

## **MAINTENANCE CONCEPT**

### **1.0 GENERAL**

- 1.1 The Service Support Contractor (SSC, referred here as the “Contractor”) must manage, conduct and coordinate repair of equipment under its responsibility, as detailed within the maintenance sub-section of the Support Management Plan, DID 201 and Appendix 5 – Maintenance Responsibilities. Equipment must be maintained in accordance with the WES OEM maintenance guidelines. The Contractor must liaise with the TA and DND LCMM to ensure maintenance requirements are factored into WES scheduling considerations.

### **2.0 DEFINITIONS**

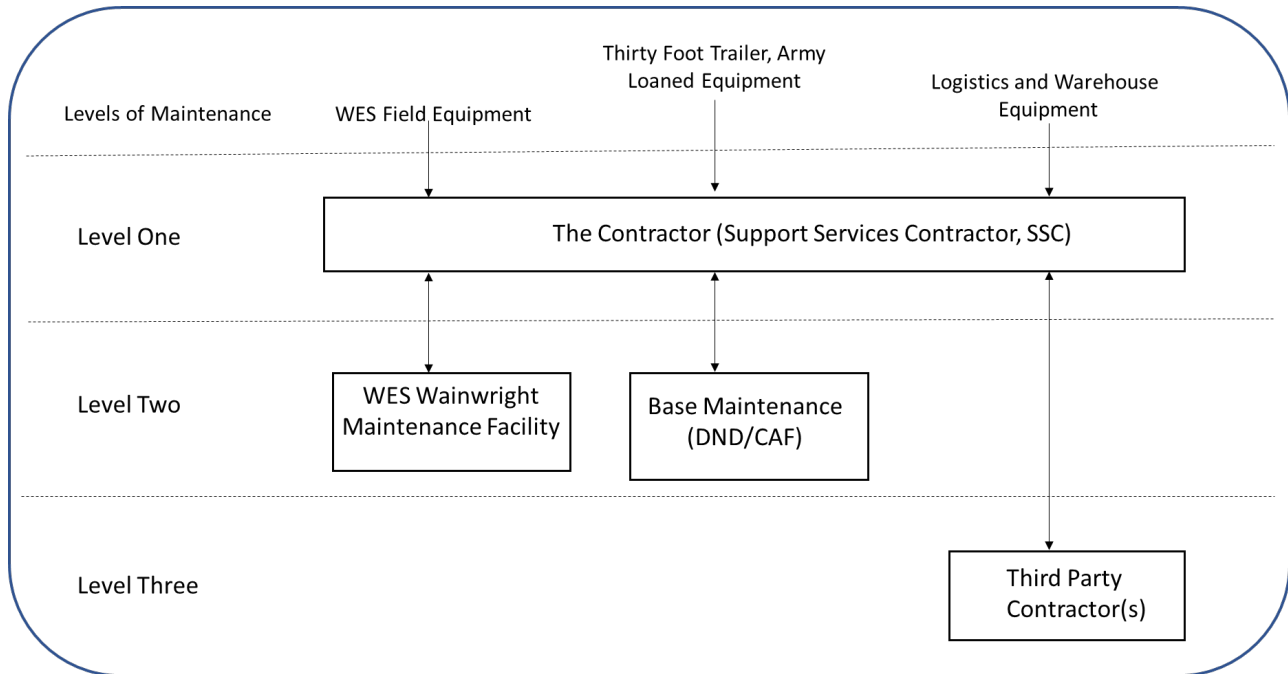
- 2.1 Levels of Maintenance - Levels of maintenance are defined as a measure of the maintenance content and time required to perform a task. Tasks are classified into levels based on the extent and complexity of work that should normally be performed at each level.
- 2.1.1 Level one – Level one maintenance is defined as maintenance tasks that includes regular inspections, servicing, preliminary diagnosis of faults, component replacement, and minor corrective maintenance tasks.
- 2.1.2 Level two – Level two maintenance is defined as corrective maintenance tasks by repair or replacement of parts or assemblies on equipment that are beyond the scope of level one maintenance. It will require some level of special tools and test equipment or a skilled technician to perform the work.
- 2.1.3 Level three – Level three maintenance encompasses activities such as, replacement or restoration of parts, assemblies, or components, rebuild and overhaul of equipment, mid-life improvements, life extension programs and lengthy activities that require specialized facilities to complete.

