1.2. Acquires and maintains a copy of the current Code Selected Reconciliation List (CSRL) for TOs and CPINS from OC-ALC.

10.1.3. Ensures the timely distribution of all TOs IAW Statement of Work (SOW) and TO 00-5-1.

10.1.4. Ensures a daily TO change/revision distribution list of affected TOs is distributed to the using organizations.

10.1.5 Ensures Contractor’s Quality Control Plan is adhered to.

10.1.6. Accepts responsibility for contractor employees and ensures they are trained and training is documented.

10.1.7. Ensures timely updates and management of ATOMS database.

10.1.8 Provides ATOMS listing to TO library custodian when requested. All requests must be submitted through MADW QAPs.

10.1.8.1. Generates ATOMS listing upon request for classified accounts.

10.1.9. Ensures contract management policies are adhered to.

10.1.10. Ensures corrective and preventive actions are implemented based on Contract Discrepancy Report (CDR) submitted by QAP to CO for unacceptable performance.

10.1.11. Receives notification of TO custodians/alternates and sub-account listing updates from government organizations.

10.1.12. Ensures AFMC IMTs 343, **Quality Assurance Assessment**, are corrected and preventive actions are implemented.

10.1.13. Maintains other service publications IAW current governing regulations.

10.2 Contract Technical Order Distribution Account (TODA) Personnel.

10.2.1. Distributes and posts all TOs and TO increments IAW SOW and TO 00-5-1.

10.2.2. Requisitions all required TOs.

10.2.3. Creates new TO accounts/sub-accounts in a designated area, labeled “**Not For Depot Maintenance**”, until new accounts/sub-accounts are ready to be released for use.

10.2.4. Uses AFTO Form 110, **Technical Order/CPIN Distribution Record**, for internal control and currency to identify listing of TOs on hand and on order. Document numbers are not required.

10.2.5. Contacts government TO custodian if TOs are not returned to ensure timely updates of TOs IAW SOW and TO 00-5-1.

10.2.6. Communicates with the government TO custodian to ensure customer’s requirements are being met. NOTE: When at all possible, new technical data files will NOT be built where active files are located. When this is not possible due to the size restrictions of the file being built or lack of assigned workspace, the file in work will be segregated from active files and clearly marked IAW paragraph 10.2.3.

10.3. Using Government Organization.

10.3.1. Provides adequate areas and working space for contractor TODO file clerks.

10.3.2. Appoints a lead and alternate government TO custodian to represent the organization in all matters pertaining to TOs. Submits the TO custodian appointment to MADW QAP using the OO-ALC IMT 536, **Technical Order (TO) Library Custodian Appointment/Change** and also notifies the TODO contract manager.

10.3.3. Ensures OO-ALC/MADW QAP and TODO contract manager is notified when any requirement changes occur to the appointed government TO custodian and/or alternate.

10.3.4. Ensures government TO custodian completes the web-based “[General Technical Order System Course](#), J6ANU0006 044.” Completion certificate of web-based course must be provided to the 75 MSS/DPEE POC for written test scheduling . Copies of the completion certificate of web-based course and certificate of written test completion must be maintained in the library custodian files.

10.3.5. Performs inspections on TOs IAW AFMCI 21-115, *Depot Maintenance Quality Assurance* and the Logistics Standardization and Evaluation Team (LSET) checklist. Assigned/matrixed QASs document deficiencies on an AFMC IMT 343 and route it to the MAPD QAS.

10.3.6. Ensures TO 00-5-1 extract policy is enforced and maintained for TO copies.

10.3.7. Contacts the OO-ALC/MADW QAP, if requirements are not being met by the TODO service contract.

10.3.8. Ensures employees notify responsible government TO custodian to interface with contract TODO file clerks to resolve any issues.

10.3.9. Submits a customer complaint to the OO-ALC/MADW QAP if unsatisfied with the contractor performance.

10.4. **Government TO Custodian.**

10.4.1. Completes the required web-based training and sends certificate of completion to 75 MSS/DPEE POC.

10.4.2. Monitors location and condition of TO files.

10.4.3. Notifies TODA contract file clerk of broken binders and worn or missing pages.

10.4.4. Ensures charge out procedures are established and enforced. Ensures TOs are returned for updates when requested by the TODA contract file clerks.

