DATA ITEM DESCRIPTION

1. DID NUMBER: DID-MNT-MMP-V5.2
2. TITLE: Maintenance Management Plan
3. DESCRIPTION and intended use

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

The Contractor uses the MMP to:

define, manage and monitor the Maintenance Support program for the Contract;

ensure that those parties (including Subcontractors) who are providing Maintenance Services understand their respective responsibilities, the processes to be used, and the time-frames involved;

demonstrate that it has and maintains an organisation with the capability and capacity to meet its Maintenance Support responsibilities under the Contract including, when applicable, the ability to comply with the relevant ADF regulatory / assurance framework requirements; and

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

The Commonwealth uses the MMP to:

gain visibility and assurance that the Contractor’s Maintenance Services will meet the requirements of the Contract including, when applicable, the ability to comply with ADF regulatory / assurance framework requirements;

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

confirm and coordinate Commonwealth interfaces with the Contractor’s Maintenance Support organisation and provide input into the Commonwealth’s planning.

1. INTER-RELATIONSHIPS

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

The MMP inter-relates with the following data items, where these data items are required under the Contract:

Application for Maintenance Organisation Approval (AMOA);

Surge Management Plan (SMP);

Contractor Engineering Management Plan (CEMP);

Configuration Management Plan (CMP);

Supply Support Plan (SSP);

Support Performance Measurement Plan (SPMP);

Technical Data Management Plan (TDMP);

Technical Data Plan (TDP);

Quality Plan (QP);

Health and Safety Management Plan (HSMP);

Environmental Management Plan (ENVMP);

Combined Services Summary Report (CSSR); and

Support Services Verification Matrix (SSVM).

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. ANP3411-0101 | 1. *Naval Maritime Assurance Publication* |
| 1. LMSM | 1. *Land Materiel Safety Manual* |
| 1. DEFLOGMAN Part 3 | 1. *Electronic Supply Chain Manual* (ESCM) |

1. Preparation Instructions
   1. Generic Format and Content

The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled ‘General Requirements for Data Items’.

When the Contract has specified delivery of another data item that contains aspects of the required information, the MMP shall summarise these aspects and refer to the other data item.

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 include a traceability matrix that defines how each specific content requirement, as contained in this DID, is addressed by sections within the data item and the related requirements in the ADF regulatory / assurance framework publication, as listed in the Applicable Documents and in the SOW (‘Maintenance Organisation and System Compliance’).

* 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

The MMP shall include a statement of authorisation by the Contractor’s Executive Authority or Accountable Manager for the Contract.

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

The MMP shall identify the sponsor of the Maintenance component of the QMS, if that person is not the SMM.

* + 1. Introduction

The MMP introduction shall summarise the purpose and contents of the MMP, including its review and update cycle, relationship with other plans, 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 and Approved Subcontractors’ 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;

the interrelationships and lines of authority between all parties involved in the Contractor’s Maintenance Support activities;

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

the SMM;

Maintenance managers;

Quality manager(s); and

technical integrity supervisors (or equivalent);

titles of supervisory positions; and

an organisational chart, or equivalent, showing the associated management hierarchy and the partitioning of Maintenance Support responsibilities between the various organisations.

* + 1. Maintenance Support Management

If Maintenance Services are provided by more than one organisation, functional area, or location, the MMP shall describe the approach used to partition work activities between the organisations, functional areas and locations.

The MMP shall describe:

how resources are allocated to each Maintenance Support organisation or work activity, including how Government Furnished Material (GFM) will be allocated when GFM is provided under the Contract;

how work activities are planned, scheduled, and controlled;

how Maintenance Support activities and outcomes are recorded and reported; and

any Maintenance-related Performance Measures, other than the KPIs and OPMs specified in the Contract, and how the Contractor uses these to measure and assess the effectiveness and the efficiency of the Maintenance Support system and/or the provision of the required Maintenance Services.

The MMP shall detail the arrangements for conducting Maintenance Support Performance Reviews (MSPRs) and for addressing Maintenance Support issues at the Combined Services Performance Review (CSPRs) (as applicable to the Contract).

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

If Maintenance Progress Reviews are required under the Contract, the MMP shall detail the arrangements for the conduct of these reviews.

* + 1. Maintenance Management System

The MMP shall describe the Maintenance Management System (eg, MILIS, Defence ERP System, CAMM2, AMPS) for managing the conduct of Maintenance Support activities, including reference to major components of the system, and all associated documentation describing use, process flows, interfaces, and quality controls related to the Maintenance Support activities.

The MMP shall include, as annexes to the MMP, all associated plans, processes, procedures, and instructions that are required for the management and provision of Maintenance Services.

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 to the Commonwealth Representative.

* + 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, including their location(s) and Facilities; and

details of interfaces between the Contractor and the Commonwealth for the specific activities.

If applicable to the Maintenance Services under the Contract, the MMP shall identify the capabilities for conducting Maintenance Services away from their usual locations (ie, in support of deployed Maintenance activities).