### **3.0 SUPPORT CONCEPT**

#### **3.1 General**

- 3.1.1 The Contractor must manage, conduct, and coordinate level one maintenance tasks on all WES Field Equipment, as well as the planning, management, and coordination of equipment requiring level two maintenance. WES Field Equipment requiring maintenance and repairs above level one maintenance must be sent to the Wainwright Maintenance Facility.
- 3.1.2 The Contractor must conduct level one maintenance tasks on logistics and warehouse equipment, as well as the planning, management, and coordination of equipment requiring level three maintenance. Logistics and warehouse equipment requiring maintenance and

repairs from a third party must be managed as per level three maintenance and authorized through a DND 626 Task Authorization.



**Figure 1. Levels of Maintenance**

### 3.2 The Contractor must react to defects as follows:

- 3.2.1 **Critical Defects:** These are system level faults that render major portions of the WES System unserviceable such that student training and/or exercises are interrupted, or similar defects that will prevent the conduct of planned and scheduled future training requirements unless they are rectified in advance of the scheduled training start date. These can also be defects identified by the TA as a Critical Defect. The investigative response to this type of problem must be immediate. The initial goal of the investigation must be to identify the cause of the problem and to report the expected time of rectification to the CMTC POC. The CMTC POC will use the information to determine the impact on scheduled training. The contractor must attempt to rectify critical defects immediately, using all locally available resources. If beyond its capacity or capability, the contractor must immediately request support from the WES OEM. The WES OEM will identify to the TA any additional resources or services required to achieve defect rectification that are beyond the scope of those available on-site. The goal must be to resume training at the earliest opportunity, and to restore WES equipment availability in time to protect upcoming scheduled training requirements. Unless otherwise instructed by the TA, the Contractor's response to critical faults must take precedence over any other work and be managed within Core work. When not possible to manage within Core work, the TA, taking

into consideration the results of a defect investigation and the urgency of the scheduled training requirements, may recommend an AWR in order to restore simulation equipment functionality.

- 3.2.2 Non-Critical Defects: These are faults that do not disrupt training in progress to a point where training objectives cannot be met. Even a major system level defect on WES equipment that renders major portions of the WES System unserviceable must be considered a non-critical defect if it can be rectified prior to the next scheduled requirement for that equipment. The contractor's investigative response to this type of problem must be immediate. The initial goal of the investigation by the contractor must be to identify the cause of the problem and to report the expected time of rectification to the DND POC or DND TL. If the problem can't be resolved at the DND POC and DND TL level, the involvement of the TA will be required. The TA will use the information to determine the potential for impact on scheduled training. Once a defect has been classified as non-critical, the Contractor must rectify the defect(s) in time to protect upcoming scheduled training requirements. The Contractor must identify any additional resources or services required to achieve defect rectification that are beyond the scope of those available on-site. The goal must be to restore WES equipment functionality and availability in the most cost-effective manner possible, without impacting the training schedule.