10.4.5. Submits OO-ALC IMT 535, for additional TOs to the TODA contractor.

10.4.6. Documents and files any changes resulting in organizational TO requirements in the library custodian's files. Also, submits changes to the TODA contractor.

10.4.7. Ensures rescinded for reference only TOs are marked and kept separate from active TO library IAW TO 00-5-1.

10.4.8. Performs and documents annual TO library requirements inventory. Requirements will be checked against ATOMS TO listings.

10.5. **Functional Director/Functional Commander (FD/FC) (OO-ALC/MAD).**

10.5.1. Manages the quality surveillance program through the assigned QAPs.

10.5.2. Assigns competent and capable functional experts to plan and manage the TO contract and satisfy surveillance requirements.

10.5.3. Ensures QAPs are appointed, in writing, and trained prior to assuming responsibility. Forwards appointment nomination to the Quality Assurance Program Coordinator (QAPC) located in the contracting directorate.

10.5.4. Accepts responsibility for the administration of the TODO program IAW the SOW, appropriate directives, and established policies.

10.6. Contract Functional Manager (CFM) (OO-ALC/MADW).

10.6.1. Manages the quality surveillance program through the assigned QAPs.

10.6.2. Conducts performance evaluation meetings with the contractor as required.

10.6.3. Monitors the daily TODO requirements to ensure that effective support is provided. Resolves unacceptable conditions through process improvements, contract revisions, and/or contract enforcement.

10.6.4. Ensures QAPs receive formal TO and QA training.

10.6.5. Maintains customer support/service.

10.6.6. Ensures assigned QAP develops metrics to track contractor performance.

10.6.7. Presents surveillance results and contractor performance metrics to the FD/FC at the monthly workload review meeting.

10.7. Quality Assurance Personnel (QAP) (OO-ALC/MADW).

10.7.1. Acts as the liaison between the government using organization and the TODO contractor to evaluate the contract TODO function.

10.7.2. Performs surveillance to ensure contractor performance is in accordance with the SOW, appropriate directives, and established policies.

10.7.3. Develops and implements a monthly surveillance schedule based on statistical sampling techniques that identify the items to be inspected IAW the criteria established in the Quality Assurance Surveillance Plan (QASP).

10.7.4. Reviews and analyzes monthly surveillance results for negative trends. Submits Contract Deficiency Report (CDR) to the Contracting Officer for unacceptable contractor performance.

10.7.5. Interfaces with MAPD POC to resolve AFMC IMTs 343 documented by product division Quality Assurance Specialists (QAS).

10.7.6. Investigates and resolves customer complaints.

10.8. Contract Officer (OO-ALC/PKOS).

10.8.1. Receives written appointment of primary and alternate QAP personnel, who will be given delegated authority for inspection and/or acceptance IAW terms of the contract and the QASP.

10.8.2. Informs contractor of the assigned QAP duties and limitations of authority.

10.8.3. Provides assigned QAP Phase 2 training IAW AFI 63-124, *Performance-Based Service Contracts (PBSC)*.

11. Forms/IMTs Adopted. AF IMT 9, **Request for Purchase**; AFTO Form 110, **Technical Order/CPIN Distribution Record**; AFMC Form 202, **Nonconforming Technical Assistance Request and Reply**; AFMC IMT 252, **TO Publication Change Request**; AFMC IMT 343, **Quality Assurance Assessment**; OO-ALC IMT 535, **Library Technical Order (TO) Request**; and OO-ALC IMT 536, **Technical Order (TO) Library Custodian Appointment/Change**.

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Attachment:
Glossary of References and Supporting Information

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

TO 00-5-1, *AF Technical Order System*
TO 00-5-16, *Software Manual USAF Computer Program Identification for Numbering (CPIN) System*
TO 00-20-5, *Aerospace Vehicle Inspection and Documentation*
TO 00-25-195, *Source, Maintenance and Recoverability Coding of Air Force Weapons Systems and Equipment*
TO 00-5-16, *Software Manual USAF Computer Program Identification for Numbering (CPIN) System*
AFPD 21-1, *Managing Aerospace Equipment Maintenance*
AFPD 21-3, *Technical Orders*
AFI 21-102, *Depot Maintenance Management*
AFI 21-303, *Technical Orders*
AFI 31-401, *Information Security Program Management*
AFI 63-124, *Performance-Based Service Contracts (PBSC)*
AFMCMAN 21-1, *Air Force Material Command Technical Order System Process*
AFMCI 21-110, *Depot Maintenance Technical data Word Control Documents*
AFMCI 21-115, *Depot Maintenance Quality Assurance Program*
AFMCI 21-132, *Depot Maintenance Technical Compliance Review Procedures*
AFMCI 21-301, *Air Force Material Command Technical Order System Implementing Policies*
DOD 5200.1R, *Information Security Program*

