

**AIR FORCE**  
**QUALIFICATION TRAINING PACKAGE (AFQTP)**



for  
**OPERATIONS MANAGEMENT**  
**(3E6X1)**

**MODULE 12**  
**WORK FORCE MANAGEMENT**

## TABLE OF CONTENTS

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### MODULE 12 WORK FORCE MANAGEMENT

<b>AFQTP GUIDANCE</b>	
INTRODUCTION.....	12-3
<b>AFQTP UNIT 4</b>	
<b>WRITTEN REQUESTS</b>	
PROCESS (12.4.3.) .....	12-4
<b>AFQTP UNIT 6</b>	
<b>DIRECT SCHEDULED WORK</b>	
PREPARE (12.6.3.) .....	12-12
PROCESS (12.6.4.) .....	12-23
<b>AFQTP UNIT 7</b>	
<b>WORK ORDERS</b>	
PREPARE (12.7.3.) .....	12-28
PROCESS (12.7.4.) .....	12-44
<b>AFQTP UNIT 10</b>	
<b>MATERIAL SUPPORT</b>	
MATERIAL REQUISITION FLOW (12.10.3.).....	12-56
<b>AFQTP UNIT 11</b>	
<b>COLLECTION WORK ORDER NUMBER</b>	
USE (12.11.3.) .....	12-64
<b>AFQTP UNIT 12</b>	
<b>WORK STATUS</b>	
RESEARCH (12.12.3.).....	12-70
<b>AFQTP UNIT 14</b>	
DEVELOP WEEKLY WORK SCHEDULE (12.14.).....	12-86
<b>AFQTP UNIT 15</b>	
DEVELOP DAILY WORK SCHEDULE (12.15) .....	12-98
<b>REVIEW ANSWER KEY</b> .....	Key-1

**NOTE:** (12.11.3.) Use (Collection Work Order Number) is not a core task. The completion of the performance checklists and review questions is not mandatory. The Subject Matter Experts (SMEs) have deemed this information useful and valuable to the training of 3E6X1 personnel

Career Field Education and Training Plan (CFETP) references from 1 Apr 01 version

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**AIR FORCE QUALIFICATION TRAINING PACKAGES**  
for  
**OPERATIONS MANAGEMENT**  
**(3E6X1)**

**INTRODUCTION**

*Before starting this AFQTP*, refer to and read the “Trainers-Supervisors OJT Guide” located on the AFCESA Web site <http://www.afcesa.af.mil/>

*AFQTPs are mandatory and must be completed* to fulfill task knowledge requirements on core and diamond tasks for upgrade training. *It is important for the trainer and trainee to understand* that an AFQTP **does not** replace hands-on training, nor will completion of an AFQTP meet the requirement for core task certification. AFQTPs will be used in conjunction with applicable technical references and hands-on training.

*AFQTPs and Certification and Testing (CerTest) must be used as minimum upgrade requirements for Diamond tasks.*

**MANDATORY minimum upgrade requirements:**

***Core task:***

AFQTP completion  
Hands-on certification

***Diamond task:***

AFQTP completion  
CerTest completion (80% minimum to pass)

**Note:** *Trainees will receive hands-on certification training for Diamond Tasks when equipment becomes available either at home station or at a TDY location.*

***Put this package to use.*** Subject matter experts under the direction and guidance of HQ AFCESA/CEOT revised this AFQTP. If you have any recommendations for improving this document, please contact the Career Field Manager at the address below.

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## WRITTEN REQUESTS

MODULE 12

AFQTP UNIT 4

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### PROCESS (WRITTEN REQUESTS)

(12.4.3.)

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**PROCESS (WRITTEN REQUESTS)**

*Task Training Guide*

<b>STS Reference Number Title:</b>	12.4.3. Process Written Requests
<b>Training References:</b>	<ul style="list-style-type: none"> <li>• AFIs 32-1001, AFI 32-1022, AFI 32-1032</li> </ul>
<b>Prerequisites:</b>	<ul style="list-style-type: none"> <li>• Possess, as a minimum, a 3E631 AFSC</li> </ul>
<b>Equipment/Tools Required:</b>	<ul style="list-style-type: none"> <li>• Unprocessed AF Form 332s, Current Letter of Delegation. IWIMS work order program or AF Form 1081, Work Request/Work Order Register</li> </ul>
<b>Learning Objective:</b>	<ul style="list-style-type: none"> <li>• Trainee will know how to process written requests for work</li> </ul>
<b>Samples of Behavior:</b>	<ul style="list-style-type: none"> <li>• Trainee will know the procedures involved in processing AF Form 332</li> </ul>
<b>Notes:</b>	<ul style="list-style-type: none"> <li>• To successfully complete this element, follow the steps outlined in this training package</li> </ul>

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## PROCESS (WRITTEN REQUESTS)

**Background:** Operations management personnel are responsible for ensuring work requests submitted to CE are properly prepared. Before you can process a work request, there are certain review steps required. You must verify that all AF Forms 332 have been properly coordinated, there is a clear and concise description of work, and any sketches or diagrams necessary to provide a complete description of the location and scope of work are attached. The more detailed and precise the requester's justification is, the greater the chance of approval.

All written work requests are submitted on an AF Form 332, BCE Work Request. The requestor prepares the original AF Form 332, along with three copies. The AF Form 332 is used primarily as an approval document for work to be accomplished in-service, contract and self-help. Routine maintenance or repair requirements that meet the criteria of direct scheduled work may be telephoned in to CE and do not necessarily require an AF Form 332. Self-help work accomplished with over the counter materials (i.e. homeowner responsibility or minor maintenance and repair in organizational facilities) does not require an AF Form 332. When the requested work exceeds the Installation Commanders approval authority, or is MAJCOM funded, or requires additional approval documentation, Engineering will prepare a DD Form 1391, Military Construction Project Data. The DD Form 1391 then becomes the approval document for the requested work. Some of the key areas to focus on include:

**Determine if requested work is a CE responsibility:** It is not unusual to get requests to install phone lines or make repairs to non-real property (i.e. file cabinets, display case locks, or desks). This type of work is not a CE responsibility. If the work is not a CE responsibility, return the AF Form 332 to the requester with an explanation, and let them know the different avenues available to them for having the work accomplished.

**Ensure work is not already identified:** Before accepting the request you must review the current work identified for the facility to determine if the work has already been submitted. If using IWIMS, you should run the open work by facility report and look at both projects and in-service requirements. If IWIMS is not available, then a quick review of the facility folder should enable you to determine if the work is already in the system. You must ensure the requested work is not part of a plan to accomplish a large job through a series of smaller minor construction or repair requests - this is called pyramiding and is against congressional law. If you find the work has already been identified, then return the AF Form 332 to the requester with the status and project/work order number that has been previously assigned.

**Review AF Form 332 for proper signature:** If the requested work is major modification, minor construction, self-help minor construction or modification to a base facility, it must have the signature of the organization's commander. For all other work on a base facility, the facility manager should sign the AF Form 332. The occupant should sign the AF Form 332 when requesting work for individual military housing quarters.

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**Review AF Form 332 for proper coordination:** You must ensure the AF Form 332 has been coordinated through the appropriate agencies. Coordination depends on the type of work being requested: the Fire Department (for a Fire Safety Deficiency Code (FSDC) assessment), Bio-environmental (for health or environmental hazards assessment) and Base Safety (Risk Assessment Code (RAC) assignment). These are the only agencies that can assign RAC codes. Other agencies may have an interest in the requested work and the request should be sent to them for their review. These could be the Security Forces/Resource Protection Flight and the Civil Engineer Environmental Flight. All modifications and minor construction requests should be coordinated with the Fire Department and Bioenvironmental to ensure that fire and hazardous material issues are addressed. Base Safety should always coordinate on any AF Form 332 that addresses a safety issue. The environmental flight must determine if an environmental assessment is required, therefore they must see all AF Form 332s relating to environmental concerns. Some bases will convene a Work Request Review Board (WRRB) and invite outside agencies to attend for coordination and/or approval of certain AF Form 332s.

**Provide requester status of AF Form 332:** Now that you have completed your review of the work request, you need to process it into the system by assigning it a work request number. Depending on local policies, the work request information may be entered into the IWIMS or the information is entered onto an AF Form 1081. A folder may be set up to hold the original request, as well as any supporting documents, comments, or recommendations that apply to the request. The suspense copy of the AF Form 332 should be kept in a suspense file section of the facility folder. If you are not using IWIMS to track the work request, then obtain a work request number from your pre-established AF Form 1081, Work Request/Work Order Register. Provide the work request number and current status to the requester; this will enable them to track their requirements.

**Obtain Approval of AF Form 332:** The decision to approve or disapprove a request should be made as quickly as possible. Review and process the request only to the extent necessary to obtain approval. Approval authority should be delegated to the lowest practical level within CE. Customer service should have a copy of the current "Letter of Delegation" on file to help them determine the level of approval. If the request requires Installation Commander (IC) or higher approval, it is usually presented to the facilities board or committee acting in that capacity. The facility board validates any request that exceeds the IC's approval authority, then Engineering will prepare a DD Form 1391, which is forwarded to higher headquarters for approval. The approving authority assigns one of four priorities to each request:

- **Priority I - Mission:** Work that is accomplished in direct support of the overall base or tenant unit mission that, if not performed, would reduce operational effectiveness.
- **Priority II - Safeguard Life and Property:** Work needed to give adequate security to areas subject to compromise, will eliminate health, fire, safety hazards or work that will protect valuable property or equipment.
- **Priority III - Support:** Work that supports the mission or prevents a breakdown of essential operating or housekeeping functions.

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- **Priority IV - Necessary:** Work that does not qualify for higher priority.

The following guidance is used by CE when assigning specific priorities to work request requirements. These priority numbers are used in conjunction with a risk assessment code (RAC) or a Fire Safety Deficiency Code (FSDC):

- **RAC 1-**                **Priority I**    or    **FSDC 1**
- **RAC 2 & 3 -**        **Priority II**   or    **FSDC 2**
- **RAC 4-**                **Priority III**   or    **FSDC 3**
- **RAC 5-**                **Priority IV**   or    **FSDC 4 or 5**

If a work request is assigned a RAC or FSDC and is approved for direct scheduled work order accomplishment, the following guidance is used to determine its classification:

- **Priority I –**                **RAC 1-FSDC 1**                        **Emergency**
- **Priority II –**                **RAC 2 or 3- FSDC 2**                    **Urgent**
- **Priority III or IV –**        **RAC 4 or 5- FSDC 3, 4 or 5**        **Routine**

**Notify Requester of Status:** Once the work request has been either approved or disapproved, notify the requester in writing of the status of their requirement. If approved, let the requester know of any subsequent actions needed to accomplish the work. Your base may require the requesting unit place the work request within a work order priority system. If disapproved, clearly explain the reason or reasons why.