## **4.0 REPAIR PROCESSES**

### **4.1 WES Field Equipment (see Figure 2);**

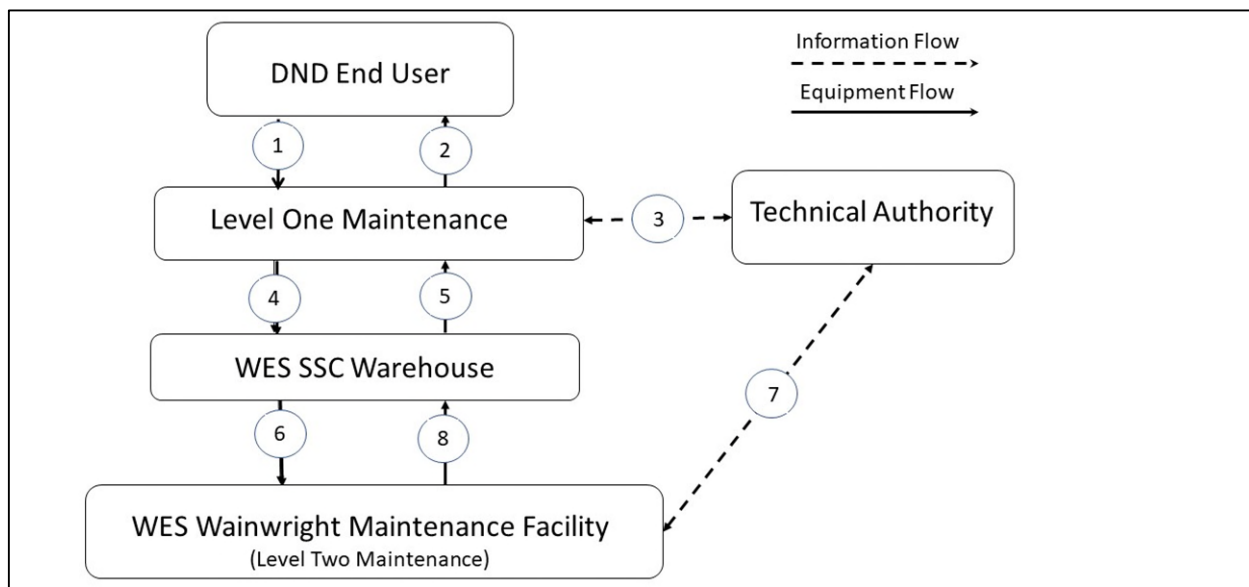
#### **4.1.1 Level one maintenance – Contractor**

- 4.1.1.1 When a DND end user reports equipment deficiencies, a replacement item(s) will be provided to the user by the WES SSC from the support stock, and the unserviceable item will be transferred to the WES Wainwright maintenance facility for assessment and repair.

4.1.1.2 If the item(s) require Level two maintenance:

- 4.1.1.2.1 The end user turns in the unserviceable item to the Contractor at the static site (Step 1);
- 4.1.1.2.2 The Contractor at the static site issues a replacement item to the user from serviceable stock. (Step 2);
- 4.1.1.2.3 The Contractor at the static site requests shipping instructions from the WES LCMM (Step 3);
- 4.1.1.2.4 The Contractor at the static site ships the equipment to the WES SSC Warehouse at Wainwright (Step 4);
- 4.1.1.2.5 The Contractor's WES Wainwright warehouse ships a replacement serviceable item to the Contractor's static site (Step 5);
- 4.1.1.2.6 The Contractor will notify the WES Wainwright maintenance facility, by the creation of a corrective or preventive maintenance notification in DRMS, addressed to the WES Wainwright maintenance facility's main work centre.

- 4.1.1.2.7 A stock transfer order will be created by DND in DRMIS to initiate the item's movement to the WES Wainwright maintenance facility's Repair Material Account (RMA);
- 4.1.1.2.8 The item(s) requiring repair must be handed over to the WES Wainwright maintenance facility (Step 6).
- 4.1.1.2.9 Once repaired or declared BER, the WES Wainwright maintenance facility will close out the work order. A stock transfer order will be created by DND in DRMIS to initiate the item's movement to the Contractor's WES Warehouse (Step 7),
- 4.1.1.2.10 The repaired item(s) must be handed over to the Contractor's WES Warehouse (Step 8).
- 4.1.1.2.11 The Contractor's WES Wainwright warehouse retains the repaired item



