DATA ITEM DESCRIPTION

1. DID NUMBER: -
2. TITLE: Maintenance Management Plan
3. DESCRIPTION and intended use

The Maintenance Management Plan (MMP[[1]](#footnote-1)) defines the Contractor’s plans, methodologies and processes for meeting the Maintenance requirements of the Contract.

The Contractor uses the MMP to:

define and manage the Maintenance Support program for the Contract, including any associated ADF regulatory / assurance framework requirements;

ensure that the Contractor personnel who provide Maintenance Services understand their responsibilities, the processes to be used, and the time-frames involved;

if applicable to the Services, demonstrate how the Contractor’s Maintenance system will comply with the requirements of an ADF regulatory / assurance framework; and

define the Contractor’s expectations for Commonwealth involvement and interfaces in the provision of Maintenance Services.

The Commonwealth uses the MMP to:

gain visibility and assurance that the Maintenance Services will meet the requirements of the Contract, including ADF regulatory / assurance requirements when applicable;

provide a benchmark for monitoring and assessing the Contractor’s performance in relation to Maintenance Services; and

confirm and coordinate Commonwealth interfaces with the Contractor’s Maintenance Support organisation.

1. INTER-RELATIONSHIPS

The MMP is subordinate to the Support Services Management Plan (SSMP).

1. Applicable Documents

The following documents form part of the DID to the extent specified herein:

|  |  |
| --- | --- |
| 1. AAP 8000.011 | 1. Defence Aviation Safety Regulations (DASR) |
| 1. LMSM | 1. Land Materiel Safety Manual |
| 1. ANP3411-0101 | 1. Navy Materiel Assurance Publication |
| 1. DEFLOGMAN Part 3 | 1. Electronic Supply Chain Manual (ESCM) |

1. Preparation Instructions
   1. Generic Format and Content

The data item shall be provided in the Contractor’s format.

When the Contractor has internal plans, which are accessible to the Commonwealth Representative and that contain aspects of the required information, the MMP shall summarise these aspects and refer to the other plan.

The data item shall include a traceability matrix that defines how each specific content requirement, as contained in this DID, is addressed by sections within the data item.

Where the Contract requires that Maintenance Services comply with an ADF regulatory / assurance framework, the MMP shall accord with the applicable Maintenance requirements specified within the ADF regulatory / assurance framework documents identified in the SOW (‘Maintenance Organisation and System Compliance’) and as required by this DID.

* 1. Specific Content

Note: Guidance for Maintenance management plans may be included within the Applicable Documents and the publications listed in the SOW clause for ‘Maintenance Organisation and System Compliance’. This guidance is generally written for the Commonwealth and needs to be read in the context of the Contractor’s responsibilities that are to be described in the MMP. If there is doubt as to whether particular requirements in those documents apply to the Contractor’s MMP, then guidance should be sought from the Commonwealth Representative.

* + 1. Authorisation and Sponsorship Statement

The MMP shall include a statement of sponsorship by the Senior Maintenance Manager[[2]](#footnote-2) (SMM) which refers to the SMM’s responsibility for ensuring compliance of the Contractor’s Maintenance systems and activities with the MMP.

* + 1. Introduction

The MMP shall include an introduction that summarises the purpose of the MMP, the Products Being Supported, and the types of Maintenance Services to be provided.

* + 1. Maintenance Organisation Structure

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include requirements for specific management appointments and authorised Maintenance roles, which should be addressed in response to the following requirements.

The MMP shall describe the Contractor’s organisational arrangements for meeting the Maintenance Support requirements of the Contract, including:

the Contractor’s and Approved Subcontractors’ organisations and management structures, showing how the Maintenance Support organisational and managerial arrangements integrate into the higher-level management structures and organisations; and

the responsibilities of all parties involved in the Contractor’s Maintenance Support activities, including the titles and contact details for management positions, which may include:

the SMM;

Maintenance managers;

Quality manager(s); and

supervisors with work certification responsibilities (eg, for safety-critical tasks).

* + 1. Maintenance Support Management

The MMP shall describe, for Maintenance Support, how:

work activities are planned, allocated, scheduled and controlled;

work activities and outcomes are recorded and reported; and

if applicable, Maintenance-related performance measures (other than any KPIs in Attachment B) will be measured, recorded and reported.

The MMP shall detail the arrangements for addressing Maintenance issues at Services Performance Reviews and Contract Performance Reviews, as applicable.

If Maintenance Progress Reports are required by the Contract, the content requirements for these reports shall be included in an annex to the MMP.

Except where provided to the Commonwealth Representative through other means the MMP shall include, as annexes, all associated plans, procedures and instructions that are required to describe the management and provision of Maintenance Services.

* + 1. Maintenance Activities

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include specific requirements for managing and recording specific Maintenance activities (eg, requiring independent inspection / certification, or release to Defence users), which should be addressed in response to the following requirements.

The MMP shall, for each Maintenance Service to be provided under the Contract, include:

the title of the Service;

an overview of the specific activities to be undertaken to provide the Service;

the organisation(s) responsible for conducting the specific activities; and

details of interfaces between the Contractor and the Commonwealth.