*To effectively process work requests, follow these steps:*

**Step 1: Determine if requested work is a CE responsibility**

- Determine if the work is a CE responsibility
- If the work is not a CE responsibility, return the AF Form 332 to the requester

**Step 2: Ensure work is not already identified**

- Review current work for the facility using IWIMS, and/or the facility file
- If the work is already identified, return the AF Form 332 to requester with that information

**Step 3: Review AF Form 332 for proper signature**

- Review the AF Form 332 and determine if it contains the required signature

**Step 4: Review AF Form 332 for proper coordination**

- Determine which agencies are required based on the work being requested
- Determine which agencies have not coordinated on the AF Form 332
- Check local policy for responsibility (user or CE) of obtaining missing coordination

**Step 5: Provide requester status of work request**

- Assign work request number
- File status copy of AF Form 332 in the facility file

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- Provide requester copy of work request with work request number and status for tracking purposes

**Step 6: Obtain Approval of AF Form 332**

- Determine level of approval based on “Letter of Delegation”
- Determine priority based on RAC code, if assigned
- Suggest priority based on description of work, if no RAC is assigned

**Step 7: Notify Requester of Status**

- Notify the requester in writing of the status of approved work request
- Notify requester of disapproved work request

**SCENARIO**

Provide the trainee with an assortment of 10 unprocessed AF Form 332s, along with a current Letter of Delegation, IWIMS work order program or pre-numbered AF Form 1081 for assigning work request numbers. Then ensure the trainee follows each of the steps listed below.

1. The work is a CE responsibility.
2. The work has been previously submitted to CE.
3. The AF Form 332 is signed by the proper person.
4. Identify which agencies need to coordinate on each AF Form 332.
5. Provide requester with status of each work request.
6. Identify and obtain proper level of approval.
7. Provide requester with status of approval/disapproval decision.

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**Review Questions  
for  
Process (Written Requests)**

Question	Answer
1. What form is used to request work from CE?	<ul style="list-style-type: none"> <li>a. DD Form 1391</li> <li>b. AF Form 3215</li> <li>c. AF Form 1879</li> <li>d. AF Form 332</li> </ul>
2. Which form is the approval document when work is funded by MAJCOM?	<ul style="list-style-type: none"> <li>a. DD Form 1391</li> <li>b. AF Form 3215</li> <li>c. AF Form 1879</li> <li>d. AF Form 332</li> </ul>
3. Who assigns FSDCs to work requests?	<ul style="list-style-type: none"> <li>a. Base Safety</li> <li>b. Fire Department</li> <li>c. Approving authority</li> <li>d. Chief of Operations</li> </ul>
4. The decision to approve or disapprove a work request should take as long as possible.	<ul style="list-style-type: none"> <li>a. True</li> <li>b. False</li> </ul>
5. Who prepares the DD Form 1391?	<ul style="list-style-type: none"> <li>a. Engineering</li> <li>b. Zone Foreman</li> <li>c. Chief of Operations</li> <li>d. Operations management specialist</li> </ul>
6. If the requested work is major modification or minor construction on a base facility, who must sign the request?	<ul style="list-style-type: none"> <li>a. Requester</li> <li>b. CE Commander</li> <li>c. Building Manager</li> <li>d. Organization Commander</li> </ul>

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**PROCESS (WRITTEN WORK REQUESTS)**

<b>Performance Checklist</b>		
<b>Step</b>	<b>Yes</b>	<b>No</b>
1. Determined if requested work is a CE Responsibility?		
2. Determined if requested work is already in the system?		
3. Determined if AF Form 332 has the proper signature?		
4. Determined which agency must coordinate on AF Form 332?		
5. Provided requester status on requested work?		
6. Obtained proper level of approval?		
7. Notified requester of status of approved/disapproved work requests?		

**FEEDBACK:** Trainer should provide both positive and/or negative feedback to the trainee immediately after the task is performed. This will ensure the issue is still fresh in the mind of both the trainee and trainer.

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## DIRECT SCHEDULED WORK (DSW)

MODULE 12

AFQTP UNIT 6

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PREPARE (DSW)

(12.6.3.)

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**PREPARE DIRECT SCHEDULED WORK ORDER'S**  
*Task Training Guide*

<b>STS Reference Number/Title:</b>	12.6.3. Prepare Direct Scheduled Work Order's
<b>Training References:</b>	<ul style="list-style-type: none"> <li>• AFI 32-1001</li> <li>• CDC 3E651, Vol. 2</li> </ul>
<b>Prerequisites:</b>	<ul style="list-style-type: none"> <li>• Possess, as a minimum, a 3E631 AFSC</li> </ul>
<b>Equipment/Tools Required:</b>	<ul style="list-style-type: none"> <li>• AF Form 1879, BCE Job Order Record, AF Form 1219, BCE Multi-Craft Job Order, Automated Computer Program (IWIMS)</li> </ul>
<b>Learning Objective:</b>	<ul style="list-style-type: none"> <li>• The trainee will know how to prepare various types of DSW's</li> </ul>
<b>Samples of Behavior:</b>	<ul style="list-style-type: none"> <li>• The trainee will know the procedures involved in preparing various types of DSW's</li> </ul>
<b>Notes:</b>	
<ul style="list-style-type: none"> <li>• To successfully complete this element follow the steps outlined in this training package</li> </ul>	

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## PREPARE DIRECT SCHEDULED WORK ORDER'S

**Background:** Direct scheduled work (DSW) is a fast way to authorize work that is minor in nature and requires no detailed planning. Materials should already be on hand or be easily procured. This type of work is also forwarded directly to the shop for accomplishment. The intent of the direct scheduled work order program is to establish a close working relationship between the customer service provider and the customer. This permits the customer service provider the opportunity to help the customer achieve the goals important to them.

The DSWO makes up the bulk of work accomplished by CE. For this reason you will need to be very familiar with preparing and processing DSW requests. Before you can enter a direct scheduled work order into the system, first determine if the work falls within the scope of DSW.

**Restrictions on direct scheduled work include:**

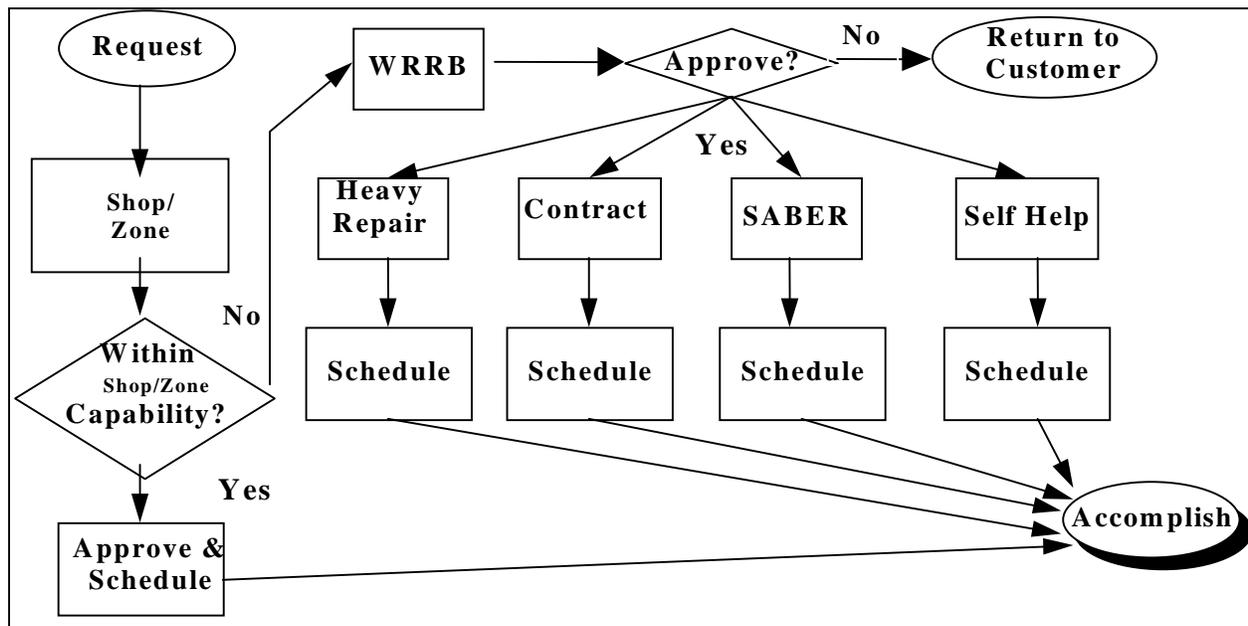
- Work done by contract, except equipment repair by contract.
- Operations authorized by a Collection Work Order Number (CWON).
- Services, except individual requests for entomology services (authorized by CWON).

**Exception:** Local procedures may dictate CE perform the initial response before a contractor is called for warranty items.

Shop personnel do most direct scheduled work orders. Some requests for civil engineering work may originate in the shops. Work that falls within the scope of DSW is then entered into IWIMS as a DSW for accomplishment. Work beyond DSW scope is sent to maintenance engineering or shop supervisor for further review and planning. The Work Request Review Board (WRRB) approves or disapproves these requests and determines the most appropriate method of accomplishment. See Figure 1, for the workflow process.

**NOTE:**

Some bases may still operate under the zonal concept as opposed to the shop configuration.



**Figure 1, Work Request Flow Chart**

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**Types of Direct Scheduled Work:**

- **Emergency** A work requirement needed to solve a condition that has an impact on the mission or affects the operational effectiveness of a base. An emergency includes the failure of any utility, fire protection, environmental control, or security alarm system. It also includes the elimination of a fire, health or safety condition assigned risk assessment code (RAC) 1. Emergency work must be completed within 24 hours of notification.
- **Urgent** Work not classified an emergency, but that should be done within five workdays of receipt. Urgent work becomes delinquent after five workdays. If materials are required, urgent work does not become delinquent for five workdays after receipt of materials. Urgent work also includes the elimination of fire, health, or safety hazards that have been assigned RACs 2 or 3.

**NOTE:**

AFI 32-1001 refers to seven calendar days instead of five workdays. The same amount of time passes in both instances.

- **Routine** Work that does not meet the prerequisites set for emergency and urgent work is classified as routine. Routine work becomes delinquent if not completed within 30 calendar days after identification of the requirement or receipt of materials.
- **Facility Visits** In conjunction with the facility manager, the shop supervisor identifies work needing to be done in a facility. The facility manager should have a list of work requirements to be documented on an AF Form 1219, Multi-Craft Job Order, prior to the shop supervisor's visit. Following the visit, the shop supervisor will schedule time for a team of craftsmen to gather the necessary materials and make the repairs identified during the initial visit.
- **Structural Maintenance and Repair Team (SMART)** Although no longer widespread, some bases still use the SMART concept. Similar to a zone, it uses a team of permanently assigned workers with various skills working out of a trailer. The work they perform has been previously identified by the SMART supervisor or a designated SMART worker on an AF Form 1219.
- **Prime BEEF Maintenance and Repair** Prime BEEF teams sometimes accomplish direct scheduled work as part of their training mission. Direct scheduled work orders are grouped into packages and scheduled for work accomplishment during Prime BEEF training days.

**Preparing Direct Scheduled Work Orders** The most common automated computer system used by Operations Management personnel to prepare DSW requirements is the Interim Work Information Management System (IWIMS). Before the IWIMS system evolved, DSW requirements were prepared manually using AF Forms 1879 and 1219. Keep in mind that no matter how direct scheduled work is prepared, not having enough information can cause more problems than having too much.