**Figure 2. WES Field Equipment maintenance flow**

#### 4.2 Logistics and Warehouse Equipment (see Figure 3);

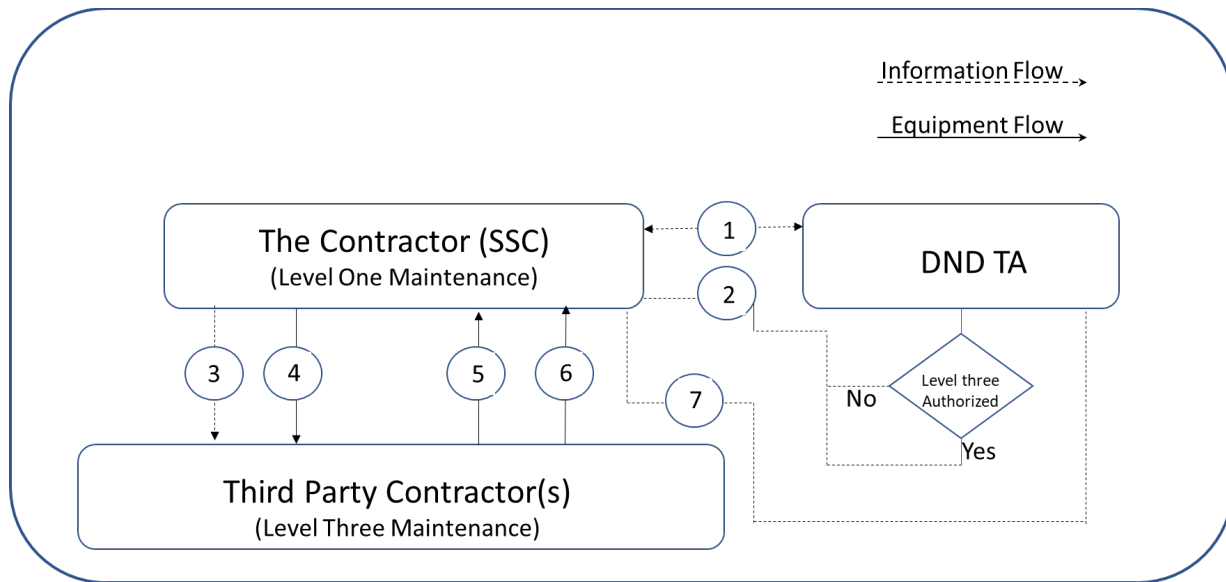
##### 4.2.1 Level one maintenance - Contractor

##### 4.2.1.1 When the Contractor identifies equipment deficiencies or faults:

- 4.2.1.1.1 The Contractor must troubleshoot and repair the item(s), if possible; and
- 4.2.1.1.2 The Contractor must conduct Level one maintenance on the item(s) to determine its state and maintenance requirements.

##### 4.2.1.2 If the item(s) require maintenance from a third-party contractor:

- 4.2.1.2.1 The Contractor must send a message, containing findings and level three maintenance recommendations, to the TA for consideration and decision (Step 1).
  - 4.2.1.2.2 The Contractor must obtain an estimate from a third-party contractor and provide this estimate to the TA for approval. Level three maintenance tasks must be authorized in advance through a DND 626 Task Authorization (Step 2).
  - 4.2.1.2.3 The Contractor must open a work order, in its DRMIS main work centre, for all item(s) requiring Level three maintenance.
  - 4.2.1.2.4 The Contractor must arrange and manage level three maintenance tasks of item(s) requiring maintenance from a third-party contractor (Step 3); and
  - 4.2.1.2.5 If necessary, the Contractor must ship the item(s) to a third-party contractor (Step 4). In some cases, repairs may be arranged with the third-party contractor to take place at the site.
- 4.2.2 Level three maintenance – Third-party contractor
- 4.2.2.1.1 Once all maintenance tasks are completed the repaired and non-repairable item(s) will be returned to the Contractor for future action (Step 5);
  - 4.2.2.1.2 The Contractor must update and close the work order; and
  - 4.2.2.1.3 The third-party contractor will submit invoices for all repair cost to the Contractor (Step 6).
  - 4.2.2.1.4 The Contractor must invoice DND for level three maintenance tasks (Step 7).