* + 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, including individual appointments and generic position profiles for authorised trade-persons, that include details of:

trade licences, 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 6.2.7.1, position profiles for the positions of SMM, Maintenance managers, quality manager, technical supervisor, independent inspectors, or equivalent positions identified within the organisational structure shall include details of:

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

necessary formal qualifications; and

additional selection criteria, if applicable.

The MMP shall describe the Contractor’s process for managing Maintenance of the supported Products, including conformance to the applicable Product Baselines and control processes (from a Maintenance management perspective), during the extended absence of personnel holding positions identified in response to clause 6.2.7.2.

The MMP shall describe the assignment of technical authority and how it is managed, which may include, or refer to, the Contractor’s register of positions and individual personnel, pursuant to clauses 6.2.7.1 and 6.2.7.2, that are authorised to undertake responsibilities for ensuring the integrity of the supported Products (an **‘Appointments Register’**). The Appointments Register shall contain:

identification of the appointee;

related appointment / position profile;

the date of authorisation; and

the date authorisation was relinquished, if applicable.

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

The MMP shall describe the Contractor’s process for managing and recording the assignment of staff to Maintenance activities, consistent with the registration / authorisations / licences of their position profiles.

If personnel providing Maintenance Services are to be licenced or registered under legislation or in accordance with an ADF regulatory / assurance framework (eg, aircraft Maintenance in compliance with DASR 66), the MMP shall describe the Contractor’s approach to:

ensuring that applicable personnel hold the appropriate licence(s); and

maintaining a system that enables on-going compliance with the applicable legislation and/or ADF regulatory / assurance framework.

* + 1. Non-Technical Maintenance

If Contractor personnel have Maintenance responsibilities for ‘non-technical’ maintenance (eg, inspections of the Mission System by an operator before operation), the MMP shall detail the scope of Maintenance tasks (as authorised by the SMM), the management of those activities, and any associated training requirements.

* + 1. Subcontractor and Support Network Management

The MMP shall describe how Maintenance Support tasks performed by Subcontractors will be allocated and integrated into the Maintenance Support activities performed by the Contractor.

The MMP shall describe how all Maintenance Support work conducted by Subcontractors will be monitored and managed to ensure that the required Maintenance Services are achieved.

The MMP shall identify the support network of organisations, including subcontractors and other companies, which provide technical advice for Maintenance activities.

* + 1. Maintenance Technical Data and Documentation

Note: ADF regulatory / assurance framework publications, as specified in the SOW, and the ESCM, 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 / materiel 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 6.2.10.1.

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 for recording Maintenance:

Maintenance requests;

equipment Maintenance logs/logbooks;

inspection registers;

certificates of completion / release to service, 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 Defects identified during Maintenance Services or referred to the Contractor from operators or Commonwealth Maintenance activities, as applicable.

* + 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.

If the Contract includes the requirement to seek Approval for Deviations (including variances) from standard repairs or for Non‑Standard Repairs, the MMP shall describe the procedures for:

requests for engineering advice and 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

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

* + 1. Supply Interface

If the Contractor is required to provide Supply Services under the Contract, and/or the Contractor is required 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 products.

* + 1. Condition Monitoring and Reporting

If condition monitoring and reporting is required under the Contract, either directly or required through the technical references in SOW Annex A, the MMP shall describe the process for condition monitoring and reporting to meet the Commonwealth’s requirements.

* + 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. Surge

If Surge is required under the Contract, the MMP shall describe how the Contractor intends to provide Maintenance Services during periods of Surge, including:

the Contractor’s expectations and/or assumptions with respect to the variations in Maintenance Services during periods of Surge;

the ability of the Contractor to meet Surge requirements for Maintenance Services within available resources;

the point or level in increased effort when additional resources will be required;

the details of the changes required to areas affected, such as organisation, training, resources and management systems; and

any constraints that affect the ability of the Contractor to meet the Surge requirements for Maintenance Services.

* + 1. Maintenance Safety

The MMP shall describe how the Contractor will ensure that the Work Health and Safety (WHS) requirements applicable to the Contract will be satisfied for WHS matters related to Maintenance Activities.

* + 1. Environmental Protection

The MMP shall describe how the Contractor will ensure that the environmental protection requirements applicable to the Contract will be satisfied for environmental protection matters related to Maintenance Activities.

* + 1. Government Furnished Services

If the Contract includes Maintenance Support provided as GFS, the MMP shall describe:

the nature and scope of the GFS;

the interfaces between the Commonwealth and the Contractor with respect to the GFS; and

the mechanisms that the Contractor will employ to minimise any adverse effects that a shortfall in the GFS may have on the Contractor’s ability to meet Maintenance Support requirements.

* + 1. Additional ADF Regulatory / Assurance Framework Requirements

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

If the Contract requires Maintenance Services to be provided in accordance with the DASR, to support a Defence Continuing Airworthiness Management Organisation, the MMP shall address DASR-specific planning and management requirements within the relevant sections of the MMP.

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)