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**Manually** If you must complete a DSW manually, here are the forms required to properly document the required work:

- **AF Form 1879, BCE Job Order Record (Figure 1)** This form is used for individually identified work requests. Direct Scheduled Work is authorized using this form. It is important that all the information be accurate and legible:

1. Facility Number - building or area where work is to be accomplished
2. Activity or Street Address - where work is to be done (i.e. Officers Club)
3. Date - current date
4. Time - current military time (i.e. 1415 hrs)
5. Name and grade of the requester - normally facility manager
6. Phone Number - phone number where the requester can be contacted
7. Service Required - complete description of work requested. This information determines the classification of the DSW
8. Area/facility where job is located - exactly where work is to be done (room no., etc.)
9. Dangerous conditions existing; determined by questioning the requester about any safety hazards or dangerous conditions that may exist
10. Restrictions such as job site availability or pre-announcement requirements
11. Make of Equipment, Type/Size of Item, and Color or Item blocks are filled out based on information provided by the customer and as needed

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FACILITY NO.		ACTIVITY OR STREET ADDRESS		DATE		TIME		JOB ORDER NO.			
NAME AND GRADE OF REQUESTOR				PHONE NO./ALTERNATE		COLLECTION BIRTH ORDER NO.					
SERVICE REQUIRED						TYPE OF SERVICE					
						XEROX NO.		EMERGENCY		EMERGENCY	
						URGENT		RPTS		RPTS	
						ROUTINE		MC		MC	
REQUIRED COMPLETION DATE				ESTIMATED COMPLETION DATE		WORK IN CODE		EST. TOTAL TIME			
AREA/FACILITY WHERE JOB IS LOCATED				DANGEROUS CONDITIONS EXISTING (If any)		CREW SIZE		ACTUAL TOTAL TIME			
RESTRICTIONS (DOWNS, SLEEPS, SCHEDULES)				REMARKS (Tools, equip., materials, special conditions multi-shop notes, etc.)							
NAME OF EQUIPMENT		TYPE/SIZE OF ITEM								COLOR OF ITEM	
ASSIGNED TO		DATE								TIME	
REFERRED TO		DATE		TIME		INITIALS		LUC 18			
DEFERRED TO		DATE		TIME		DISPOSITION		AUTHORIZED			

AF FORM 1879 FEB 83 1978 PREVIOUS EDITION WILL BE USED. SHOP COPY BE JOB ORDER RECORD.

Figure 1 AF Form 1879

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**AF Form 1219, BCE Multi-Craft Job Order** This is another form used to prepare direct scheduled work. It is used to identify multiple work requirements for individual facilities. When preparing an AF Form 1219, the following blocks must be filled in completely:

1. Cost Center – zone/shop doing the work
2. Facility Number - facility requiring work
3. Date Prepared - date the discrepancies were identified
4. Name of inspector - person doing facility inspection
5. Using Agency - Organization assigned use of facility
6. Individual to Contact - (Name & Phone No.)-Facility manager
7. Work Description - what needs to be done
8. Location - where the work needs to be done (room no.)
9. Materials - what materials are required to do the job
10. Craft - trade that will do the work (i.e., A, PB, etc)

**NOTE:**

The remaining blocks may be filled out once the form is received for processing.

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**Automated Computer Program** The automated computer program can be used if your base has the capabilities. Basically, when a work request is received, either verbally or written, the work requirement is reviewed. If it is determined to be a CE responsibility and classified as direct scheduled work, the work requirement is prepared using an automated computer program. This is a simple form the customer service person will enter into the IWIMS system while talking to a customer. The information required on this automated form includes:

1. Inst/Facility - building or area where work is to be done.
2. Customer Acct - the customer account codes are established by each CE organization to identify each individual organization as CE customers (Pre-identified in IWIMS).
3. Organization/Office Symbol - requester's organization and office symbol.
4. Request Date - date the request was received (programmatic).
5. Work Order Title - brief description of work to be done.
6. Location - location of work to be done, often a room number.
7. Requester's Name - facility manager.
8. Phone Number - Facility manager's number.
9. Gen/Senior Officer - used to identify housing requirements only Use "G" for general officers and "S" for senior officers. (General officers are allocated separate moneys for military family housing quarters that must be accounted for.)
10. Customer Work Description - complete description of work required.
11. EPS Noun - information required for quick estimates.
12. Type of Service – work classification--used to programmatically compute the required completion date.
13. Shops Assigned - identifies shops that will do the work.
14. RRI/What's Reimbursable? - code indicating reimbursable work (preloaded) and what part of the work is reimbursable.
15. AF Cost Account Code - used to collect charges.
16. Special Interest - indicator used to indicate special interest for commander or inspectors.
17. Status - reflects the current reason why the work is tracked to a location.
18. Tracking Indicator - location of DSW.

#### Optional information:

- *Remarks section*- notes explaining why the request was sent to the current location and a further history of the work requirement or potential problems.
- *Infrastructure codes* - a pair of two digit codes that further shred out the type of work being requested.

**REMEMBER:** *When gathering information about the work requirement from the customer, be certain the information is accurate and complete. The following steps should be used to properly identify and track direct scheduled work:*

#### Step 1: Determine if work requested is within the scope of direct scheduled work.

- Determine if the work is minor in nature and requires no detailed planning
- Ensure materials are already on hand or can be procured in a timely manner
- Determine if there are any restrictions involved with the type of work being requested that would prevent you from using a DSW

#### NOTE:

If the work to be done requires detailed planning, then it must be accomplished by work order or contract.

**Notice.** This AFQTP is *NOT* intended to replace the applicable technical references nor is it intended to replace hands-on training if equipment is available. It is to be used in conjunction with these for training purposes only.

**Step 2: Determine the type of direct scheduled work that is being requested**

- Emergency (utility outages, fire protection, etc.)
- Urgent (1 of 2 commodes are stopped up in the building, door off hinges, etc.)
- Routine (replace cracked floor tile, adjust door closure) Coordinate with the shop supervisor to see if routine requirement can be accomplished by facility maintenance (facility visit) or a SMART visit

**Step 3: Determine the method you will use in preparing a direct scheduled work order**

- Manually - Use AF Form 1879, BCE Job Order, or AF Form 1219, BCE Multi-Craft Job Order
- Automated - Use the Interim Work Information Management System (IWIMS)

**Step 4: Prepare a direct scheduled work order**

- Either manual or automated methods can be used to log the DSW information accurately and completely (Facility number, requester name, phone number, etc.)

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**Review Questions  
for  
PREPARE DIRECT SCHEDULE WORKORDER'S**

Question	Answer
1. Direct scheduled work is a fast way to authorize work that is minor in nature and requires no detailed planning.	a. True b. False
2. What type of DSW would be required if the security alarm system failed in a building?	a. Emergency b. Urgent c. Routine d. Smart
3. Direct scheduled work is authorized on what form?	a. AF Form 332, BCE Work Request b. AF Form 637, BCE Job Order Log c. AF Form 1219, BCE Multi-Craft Job Order d. AF Form 1879, BCE Job Order Record
4. What form is prepared to identify multiple work requirements for individual facilities?	a. AF Form 332, BCE Work Request b. AF Form 1081, BCE Work Request/Work Order Register c. AF Form 1219, BCE Multi-Craft Job Order d. AF Form 1879, BCE Job Order Record

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**PREPARE DIRECT SCHEDULE WORKORDER'S**

<b>Performance Checklist</b>		
<b>Step</b>	<b>Yes</b>	<b>No</b>
1. Did the trainee correctly identify direct scheduled work requirements?		
2. Did the trainee correctly identify the type of work being requested?		
3. Did the trainee correctly prepare a DSW using an AF Form 1879, BCE Job Order Record and an AF Form 1219, BCE Multi-Craft Job Order?		
4. Did the trainee correctly prepare a DSW using an automated computer program (IWIMS)?		

**FEEDBACK:** Trainer should provide both positive and/or negative feedback to the trainee immediately after the task is performed. This will ensure the issue is still fresh in the mind of both the trainee and trainer.

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## DIRECT SCHEDULED WORK

MODULE 12

AFQTP UNIT 6

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PROCESS (DSW)

(12.6.4.)

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**PROCESS (DSW)**

***Task Training Guide***

<b>STS Reference Number/Title:</b>	12.6.4. Process Direct Scheduled Work
<b>Training References:</b>	<ul style="list-style-type: none"> <li>• AFI 32-1032</li> <li>• CDC 3E651, Vol. 2</li> </ul>
<b>Prerequisites:</b>	<ul style="list-style-type: none"> <li>• Possess a 3E631 AFSC</li> </ul>
<b>Equipment/Tools Required:</b>	<ul style="list-style-type: none"> <li>• AF Form 1879, BCE Job Order Record, AF Form 1219, BCE Multi-Craft Job Order, Automated Computer Program (IWIMS)</li> </ul>
<b>Learning Objective:</b>	<ul style="list-style-type: none"> <li>• The trainee will know how to process various types of DSWs</li> </ul>
<b>Samples of Behavior:</b>	<ul style="list-style-type: none"> <li>• The trainee will know the procedures involved in processing various types of DSWs</li> </ul>
<b>Notes:</b>	
<ul style="list-style-type: none"> <li>• To successfully complete this element, follow the steps outlined in this training package</li> </ul>	

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## PROCESS (DSW)

**Background: Processing Direct Scheduled Work** Learning to process direct scheduled work orders correctly the first time will save you valuable time. The correct numbers, codes, etc., must be used to help CE use their resources efficiently and to charge costs correctly. Again, how you process direct scheduled work orders will depend on whether you are using an automated computer program or manually processing the work requirement.

**Manually** After the preparation of the form is complete, the AF Form 1879 must be processed. The DSW number is assigned to the AF Form 1879. Depending on the procedures at your base, the following information may be filled in when processing an AF Form 1879.

1. Collection Work Order Number (CWON).
2. Zone Number - work zone of the base where the facility is located.
3. Type of Service - based on the work requested; also used to determine required completion date (programmatic in IWIMS).
4. Required Completion Date - date the work must be accomplished without being delinquent.
5. Estimated Completion Date - date the work should be accomplished, based on work type and shop backlog.
6. Estimated Total Time - comparable commercial standards approved by the BCE.
7. Assigned To - Shop assigned (three-digit cost center code).
8. Authorized - signature of person authorizing the DSW. Authorization for DSW should be delegated to the lowest possible level in writing (Letter of Delegation). DSWs can only be canceled by the same level of authority (or higher) than initially authorized the work.

**NOTE:**

A delinquent DSW is one that has not been completed in the time frame required. For example, an urgent open after 5 duty days, is now considered a delinquent DSW.

The remarks block on the AF Form 1879 can hold additional information to assist the cost center in getting the work done. The other blocks may be filled in when the craftsmen go on the job and complete the job or refer the DSW to another cost center.