Abbreviations and Acronyms

ATOMS—Automated Technical Order Management System
CDR—Contract Discrepancy Report
CFM—Contract Functional Manager
CO—Contracting Officer
COTS—Commercial Off the Shelf
CPIN—Computer Program Identification for Numbering
CPCI—Computer Program Configuration Items
CSRL—Code Selected Reconciliation List
ECS—Embedded Computer Systems
EDR—Engineering Data Repository
FC—Functional Commander
FD—Functional Director

IAW–In Accordance With
JCALs–Joint Computer-aided Acquisition and Logistics Support
LEP–List of Effected Pages
LSET–Logistics Standardization and Evaluation Team
MEA–Maintenance Engineering Activity
MPA–Maintenance Production Activity
MQAA–Maintenance Quality Assurance Activity
OC-ALC–Oklahoma Air Logistics Center
OJT–On-the-job training
OO-ALC–Ogden Air Logistics Center
OO-ALC/IT–Information Division
OO-ALC/MAD–Industrial Services Division
OO-ALC/MADW–Support Branch
POC–Point of Contact
SOW–Statement of Work
QAP–Quality Assurance Personnel
QAPC–Quality Assurance Program Coordinator
QAS–Quality Assurance Specialist
QASP–Quality Assurance Surveillance Plan
RA–Resource Advisor
RDS–Records Disposition Schedule
SM–Single Manager
SOW–Statement of Work
SPD–System Program Director
SPM–System Program Manager
TODA–Technical Order Distribution Account
TODO–Technical Order Distribution Office
TOMA–Technical Order Management Agency
TCTO–Time Compliance Technical Orders
TO–Technical Order

Terms

Abbreviated Technical Data–A breakout listing of step-by-step tasks for a single operation, authorized by the cognizant engineering authority. It includes Job Guides and TO checklists. When abbreviated technical data is in use at the job site, the complete TO must be readily available for reference. Abbreviated technical data is designed to complement technical data not replace it.

Automated Technical Order Management System (ATOMS)–The ATOMS is a database program. It incorporates the function of *AFTO Form 110* and *AFTO Form 131*. The TODO uses

ATOMS instead of manual processes for TO account records, maintenance and generation of TO publication requests.

Compendiums—Indexes for Embedded Computer Systems (ECS) software Compendiums identify Computer Program Configuration Items (CPCI) pertaining to the specific weapon systems, equipment systems or commands.

Contract Functional Manager (CFM) —Responsible for management of the contract and quality surveillance program through assigned QAP's in accordance with the requirements outlined in the performance statement of work and QASP.

Engineering Drawings—Engineering drawings/detailed blueprints are created and approved by cognizant engineering organization. They are commonly required to perform depot level manufacture, assembly, repair and modification of equipment requiring strict compliance to maintain configuration control.

Functional Director/Functional Commander (FD/FC) —Responsible for the TO functional area and responsible to assign knowledgeable and capable persons to the group. Interfaces with installation commander to ensure mission needs and requirements are met. This duty cannot be delegated.

Informal Technical Data—Notes, manuals and drawings that are not an official part of the TO system, or uncontrolled copies or pages of formal TOs.

Process Orders—Written process used where needed to describe specific applications, procedures techniques, methods and shop practices to complement technical data.

Quality Assurance Personnel (QAP)—Highly qualified personnel responsible to evaluate and document contractor's performance in accordance with the Quality Assurance Plan (QASP) and the SOW.

Quality Assurance Specialists (QAS) —Personnel designated by the division quality organizations to accomplish assessment/inspections of various products, processes and/or procedures.

Technical Data—The only authorized source of information that can be used to perform depot maintenance or locally developed instructions to accomplish technical requirements.

TO Indexes—Provides the status of all TOs and a means of selecting needed TOs.

Work Control Document—The official record of work performed. This document summarizes the steps and TO references required to complete a task by a certified technician.