**Figure 3. Logistics and Warehouse Equipment flow**

4.3 Army loaned equipment (see Figure 4);

4.3.1 Level one maintenance – Contractor

4.3.1.1 When the Contractor identifies equipment deficiencies:

4.3.1.1.1 The Contractor must conduct Level one maintenance on the item(s) to determine its state and maintenance requirements.

4.3.1.1.2 If the item(s) require Level two maintenance:

4.3.1.1.2.1 The Contractor must notify the local base maintenance facility by creating a corrective or preventive notification, in DRMIS, addressed to the local base maintenance facility's main work centre;

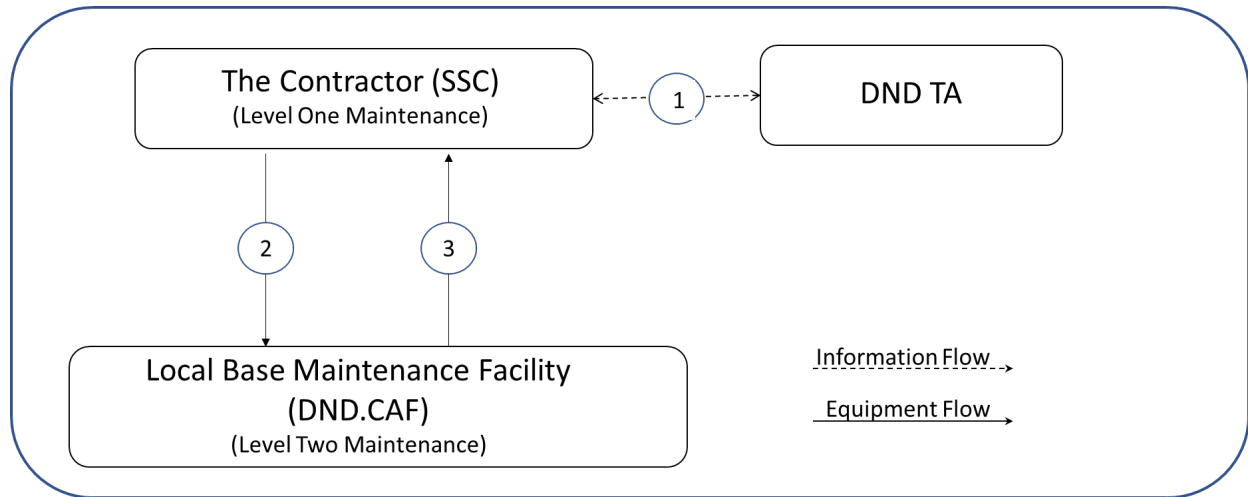
4.3.1.1.2.2 The Contractor must create a stock transfer order in DRMIS to initiate the item's movement to the Local Base Maintenance Facility's Repair Material Account (RMA). The Contractor will receive shipping instructions from DND (Step 1); and

4.3.1.1.2.3 The Contractor must ship the damaged item(s) to the Wainwright maintenance facility (Step 2).

4.3.2 Level two maintenance – Local Base Maintenance Facility

4.3.2.1 The local base maintenance facility will perform goods receipt in DRMIS.

- 4.3.2.2 The local base maintenance facility will create a work order for each line items reflected in the shipping documentation.
- 4.3.2.3 The local base maintenance facility will carry out physical check to ensure that the item(s) are complete and in accordance with accompanying vouchers.
- 4.3.2.4 The local base maintenance facility will complete receipt documentation and return the documentation to DND.
- 4.3.2.5 Once all maintenance tasks are completed:
  - 4.3.2.5.1 The local base maintenance facility will close the work order and create an outbound delivery note in DRMIS. The local base maintenance facility will receive shipping instructions from DND;
  - 4.3.2.5.2 The local base maintenance facility will ship the item(s) back to the Contractor (Step 3);
  - 4.3.2.5.3 The Contractor must carry out physical check to ensure that the item(s) received are complete and in accordance with accompanying vouchers; and
  - 4.3.2.5.4 The Contractor must complete goods receipt in DRMIS.



**Figure 4. Army loaned equipment flow.**