If the AF Form 1219 is used at your base, it is processed by completing the following areas: Work ID code (optional only); (from) M/HR Est. (estimated hours to perform each task); and assign a DSW number. The AF Form 1219 is then approved and scheduled for accomplishment. When all the work on the DSW is completed, the back of the AF Form 1219 is annotated with the date completed and the supervisor signs the signature block.

**Automated Computer Program** Once the automated DSW is prepared; the work requirement must be processed. Be sure the customer is given the DSW number so they can track the work requirement. The DSW is then scheduled for accomplishment, assuming materials are available. Remember, if materials are needed, the necessary material ordering forms are prepared (manual or automated) and Logistics obtains the materials. Once the DSW is accomplished the work requirement is closed. This completes the life cycle of a direct scheduled work order

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**Review Questions**  
for  
**Process (DSW)**

<b>Question</b>	<b>Answer</b>
1. Who can cancel a DSW?	a. The BCE only b. The same level or higher authority that authorized the work c. Anyone in operations management that determines the work requirement is not valid d. All of the above
2. On the AF Form 1879, BCE Job Order Record, what is the estimated completion date based on?	a. Shop Backlog b. Work Classification c. Authorizing person's rank d. Both a. and b.
3. What needs to be on file when authorizing a DSW at the lowest level?	a. A letter of delegation b. A copy of the original 332 c. Sketches attached to the 1219 d. Estimated costs of similar work requests

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## PROCESS

Performance Checklist		
Step	Yes	No
1. Did the trainee correctly process an AF Form 1879, BCE Job Order Record, and an AF Form 1219, BCE Multi-Craft Job Order?		
2. Did the trainee correctly process an automated DSW?		

**FEEDBACK:** Trainer should provide both positive and/or negative feedback to the trainee immediately after the task is performed. This will ensure the issue is still fresh in the mind of both the trainee and trainer.

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## WORK ORDERS

MODULE 12

AFQTP UNIT 7

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### PREPARE WORK ORDERS

(12.7.3.)

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## PREPARE WORK ORDERS

### *Task Training Guide*

<b>STS Reference Number/Title:</b>	12.7.3. Prepare Work Orders
<b>Training References:</b>	<ul style="list-style-type: none"> <li>• AFI 32-1001, AFPAM 32-1005, AFI 32-1022, AFI 32-1032, AFI 32-1098, AFI 32-6002, AFI 32-6003</li> </ul>
<b>Prerequisites:</b>	<ul style="list-style-type: none"> <li>• Possess, as a minimum, a 3E631 AFSC</li> </ul>
<b>Equipment/Tools Required:</b>	<ul style="list-style-type: none"> <li>• IWIMS work order program or AF Form 1081 used to assign work order numbers</li> </ul>
<b>Learning Objective:</b>	<ul style="list-style-type: none"> <li>• Trainee will know how to prepare various types of work orders</li> </ul>
<b>Samples of Behavior:</b>	<ul style="list-style-type: none"> <li>• Trainee will know the procedures involved in preparing various types of work orders</li> </ul>
<b>Notes:</b>	
<ul style="list-style-type: none"> <li>• To successfully complete this element, follow the steps outlined in this training package</li> </ul>	

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## PREPARE WORK ORDERS

**Background:** Once the AF Form 332 has been approved for accomplishment, the approving authority will also determine the method of accomplishment. Sometimes the method of accomplishment will be by direct scheduled work order (DSW); in that case, you would prepare a DSW and forward it to the shop for scheduling. If the method of accomplishment is not by DSW, then you would need to prepare a work order in "Draft" status (using work order indicator D). A work order is a way to control large or complex jobs that usually require detailed planning or capitalization of real property records. A work order can also be used for collecting reimbursements and gathering data for review and analysis. There are three main types of work orders operations management personnel normally handle:

**In-Service** Work is accomplished in-house by using CE resources (labor, material, and equipment). All classes of work (maintenance, repair, and construction) can be completed by In-service (using work order indicator A, J, or W) accomplishment.

**Contract** This work is accomplished by private businesses, corporations, or firms NOT associated with the government, including SABER (Simplified Acquisition of Base Engineering Requirements). Contract work orders (using work order indicator C) are often referred to as "projects" and may be programmed years into the future. These can also be accomplished with a combination of contract and in-service forces. In this case, only one work order would be prepared (using work order indicator X) to collect both, CE's and the contractor's cost.

**Self-Help** These work orders enable an organization to do work on its own, using its own donated labor, materials or both. Sometimes CE craftsmen are needed to support self-help. That support may be provided on either a DSW or the original self-help work order (using work order indicator Y) depending on the complexity of the help needed. Even though CE is not actually doing the work, we are responsible for ALL approved work performed self-help.

**NOTE:**

AF Form 327, BCE Work Order, is used to authorize:

- In-service minor construction work requiring capitalization.
- Contract work except contract maintenance of equipment.
- Work (including self-help) that results in a change to real property records regardless of the source of funds.
- Work indicated on work order change orders.
- Self-help work authorized for combined accomplishment (self-help and in-service) requiring real property capitalization.
- Any other work where individual costing or detailed planning is required.
- Minor construction (M/C) work on leased facilities.

Once you have determined the correct type of work order, prepare the work order package, which should consist of a folder that contains the original approved AF Form 332, the automated or manually prepared AF Form 327 and all supporting documentation.

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**NOTE:**

Some units like to use the red six part folders to keep the individual sections of the work order package separated; in any case, you should have some type of folder for supporting and planning documents. Label the top of the folder with the work order number, description of work, and facility number. Work order folders should be labeled the same way to allow for ease in filing and purging of all work orders.

**Manual Work Order Program/AF Form 327, Base Civil Engineer Work Order** If IWIMS is not available, the work order is prepared using AF Form 327, Base Civil Engineer Work Order (see Figure 1, sample AF Form 327, Base Civil Engineer Work Order). Annotate the AF Form 1081 with the current status. If you are unsure what information goes into any of the data fields, quick reference listings for both the AF Form 327 and the IWIMS automated work order program can be found in Figure 4, AF Form/IWIMS 327 data field reference listing.

*To properly perform this task, follow these steps:*

**Step 1: Fill in installation name**

- There are two sections under this heading: A “Control” is the main installation, and B “Other” is a site that may be owned and maintained by the “A” installation.

**Step 2: Fill in the work order number**

- The number is the same as originally assigned to the AF Form 332.

**Step 3: Fill in the project number, if assigned**

- A project number is assigned by a Programmer in the Engineer Element when work is being accomplished by contract.

**Step 4: Requester’s name and phone number**

- Same information as found on the original AF Form 332, generally the facility manager or requesting organizational Commander.

**Step 5: Change order number**

- Change order numbers are assigned only if there is a change in the scope of work. Change orders will be numbered consecutively starting with the number one (1).
- Re-approval indicating the change and total increase is required for each sequential change order.

**Step 6: Labor Utilization Code (LUC)**

- LUC codes identify the type of work being accomplished. LUC 15 is used to identify minor construction work and LUC 18 is for maintenance or repair work requirements.

**Step 7: Fill in the work order number**

- The number is the same as originally assigned to the AF Form 332.

**Step 8: Statement of work**

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- Describes the work to be performed (planner expounds on the statement as needed).

**NOTE:**

The use of the words planner or planning refers to the function at your base that performs the actual planning of work orders.

**Step 9: Work Order Master File, broken down by "field locations" for computer input.**

- **Control Installation** – A unique four-character name for your base, part of the control data of the record.
- **Control Center** – Usually the letter “A.” There are a few bases with two CE units; in that case one would use the control center code of “B.”
- **Work Order number** – Same as the work request number.
- **WO Indicator** – Identifies type of work and method of accomplishment (see figure 2).
- **Number of shops** – Total number of shops required to complete the work requested.
- **Installation code** – A location owned and maintained by the Control installation, but having its own installation code. For example, the main base is TYFR (Ramstein) but the work is being performed at VGXA (Sembach).
- **Work Class** – Classification of work being done (i.e.: C = Construction, M = Maintenance, and R = repair); Minor Construction is work approved at < \$1.5 million.
- **Refund Reimbursement Indicator (RRI)** – If the work is for a reimbursable customer, this code identifies who will pay for the services provided. The cost of the work will show on the Schedule of Refunds and Reimbursements.
- **Facility Number and suffix** – All real property assets have building numbers assigned.
- **Cost Account Code** – Used to collect costs charged to the facility. Based on type and use of facility or work being performed.
- **Priority** – Assigned by the approving authority.
- **Capitalization Indicator** – Indicates work that will result in a change to real property records. A “Y” indicator is used if changes must be capitalized on the real property records. Real Estate is responsible for updating any changes to real property records.
- **General Quarters Indicator** – A “G” is placed in this field if the work is at the quarters of a general officer. The GOQ report then reflects the costs charged to the quarters.
- **Work description** – Brief description of the required work (limited space to input data).
- **Special Indicator** – Locally determined; for example you could put an “S” in this field for all work orders related to a storm, you could then write a report against the SI code to retrieve a breakdown of the work and costs associated with the storm.
- **Organization Code (Customer Code)** – Identifies the organization requesting work.
- **Turn In Indicator** – Enter a “Y” if turn in of equipment is required.
- **Work Order Opening Date** – The date the work order is loaded into the computer.
- **Estimated Start Date** – Assigned by the work order programmer, based on man-hour and material availability.
- **Estimated Completion Date.** - Assigned by the work order programmer, based on estimated start date and estimated hours.

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**Step 10: All other blocks remain blank until you reach block 11**

**Step 11: Work order shop file**

- **Control Installation** – This is the same information as used in step 9.
- **Control Center** – This is the same as it was in step 9.
- **Work Order number** – Same as the work request number used in step 9.
- **Cost Center** – Three-digit code indicating shops needed to complete the work.
- **Number Required** – Number of Personnel required on the job from each cost center.
- **Number of Hours** – Total hours required by each cost center to complete the work.
- **Estimated labor rate** – The current shop rate can be obtained through the Financial Manager. The shop rate does fluctuate and must be validated at the end of each month.
- **Estimated direct material cost** – The planner provides the total material estimate for each cost center.
- **Estimated project contract cost** – Used only when the work requires a contract.
- **Estimated services contract cost** – Used only when the work is a service contract.
- **Estimated other cost** – Used only for other non-O&M funded costs.
- **Blank** – Unused field.

**Step 12: Authorization block**

- For an in-service work order, this block contains the signature and date of the authorizing authority. This must be signed prior to ordering materials.

**Step 13: Completion**

- Each cost center supervisor signs a copy of the 327 when their work is completed. The Operations Chief or a designated representative will sign and date the original 327 when all the work is done. All signed copies are maintained in the work order package.

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**AF Form 1081, BCE Work Request/Work Order Register.** The final step in preparing the work order is to update the AF Form 1081, BCE Work Request/Work Order Register (See Figures 6 and 7), or update the work order record in IWIMS. Operations Management personnel must be in positive control of all work requirements from the time of receipt until the work is completed or in a firm plan of completion. Positive control of AF Forms 327 and 332 is achieved with the use of the AF Form 1081, BCE Work Request/Work Order Register.