* + 1. Personnel

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include specific requirements for the appointment and/or authorisation of Maintenance personnel, which should be addressed in response to the following requirements.

The MMP shall include, or refer to, position profiles for the Contractor’s Maintenance staff, such as authorised tradespersons, that include details of:

trade licences and qualifications or other required endorsements, as applicable;

duties to be undertaken;

required training and experience; and

required competency assessments and/or selection criteria.

In addition to the requirements of clause 6.2.6.1, position profiles for the positions of SMM, Maintenance managers, Quality manager, supervisors and independent inspectors (or equivalent positions) shall include details of:

the Maintenance / technical authority and related responsibilities to be held by a person in that position; and

formal qualifications and any other selection criteria needed for performing the role.

The MMP shall describe the Contractor’s process for managing Maintenance during an extended absence of personnel filling the positions identified in response to clause 6.2.6.2.

The MMP shall detail how technical authority is managed, and identifying the authorised personnel with responsibilities for ensuring the integrity and safety of the Products being maintained (an **‘Appointments Register’**). The Appointments Register shall contain:

identification details of the appointee;

the appointment and related position profile (from clauses 6.2.6.1 and 6.2.6.2);

the date of authorisation; and

the date authorisation was relinquished, if applicable.

The MMP shall describe the Contractor’s approach to training Maintenance personnel and ensuring that the technical competencies of individuals are maintained.

* + 1. Maintenance Management System

The MMP shall describe the system used for managing and recording Maintenance activities, including reference to the major components of the system and the associated documentation describing its use.

If the Contractor is provided with on-line access to a Commonwealth Maintenance Management System, the MMP shall describe how the details of Maintenance actions will be reported via the Commonwealth Maintenance Management System.

If the Contractor is not provided with on-line access to a Commonwealth Maintenance Management System, the MMP shall describe how the details of Maintenance actions will be reported and/or transferred to the Commonwealth.

* + 1. Maintenance Technical Data and Documentation

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include specific requirements for Maintenance data and documentation, which should be addressed in response to the following requirements.

The MMP shall include, as an annex or by reference, a list of all required technical maintenance plans, Maintenance manuals, repair specifications, safety standards, regulations and other reference documentation required to enable Maintenance Services to be performed.

The MMP shall describe the Contractor’s management processes to review and ensure currency and configuration control of Maintenance documents pursuant to clause 6.2.8.1.

The MMP shall describe the purpose of and the requirements for updating, processing and transcribing, in part or whole, to the Maintenance Management System (if applicable), the following Maintenance documents:

Maintenance requests;

equipment Maintenance logs / logbooks;

inspection registers;

completion certificates, post-Maintenance certification (or equivalent) and test results; and

any other non-computer-based logs, registers or lists used in the recording of Maintenance activities,

as applicable to the Products being maintained under the Contract.

* + 1. Defects and Maintenance Investigations

The MMP shall describe the process for recording, investigating and reporting the occurrence of Defects identified during Maintenance Services.

* + 1. Deviations and Non‑Standard Repairs

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include specific requirements for the management of Deviations / variances and non-standard repairs, which should be addressed in response to the following requirements.

The MMP shall describe the processes for managing Deviations from standard repair procedures and for Non‑Standard Repairs, including:

requests for engineering advice when investigating required Deviations and Non-Standard Repairs;

the processes for submitting an Application for a Deviation and managing the associated Approval or non-Approval of Deviations and Non‑Standard Repairs;

maintaining records of Maintenance actions where each Deviation or Non‑Standard Repairs has been applied; and

the periodic review of Deviations and Non‑Standard Repairs, undertaken to plan and manage the restoration of Products to a standard state of repair or configuration.

* + 1. Supply Interface

If the Contractor is required to provide Supply Services, and/or to interface with Commonwealth Supply Support organisations, the MMP shall describe the interface between the Supply Support and Maintenance Support systems.

If the Contractor is required to provide Supply Services for aeronautical product, the MMP shall describe the specific management procedures to ensure the supply traceability, product conformance, and serviceability of aeronautical product.

* + 1. Configuration Management

The MMP shall describe how the requirements of clause 5.3 of the SOW shall be addressed with respect to Maintenance, and identify the relevant plans, procedures and systems in place to maintain Configuration Control of the Products being maintained.

* + 1. Cannibalisation

Note: ADF regulatory / assurance framework publications, as specified in the SOW, may include specific requirements for the approval and management of Cannibalisation, which should be addressed in response to the following requirements.

If the Cannibalisation of serviceable RIs is permitted under the Contract, the MMP shall describe the Cannibalisation approval process and applicable procedures.

* + 1. Additional ADF Regulatory / Assurance Framework Requirements

Notwithstanding the requirements above, the MMP shall address additional requirements (eg, tool control processes) defined by the ADF regulatory / assurance framework publication(s), as applicable to the scope of Maintenance required under the Contract.

1. ‘MMP’ is a generic name used for the governing plan for Maintenance under ASDEFCON contracts. Different ADF regulatory / assurance frameworks may have a different name for the equivalent Commonwealth plan. [↑](#footnote-ref-1)
2. SMM is a descriptive name; the title of the senior person accountable for the provision of the Maintenance Services may differ. [↑](#footnote-ref-2)