*To properly perform this task, follow these steps:*

**Step 1: Determine type of work order**

- In-service, Contract or Self-Help

**Step 2: Prepare work order package**

- Insert original approved AF Form 332, manual or automated 327, and support documents into a work order folder.
- Label work order folder with W/O number, description of work and facility number.

**Step 3: Load work order into IWIMS**

- Fill in all applicable data fields.

**Step 4: Update AF Form 1081 (see figure 6) or track in IWIMS to planning function**

- Update status and track to planning function if using IWIMS.

**Work Order Indicator** - There are 13 different indicators used to identify the means of work accomplishment. (See Figure 2)

<b><u>Indicator</u></b>	<b><u>Description</u></b>
A	IN SERVICE WORK
C	CONTRACT PROJECT
D	DRAFT
J	DIRECT SCHEDULED WORK
M	MATERIAL ONLY
N	NON-BCE COST
O	OPS/SVC/RWP
R	RENTAL CONTRACT
S	SERVICES CONTRACT
U	PURCHASED UTILITIES
W	OTHER IN-SERVICES
X	IN-HOUSE/CONTRACT
Y	WORK NON-BCE SUPPORT

**Figure 2, Work Order Indicator Chart**

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**IWIMS Automated System** When using the IWIMS automated system, the process of tracking work requests becomes much easier. Each user is assigned a three-digit identification code for the computer system. Every time the work request is moved from one location to another, the user simply makes the modification to tracking location and status, and places appropriate notes in the remarks section of IWIMS. The computer programmatically assigns the users three-digit identification code and/or name as a permanent record of the modification. Since IWIMS is an automated system, as Operations management personnel enter information about each work order in the system, the 327 is created. The information can be found on one of the six pages of the automated work order system. Even with IWIMS, Operations management personnel must be in positive control of all work packages from the time of receipt until the work is completed or in a firm plan of completion. (See Figures 3 and 4)

*To properly perform this task, follow these steps:*

**Step 1: Determine type of work order**

- In-service, Contract or Self-Help

**Step 2: Prepare automated AF Form 327**

- Print automated 327 for signature (See figure 5).
- Track to appropriate section for signature and further processing.

**Step 3: Prepare work order package**

- Insert original approved AF Form 332, the AF Form 327, manually prepared or automated, and any supporting documents into a work order folder.
- Label work order folder with W/O number, description of work and facility number.

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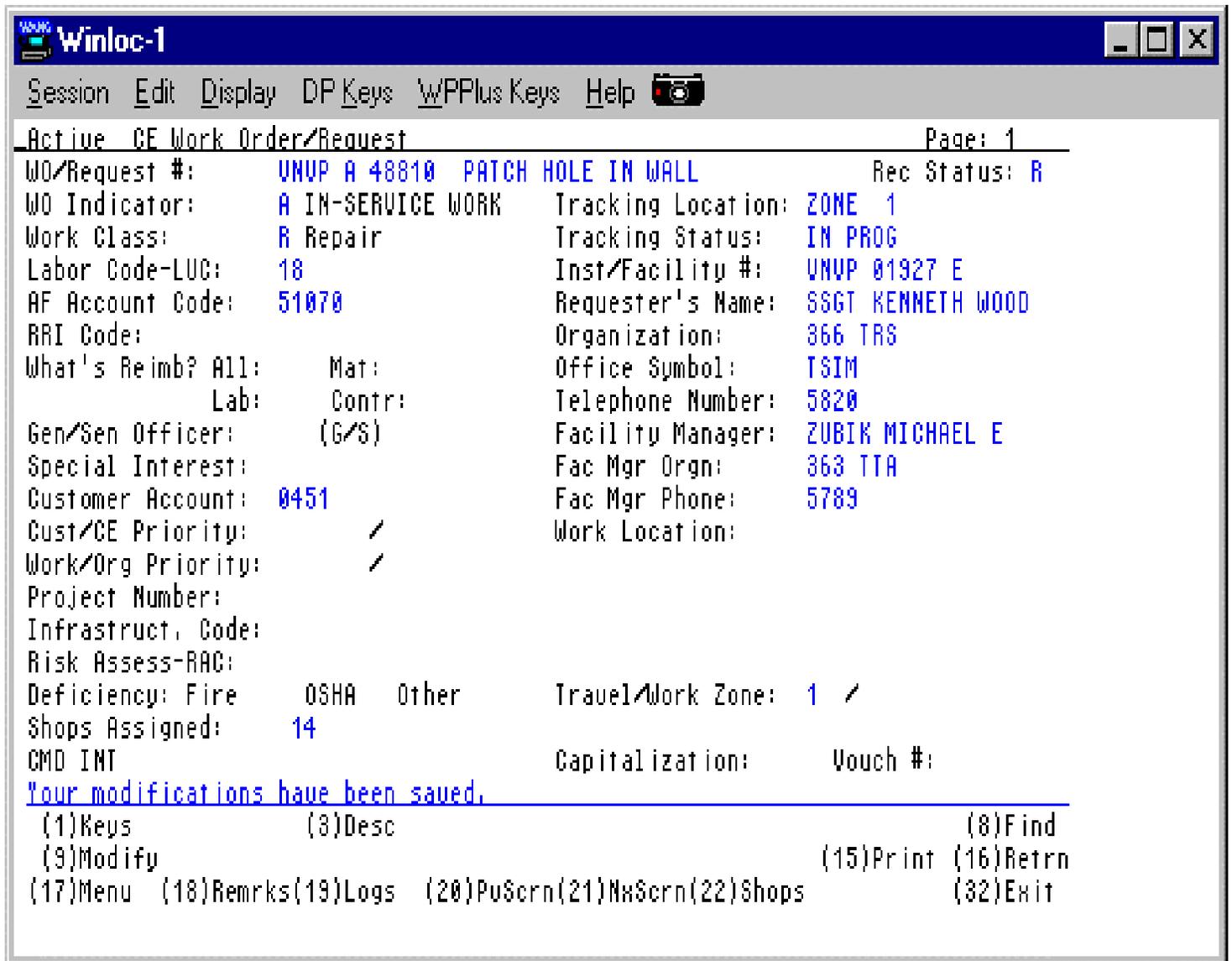


Figure 3, IWIMS Work Order Screen

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**Work Order** – Number programmatically assigned by computer after adding basic information  
**Date Open** – Pre-assigned by the computer, based on the actual date the information is entered  
**Apply ID/date** – Three-digit user ID and date approval authority was approved in the computer  
**Auth ID/date** – Three-digit user ID of authorizing authority and date authorized in the computer  
**LUC** – Assigned by operations management personnel, based on type of work being done  
**Project** – Is assigned by Program Engineer if a contract is created to accomplish work  
**Requester Phone** – Self-explanatory  
**Org/Office symbol** – This is the organization requesting the work  
**Location** – This block further pinpoints a work location, particularly useful to shop personnel  
**WO-IND** – See figure 2 for all indicators. Use the one appropriate for the work being requested  
**Nr Shops** – This indicates the total number of shops needed to accomplish the work, updated programmatically as shops are added to a work order  
**Inst** – This is the code for the installation the work is being accomplished at  
**Wk Class** – Classification of work; Construction, Repair or Maintenance  
**RRI** – Reimbursement indicator is marked when other than O & M funds are being used  
**Facility** – Type in the facility number where the work is actually being done  
**AF Acct** – AF account code is how the cost is actually collected  
**Pri** – Priority assigned by approval authority based on mission impact  
**CAP IND** – Check “Y” if the work requires capitalization, leave blank if no  
**GOQ** – “G” if General officers quarters, “S” if Senior Officers quarters, otherwise leave blank  
**Work order title** – Use a brief, to the point description in the section  
**RAC, OSHA, Fire, Other** – As determined by Wing Safety, Bio-environmental or Fire Department with the assignment of a RAC. Use the assigned RAC in the appropriate block.

**Figure 4, IWIMS Automated 327 Data Field Reference List**

**Maintenance:** Maintenance refers to the day-to-day work required to preserve real property facilities and prevent premature failure or wearing out of system components.

**Repair:** Repair is work required for any facility (i.e., building, utility system, or other real property infrastructure) or facility component to restore its safe, effective, and economical support of assigned missions and organizations.

**NOTE:**

Maintenance and repair work can be combined together as one project, but construction must always be done separately (construction is funded and approved separately).

**Minor Construction.** This includes: repair-type work that does not exceed 70 percent of a building’s replacement cost; the construction, erection or installation of a new building or system; work which expands the current size of an existing building; conversion of a building from one primary function to another; or the addition, rearrangement or removal of load bearing walls. Minor construction projects are military construction projects for a single undertaking that have an approved cost equal to or less than \$1.5 million. Minor construction projects costing \$300,000 or less are authorized to be funded from the Operations & Maintenance (O&M) appropriation. This limit is statutory and **cannot** be exceeded.

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```

*** W I M S   3 2 7

Work Order  D-Open  D-Taken  Appv ID/Date  Auth ID/Date  LUC  Project #
VNVPA 49002 950606   950606      MP3 970220   MP3 970220   15

Requester          Phone          ORGN          Off Symbol  Location
LT VINCE GILL     676-2402      396 CIVIL E   396 CES/C   ROOM 150

WO-Ind  Nr Shops  Instl  Wk Class  RRI  Facility  AF Acct  Pri  CAP IND  GOQ
  A           1    VNVP    C           01927    80010           Y

Work Order Title          SI Cust  RAC  OSHA  Fire  Other  Org Pri
RENOVATE CONFERENCE ROOM 0001

Est Start: 970501      Est Compl: 970530

ESTIMATED Costs:
  Labor Cost  Material Cost  Contract Cost  Other Cost  Total Cost
  $1,837.12    $754.34        $0.00          $0.00      $2,591.46

*** Statement of Work ***
FABRICATE AND INSTALL A PARTITION IN ROOM 150 OF BLDG 1927. THE PARTITION IS
TO BE 16 FT FROM THE EAST WALL AND WILL HAVE A 36"X80" DOOR IN THE CENTER.
ON THE SOUTH WALL CUT IN AND FRAME TWO EACH DOORWAYS (36"X80") CENTERED BETWEEN
THE PARTION AND EXISTING WALLS. INSTALL TWO EACH RECEPTACLES ONE ON EACH SIDE
OF THE DOOR AND CENTERED BETWEEN THE DOORS AND WALLS. ROOM SIZE BEFORE THE
PARTITION IS 36 FEET LONG BY 22 FEET WIDE AND TEN FEET HIGH. THE NEW PARTITION
WILL BE 22 FEET LONG BY 10 FEET HIGH.

*** Summary of Planning Estimate ***

Work      Coordination      Labor      Labor      Material      Total
Center    Signature & Date    Hours      Cost       Cost          Cost
451  1A  _____      54.6      1707.88      754.34      2462.22

Totals:      _____      54.6      $1707.88      $754.34      $2462.22

Planner's Review: _____ Date: _____
Unit Chief's Review: _____ Date: _____
Authorization Signature: _____ Date: _____
Material Clearance: _____ Date: _____
                    Warehouseman
Completion Signature: _____ Date: _____
                    On-Site Job Coordinator
Completion Certification: _____ Date: _____
                    Operations Chief/Deputy

End of WIMS 327 ***

```

Figure 5, Automated IWIMS 327

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BCE WORK REQUEST/WORK ORDER REGISTER (WR = Work Request, WO = Work Order)												
WORK REQUEST ORDER NUMBER	DESCRIPTION (FAC NO.)	DATE REC'D	PLANNING		ENG AND ENVIRON PLANNING		APPROVAL AUTHORITY		MATERIAL CONTROL		REMARKS	
			TO	FROM	TO	FROM	TO	FROM	TO	FROM		
93511	Install 110V dedicated circuit. Bldg 1927, Rm 23	08 Jun	08 Jun									
93512	Overlay gravel parking lot with asphalt. Bldg 1921 (South)	08 Jun	08 Jun	11 Jun								Disapproved 12 Jun. Not cost effective
93513	Provide paint for self-help painting Bldg 1927, Rm 2	08 Jun					08 Jun	10 Jun				Approved 10 Jun.
93514	Provide contract support with trencher for Comm. scheme 92-0043	08 Jun			08 Jun	10 Jun						Closed - Service contract 92589.
93515	Install partition and doorway. Bldg 873, Rm 157	09 Jun		09 Jun								
93516	Repair metal stair railing (inside stairwell). Bldg 873 (West)	09 Jun					09 Jun	10 Jun				Approved 10 Jun. Transfer to direct scheduled work.
93517	Install soundproof wallboard. Bldg 1900, Rm 153	09 Jun		09 Jun	12 Jun			14 Jun				Approved 14 Jun. Planned work order
93518												
93519												
93520												

AF Form 1081  
JUN 81

Figure 6, AF Form 1081, BCE Work Request (Request/Work Order Register)

**Notice.** This AFQTP is NOT intended to replace the applicable technical references nor is it intended to replace hands-on training. It is to be used in conjunction with these for training purposes only.

- **Work Request/Work Order Number** – Always a five-digit number arranged in sequential order and pre-numbered to prevent using the same number twice.
- **Description** – A brief description of the requested work, in addition the facility number and room number may be entered for further identification.
- **Date Rec'd** – The actual date the work request was received from the customer
- **Planning, Eng and Environ Planning, Approval Authority, and Material Control blocks** – Used to annotate dates to and from each function for control and tracking purposes.
- **Remarks** – Used to annotate all change orders, approval/disapproval actions and any other information that further identifies the status of the requirement.

**Figure 7, AF Form 1081 Data Field Reference List**

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**Review Questions  
for  
PREPARE WORK ORDERS**

Question	Answer
1. What is the main purpose of the work order system?	<ul style="list-style-type: none"> <li>a. To ensure CE is reimbursed</li> <li>b. To prevent overloading the zones with DSWs</li> <li>c. To control complex jobs requiring detailed planning or capitalization.</li> <li>d. To prevent delinquencies on routine work that cannot be accomplished within thirty days</li> </ul>
2. Three types of work orders are In-service, Contract, and Self-Help.	<ul style="list-style-type: none"> <li>a. True</li> <li>b. False</li> </ul>
3. What should the work order package contain?	<ul style="list-style-type: none"> <li>a. The Original copy of the approved AF Form 332</li> <li>b. The AF Form 327 or automated IWIMS 327</li> <li>c. Any supporting documentation</li> <li>d. All of the above</li> </ul>
4. If preparing a work order to convert a dormitory into an office building, what work class would be used?	<ul style="list-style-type: none"> <li>a. Repair</li> <li>b. Maintenance</li> <li>c. Minor construction</li> <li>d. Direct Scheduled Work</li> </ul>
5. When preparing a work order into IWIMS, which work order indicator should be used?	<ul style="list-style-type: none"> <li>a. "J" (Direct Scheduled Work)</li> <li>b. "X" (In-Service/Contract)</li> <li>c. "A" (In-Service Work)</li> <li>d. "D" (Draft)</li> </ul>
6. When preparing a work order manually, what form is used to obtain a work order number and update status/location of the work order?	<ul style="list-style-type: none"> <li>a. AF Form 332</li> <li>b. AF Form 637</li> <li>c. AF Form 1081</li> <li>d. AF Form 1879</li> </ul>
7. When using IWIMS to create an automated 327, who determines the shops and total material cost necessary to complete the job?	<ul style="list-style-type: none"> <li>a. IWP Programmer</li> <li>b. Planning Function</li> <li>c. Senior Scheduler</li> <li>d. Operations Chief</li> </ul>
8. When repair work exceeds 70% of the facility replacement cost, what work class is used?	<ul style="list-style-type: none"> <li>a. Repair</li> <li>b. Construction</li> <li>c. Maintenance</li> <li>d. Maintenance and Repair</li> </ul>

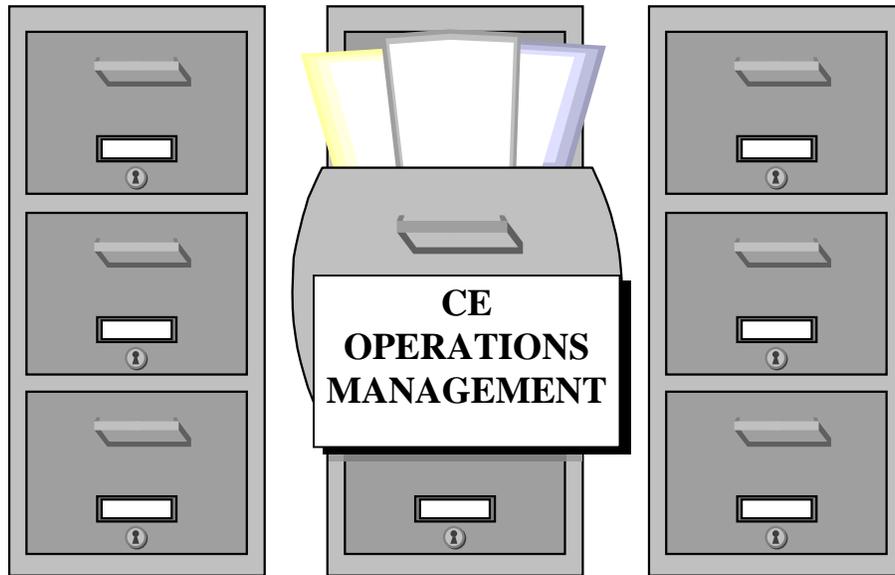
**Notice.** This AFQTP is *NOT* intended to replace the applicable technical references nor is it intended to replace hands-on training. It is to be used in conjunction with these for training purposes only.

### PREPARE WORK ORDERS

Performance Checklist		
Step	Yes	No
1. Did the trainee correctly identify the type of work order required?		
2. Did the trainee adequately prepare a work order package?		
3. Did the trainee prepare the manual AF Form 327 or IWIMS automated work order correctly?		
4. Did the trainee correctly update the AF Form 1081 or update tracking in IWIMS?		

**FEEDBACK:** Trainer should provide both positive and/or negative feedback to the trainee immediately after the task is performed. This will ensure the issue is still fresh in the mind of both the trainee and trainer.

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## WORK ORDERS

MODULE 12

AFQTP UNIT 7

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### PROCESS (WORK ORDERS)

(12.7.4.)

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**Notice.** This AFQTP is *NOT* intended to replace the applicable technical references nor is it intended to replace hands-on training. It is to be used in conjunction with these for training purposes only.

**PROCESS (WORK ORDERS)**

*Task Training Guide*

<b>STS Reference Number/Title:</b>	12.7.4. Process Work Orders
<b>Training References:</b>	<ul style="list-style-type: none"> <li>• AFI 32-1001, AFI 32-1032, AFI 32-1098</li> <li>• J3ALR3E631 007 II-2 Study guides and workbooks</li> </ul>
<b>Prerequisites:</b>	<ul style="list-style-type: none"> <li>• Possess, as a minimum, a 3E631 AFSC</li> </ul>
<b>Equipment/Tools Required:</b>	<ul style="list-style-type: none"> <li>• IWIMS work order program or AF Form 1081 used to assign work order numbers</li> </ul>
<b>Learning Objective:</b>	<ul style="list-style-type: none"> <li>• Trainee will know how to process various types of work orders</li> </ul>
<b>Samples of Behavior:</b>	<ul style="list-style-type: none"> <li>• Trainee will know the procedures involved in processing various types of work orders</li> </ul>
<b>Notes:</b>	
<ul style="list-style-type: none"> <li>• To successfully complete this element follow the steps outlined in this training package</li> </ul>	

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## PROCESS (WORK ORDERS)

**Background:** Now that you have learned how to prepare a work order it's time to move on to processing a work order for accomplishment and close-out. To make it easier, we will discuss each type of work order separately since they are processed slightly different.

**IN-SERVICE** Forward the work order package to the "planning section" that is responsible for planning work orders at your unit. The work order indicator remains "D" until the AF Form 327 (or IWIMS automated 327) is authorized; this prevents accidental charges to the work order.

**NOTE:**

If the shop performs the planning function in lieu of a planning section, the shop will follow the planning procedures.

Planning prepares the In-Service work order in final form. The Chief of Planning or shop supervisor will assign the draft work order to a planning technician or craftsman to perform the detailed planning. The planner will prepare the job phase sheets that identify to the craftsmen what work is to be performed and the sequence of the tasks. They also provide all drawings needed for the craftsmen and the Bill of Materials (BOM). It is very important that the planners coordinate the work plan with the appropriate shop supervisor. This coordination allows the shop supervisors to have a good understanding of the job and gives them a chance to work out any disagreements with the work plan and/or materials to be used. The shop supervisor then initials on the AF Form 327 in the coordination block beside their cost center, that he/she is in agreement with the work order package. After the AF Form 327 is prepared in final form, it is returned to the operations management function for review, programming, and to obtain authorization to order the materials.

- **Review** The work order is reviewed after it has been prepared and programmed for accomplishment. If it passes the review, it is signed in the "Authorization Block" on the 327 and authorized in the IWIMS. This is the official "go ahead" for spending money on the work order. Items for review on the AF Form 327 include:
- **Adequacy of the Work Order Plan** The plan must be reviewed to determine if the components of the plan are realistic. Basically, will it work? Has it been planned correctly? Have all resources been identified? Does the work plan satisfy the customer's requirement?
- **Accurate Cost Account Code** This is an extremely important part of the review. The wrong cost account code or a missing Refund/Reimbursement Indicator (RRI) code could cost CE or another organization thousands of dollars.
- **Need to Capitalize** If the work increases or decreases the value of real property, the facility records must be updated. The "Capitalization Block" on the AF Form 327 should be marked appropriately. Some units like to process work orders through the Real Property office after planning to allow them to identify work that requires a "Y" in the capitalization data field.

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**NOTE:**

- Work causing capitalization to a real property facility, must be identified on the AF Form 327.
- The planner clearly documents the changes to real and installed property.
- For self-help work requiring capitalization, the planner provides the total EPS hours, multiplied by the shop rate.
- Work orders coded for capitalization must be sent to the Resources Flight when the work order is complete. Real Property will update its records by specifying what has been added or deleted from a specific facility.

**Capitalization is generally required if a work order involves the following:**

- New construction, including installed equipment.
- A conversion, extension, addition, expansion or alteration, including installed equipment, that extends useful life, production or capacity.
- Permanently attached installed equipment (addition or removal).
- Increase or decrease in square yards of surface area of pavements.

- **Special Precautionary Measures** Planning should identify all precautions and possible disruptions that could cause an impact to the base or customer. Also, the AF Form 103, Base Civil Engineer Work Clearance Request (or “Digging Permit”), must be processed just prior to the start of work. The AF Form 103 identifies any clearance hazards, both above ground and below. CE must get the word out to the proper agencies if **any** routine activities on an installation will be disrupted.
- **Required Completion Date** The priority of the work and the customer’s needs are considered. CE does its best to meet customer requested completion dates; however, since some work orders have higher priorities, this is not always possible. Higher priority work will always be authorized first.
- **Operations Management Review** After the initial review is complete, the operations management function will ensure the following actions are accomplished:
  - Update the work order record and create shop records in IWIMS, if not already done and then prepare sufficient copies for the following distribution:
    - The original remains in the master work order folder
    - One copy for the facility file
    - One copy for the appropriate scheduler
    - One copy for each appropriate shop
  - Forwards the work order package to the authorizing official who will determine if funds are available for material or equipment. If funds are available, the work order (AF Form 327) is signed, authorized in IWIMS and returned to the operations management function. If funds are not available, the work order is returned unsigned to the operations management function to be held until the fund deficiency is resolved. When funds are available, the work order is signed and returned to the operations management function.

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- Determine when the work order should be accomplished and enter the estimated start date (ESD) into the IWIMS. Validate the programmed start month and if needed notifies the customer of changes made to the ESD and updates the work order indicator from "D" to "A" (from draft to in-service work order) in the IWIMS. For work orders requiring materials, they establish the RDD on AF Form 1445 (or CEMAS) and send the work order folder to the Logistics function.
- **Logistics** Logistics will then process the work order to requisition all materials from the appropriate sources. After the materials are 100% complete and have been reviewed by planning, logistics sends the work order folder back to the operations management function. The operations management function updates the estimated start or completion dates if required and then forwards the package to the scheduler for accomplishment.
- **Scheduler** The Scheduler then performs the following actions:
  - Prepares a shop folder for each shop identified on the work order; the shop folder consists of a copy of the 332, an AF Form 327, copy of the BOM, copies of the job phase sheets, and copies of any drawings prepared by the planner.
  - Schedules the work order to the shops based on the ESD
- **Shop supervisor** The supervisor performs the following tasks when the work is complete:
  - Inspects the work for quality and completion
  - Turns in all excess material to logistics and notes it on the AF Forms 1445. (The excess materiel from the job is then managed by the logistics function.)
  - Furnishes the signed AF Form 327, along with drawings, sketches, and other information needed to update record drawings and the Recurring Work Program to the operations management function.
- **Scheduler** The scheduler then processes the completed work order by:
  - Entering the date completed in the computer file through the labor screen.
  - Returning copies of the AF Form 327 (signed by the shop supervisor) and supporting documents to the work order folder.
  - Ensures all transactions that influence the cost of the work order or real property records have been completed.
  - Have Logistics perform final close out actions on the BOM and sign AF Form 327.
  - Run the BCE Completed Work Order Cost Report; place it in work order folder.
  - Having the Chief of Operations or a designated representative sign the original AF Form 327, when all the shops have completed their work. The completed work order folder is then sent to Operations management.
  - Closing the master work order record in IWIMS (or updates the AF Form 1081). If a change to the real property records or record drawings is indicated, the work order folder is sent to Real Estate for capitalization and to Maintenance Engineering for as-built drawing updates. When these actions are completed, the work order package is filed by work order number within the completed fiscal year and maintained for two years after the completed date.

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**Cancellation** Work orders can only be canceled by the same level of authority, or higher, that approved the original document. The work order may be canceled at any time during the course of the work order processing. When proper authority directs cancellation of a work order, the operations management specialist (for In-Service work orders) or Financial Manager (for contract work orders) will:

- Contact each activity and advise them to discontinue any further work.
- Retrieve all copies of the work order (draft or final) and write, "canceled" on the original AF Form 327.
- Update the work order and remarks in IWIMS or the AF Form 1081, BCE Work Request/Work Order Register, to indicate the work is canceled.
- Notify the requester, **in writing**, that the work has been canceled and the reason why it was canceled.

**Change Orders** Change orders are prepared on an AF Form 327, BCE Work Order, and are numbered consecutively starting with number "1". They are planned and processed the same as the original work order. When a change order is needed, it may be necessary to stop work until documented approval is received. The intent is to make sure the approval level is not exceeded or that work is not accomplished to cause a large cost increase without advance management review and approval. Do not use change orders solely to eliminate variances between the estimated and actual hours. Change orders are annotated in the remarks section of the AF Form 1081. The change order will show the total cost of the work order in "Total Estimated Cost Block" of the AF Form 327. This is to avoid exceeding the approval authority. When using the automated 327 to update a change order, use the menu key and type in change order reasons and other pertinent information. Once the change order has been added the computer will programmatically attach the overall cost increase to the cost summary page. Change orders are required when:

- The work is likely to exceed the approval authority of the individual who originally approved the work requirement.
- The scope of work changes from that described on the original work order resulting in a funded cost increase of 25 percent or more. A change in the scope of work is defined as any new or additional work that was not requested or approved on the original approval document.
- There is an additional requirement to install, remove, or replace Real Property Installed Equipment (RPIE) or other equipment that will change real property records.

## IN-SERVICE WORK ORDERS

*To properly perform this task, follow these steps:*

### Step 1: Forward to Planning Section

- Prepare job phase sheets
- Build BOM
- Prepare all drawings as needed

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**Step 2: Review work order package**

- Adequacy of the work order plan
- Accurate cost account code
- Need to capitalize real property records
- Special precautionary measures, AF Form 103
- Required completion date

**Step 3: Authorize AF Form 327**

- If funds are available, sign 327, authorize in IWIMS and establish RDD for materials
- If funds are not available, return to operations management until funds become available and then have 327 signed and RDD established

**Step 4: Order Materials**

- Logistics firms BOM
- When material complete, planner reviews materials received

**Step 5: Schedule for accomplishment**

- Prepare shop folders
- Release to shop based on estimate start date

**Step 6: Completed Work Order**

- Logistics closes out BOM and signs 327
- Run completed cost report
- AF Form 327 is signed by shop supervisor and Chief of Operations or designated representative indicating all work is accomplished
- Close out work order master record
- Real Property capitalizes as needed
- Maintenance Engineering updates As-Built drawings as needed

**CONTRACT WORK ORDERS**

Engineering and Financial Management process contract work orders. When the AF Form 332 has been approved for contract, operations management notifies the requester in writing of the status. They then prepare the work order package as discussed in the previous unit, but the work order package is then forwarded to Engineering for programming, design, and accomplishment. Engineering will notify operations management of the project number so they can in turn notify the requester and ensure the work order record (and AF Form 1081) reflects the project number. Once the project has been designed, the package is forwarded to Financial Management.

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The financial manager initiates/prepares the AF Form 327 for work to be accomplished by contract work order. This is done upon receipt of an approved AF Form 332, DD Form 1391, or instructions for an approved utility or service contract. When the contract is completed the contract inspector signs his/her copy of the AF Form 327, and the Chief of Engineering signs the original AF Form 327. After the cost transactions have been performed through the Accounting and Finance system (showing actual cost on the work order record), financial management closes out the work order in IWIMS. They run a completed cost report and attach it to the signed 327. Then send operations management copies to be filed in the facility folder (update the AF Form 1081). If a change to the real property records or record drawings is indicated, the work order folder is sent to Real Estate for capitalization and to Maintenance Engineering for as-built drawing updates. When these actions are completed, the work order package is filed by work order number within the completed fiscal year and maintained for two years after the completed date. .

## **CONTRACT WORK ORDERS**

*To properly perform this task, follow these steps:*

### **Step 1: Forward to Engineering Flight**

- Establish project number and notify operations management of the number
- Design project

### **Step 2: Design Completed, Financial Management Notified**

- Prepares AF Form 327
- Update work order indicator

### **Step 3: Work accomplished**

- Construction Management inspects project during all phases
- Inspector signs copy of AF Form 327 when work is complete

### **Step 4: Completed Work Order**

- Run completed cost report
- AF Form 327 is signed by Chief of Engineering, indicating that all work is accomplished
- Close out work order master record
- Real Property capitalizes as needed
- Maintenance Engineering updates As-Built drawings as needed.

## **SELF-HELP WORK ORDERS**

Self-Help work orders are processed similar to that of In-Service work orders. Over-the-counter issues of self-help items do not require a work order. The key will be if and how much CE support is required. Self-help work orders use a work indicator of “Y” (this indicator will accept CE labor for support of the project). An AF Form 327 is required when there is real property capitalization or CE support is required that involves detailed planning. Otherwise, this support may be provided on a direct scheduled work order.

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An example of CE support would include installing electrical, plumbing, or heating and refrigeration connection. Self-help work requires a CE shop supervisor be appointed to monitor the self-help work order (unless your unit has a separate self-help shop to handle this responsibility). The monitor will conduct an initial briefing before any work is begun and will inspect all phases of the work. The initial briefing will address the following topics:

- Nature and scope of BCE support
- Normal safety precautions
- BCE Logistics support
- Start and completion dates for the work
- Return of borrowed tools and unused materials
- Warranty and guarantee procedures
- Final inspection, if any

When the work is completed the self-help monitor will:

- Annotate the total hours donated by the requester on the original AF Form 327
- Return copies of the AF Form 327 (signed by the inspector and requester) and supporting documents to the work order folder
- Have Logistics sign the AF Form 327 for final material closeout
- Ensure all transactions influencing the cost of the work order have been completed
- Run the completed cost report and place it in the work order folder
- Warranty and guarantee procedures
- Have the Chief of Operations or a designated representative sign the original AF Form 327, then send completed work order folder to Operations management

The Self Help monitor then closes the master work order record in IWIMS (or updates the AF Form 1081). If a change to the real property records or record drawings is indicated, the work order folder is sent to Real Estate for capitalization and to Maintenance Engineering for as-built drawing updates. When these actions are completed the work order package is filed by work order number within the completed fiscal year, and maintained for two years after the completed date.

## **SELF-HELP WORK ORDERS**

*To properly perform this task, follow these steps:*

### **Step 1: Plan work order**

- Determine if CE support is required
- Build BOM
- Provide drawings if required
- Estimate hours needed by requester and CE support (if required).

### **Step 2: Authorize AF Form 327**

- If funds are available, sign 327, authorize in IWIMS and establish RDD for materials
- If funds are not available, return to self-help monitor until funds become available and then have 327 signed and RDD established.

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**Step 3: Order Materials**

- Logistics firms BOM
- When material is 100% complete, planner reviews materials received

**Step 4: Schedule for accomplishment**

- Prepare requesters folder and shop folder if CE support is required
- Brief requester on all items
- Release to requester
- If shop support is required, release to shop based on date established with requester

**Step 5: Completed Work Order**

- Logistics closes out BOM and signs 327
- Run completed cost report
- AF Form 327 is signed by self help supervisor and Chief of Operations or designated representative indicating all work is accomplished
- Close out work order master record
- Real Property capitalizes as needed
- Maintenance Engineering updates As-Built drawings as needed

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**Review Questions  
for  
Process (Work Orders)**

Question	Answer
1. Who prepares the work order in final form?	a. Programming b. Engineering c. Scheduling d. Planning
2. What is placed in the capitalization data field when capitalization of real property is required?	a. \$ b. A c. Y d. Z
3. Where is the original AF Form 327 kept?	a. Master Work Order Folder b. Facility Folder c. Shop Folder d. None of the above
4. Who signs the AF Form 327 when a contract work order has been completed as the final signature for closeout?	a. Chief of Planning b. Chief of Resources c. Chief of Operations d. Chief of Engineering
5. Work order packages are sent to Maintenance Engineering for updates to As-built drawings.	a. True b. False
6. A change order is needed when the work is likely to exceed the approval authority of the person who originally approved the request.	a. True b. False
7. Work orders can only be canceled by the same level of authority, or higher, that approved the original document.	a. True b. False
8. What is done with the work order package once all the closeout steps have been accomplished?	a. Filed only with other work orders closed in the same fiscal year b. Maintained for two years after the completed date c. Filed in numerical order d. All of the above

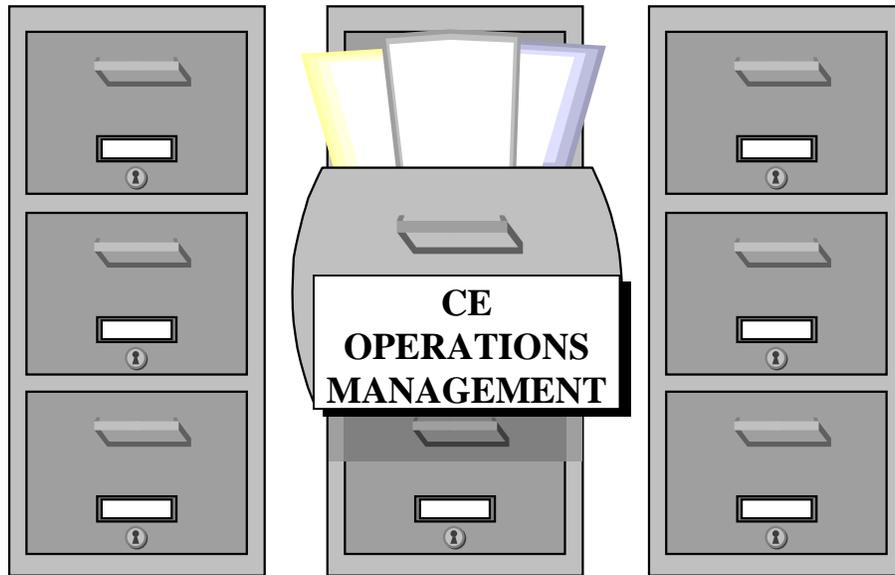
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**PROCESS**

<b>Performance Checklist</b>		
<b>Step</b>	<b>Yes</b>	<b>No</b>
<b>In-Service</b>		
1. Was the work order forwarded to planning section? 2.		
3. Was the work order package reviewed correctly?		
4. Was AF Form 327 authorized before materials were ordered?		
5. Were all actions taken to schedule work order for accomplishment?		
6. Was the work order package properly closed out when work was completed?		
<b>Contract</b>		
1. Was work order package forwarded to Engineering Flight for project design and accomplishment?		
2. Did trainee understand the actions that financial management was responsible for in the processing of the contract work order package?		
<b>Self-Help</b>		
1. Was the work order package forwarded to self-help monitor?		
2. Did trainee understand the actions that the self-help monitor was responsible for in the processing of the work order package?		
3. Did trainee take all actions to close out the self-help work order package?		

**FEEDBACK:** Trainer should provide both positive and/or negative feedback to the trainee immediately after the task is performed. This will ensure the issue is still fresh in the mind of both the trainee and trainer.

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## MATERIAL SUPPORT

MODULE 12

AFQTP UNIT 10

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### MATERIAL REQUISITION FLOW (12.10.3.)

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**Notice.** This AFQTP is *NOT* intended to replace the applicable technical references nor is it intended to replace hands-on training if equipment is available. It is to be used in conjunction with these for training purposes only.

## MATERIAL REQUISITION FLOW

### *Task Training Guide*

<b>STS Reference Number/Title:</b>	12.10.3. Material Requisition Flow
<b>Training References:</b>	<ul style="list-style-type: none"> <li>• AFI 32-1001, AFI 32-1022, AFI 32-1032</li> <li>• CDC 3E651, Vol. 2</li> </ul>
<b>Prerequisites:</b>	<ul style="list-style-type: none"> <li>• Possess, as a minimum, a 3E631 AFSC</li> </ul>
<b>Equipment/Tools Required:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Learning Objective:</b>	<ul style="list-style-type: none"> <li>• Trainee will understand the flow of material requisitions through the Civil Engineer organization</li> </ul>
<b>Samples of Behavior:</b>	<ul style="list-style-type: none"> <li>• The trainee will be able to explain material requisition flow and procedures for Direct Scheduled Work (DSW) Orders</li> <li>• The trainee will be able to explain material requisition flow and procedures for Work Orders</li> <li>• The trainee will be able to explain the responsibilities of all Civil Engineer personnel/work centers involved in the material requisition process</li> </ul>
<b>Notes:</b>	
<ul style="list-style-type: none"> <li>• To successfully complete this element follow the steps outlined in this training package by performing the required actions and then answering the review questions</li> </ul>	

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## MATERIAL REQUISITION FLOW

**Background:** Whenever a work requirement is identified, it is possible that material will be required to complete the job. Material acquisition is the process of obtaining the materials, supplies, and equipment needed by CE personnel to perform their daily operations, maintenance, and repair on Air Force real property. One of your responsibilities in the Operations management career field is to know the procedures for obtaining materials. You will also need to know how to track material orders so work can be scheduled for accomplishment in a timely manner.

The Civil Engineer organization has a number of different avenues for obtaining materials. One of the most important factors in determining which method to use is whether the required items are readily available through the Standard Base Supply System (SBSS). These are items that are listed in government supply catalogs and have been assigned a National Stock Number (NSN). Items that do not have an NSN assigned can still be ordered through the SBSS, but they are not readily available and material lead-time will be longer. Some additional factors that help determine how materials should be ordered include the type of materials required, cost, and time limitations. There are alternative methods for obtaining items that are not readily available through the SBSS. The most common methods for obtaining materials are listed below:

- **Civil Engineer Material Acquisition System (CEMAS)** – Part of the IWIMS system, CEMAS is a computerized system used for identifying, acquiring, and controlling material requirements.
- **AF Form 2005, Issue/Turn-in Request** – Used to requisition materials or equipment through the SBSS. It can be used to order the required quantity of only one NSN item.
- **AF Form 1445, Material and Equipment List** – Similar to the AF Form 2005, this form is also used to order materials and equipment through the SBSS. However this form differs in that it can be used to order up to twelve NSN items per shop.
- **DD Form 1348-6, Non-NSN Requisition** – This form is used to order materials through the SBSS that do not have a national stock number.
- **AF Form 9, Request for Purchase** – This form is used to authorize local purchase or rental of items not available through the SBSS.
- **International Merchant's Purchasing Agreement Card (IMPAC)** – The IMPAC is an organizational credit card used to purchase small quantities of services and supplies quickly. Once a material requirement is determined, and the item is not available through base supply, the person authorized to use the IMPAC can buy the items from a business in the local community. This is different from a Form 9 purchase because the IMPAC user does not have to coordinate with Contracting. This is especially effective for items costing less than \$250. There is also a \$2500 limit per purchase. The bills are paid by Accounting and Finance with money budgeted by the unit for IMPAC expenses.
- **Contractor Operated Civil Engineer Supply Store (COCESS)** – Operates under a contract that requires the base to purchase certain items through a contractor. COCESS usually maintains a limited quantity of relatively low value, commonly used items (i.e. light switches, faucet washers, etc.). These items are issued over-the-counter and charged to a work order number.

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- **Government Operated Civil Engineer Supply Store (GOCESS)** – This function is similar in concept to COCESS, but is run by CE logistics instead of a contractor.
- **Bench Stock** – A storage area in Logistics where materials are ordered in bulk, to keep costs down, and are used on a routine basis. Some examples are screws, nuts, bolts, and lumber.
- **Residue Holding Area** – The shop supervisor ensures excess material or equipment from previous jobs are turned into CE logistics with the appropriate documentation. These excess materials are kept in the Residue Holding Area for future use on other work requirements.
- **Shop Stock** – Items partially used (for instance, an open box of screws) cannot be turned into logistics/residue. These materials are placed in shop stock to be used day-to-day on various jobs. The shop supervisor should keep a current list of these items.

Now that you are familiar with the different ways CE acquires materials, you can better understand the flow of material orderings.

**Material Support for Direct Scheduled Work** DSW is a means of accomplishing tasks that do not require detailed planning and the materials are readily available or have a short lead time.

Operations management personnel send direct scheduled work to the shop/zone. If materials are required, the shop supervisor or craftsman is responsible for preparing material requisition forms or creating a Bill Of Materials (BOM) in CEMAS. It is very important the shop supervisor or craftsman identify the correct materials, before forwarding the DSW and all the supporting material documentation to the Operations management section. Operations management personnel will then enter a Required Delivery Date (RDD), forward the DSW to Logistics, and update the tracking location and status in the IWIMS as necessary.

**NOTE:**

In urgent situations, the DSW may be hand-carried, by shop personnel, to Logistics to help expedite the request.

When Logistics receives the DSW, it will contain the material documentation and the direct scheduled work order. Logistics then orders the requested items from the appropriate sources. Logistics is then responsible for keeping the operations management/shop personnel informed of material status and estimated delivery dates.

Once the materials have been received, Logistics will forward the DSW back to the operations management section. The operations management section then sends to the shop for scheduling/accomplishment.

**Material Support for Work Orders** Once a work order is entered into the system, it will be forwarded to whatever planning function used at your base. Operations management personnel will establish a work order folder containing the documentation required to authorize the work (AF 327 or IWIMS automated 327) and forward it to the planning function. The planning function will determine what materials are required and develop the BOM for the work order.

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The planning function should check the Residue Material Listing to see if needed materials were left over from a previous work order. After the planning function completes the material documentation needed to order the materials, the folder is tracked back to the operations management section for review and authorization. Operations management personnel will update the AF Form 1081, BCE Work Request/Work Order Register, or IWIMS tracking location/status to indicate the work order as being returned from the planner and is now in the approval stage.

**NOTE:**

The AF Form 1081, BCE Work Request/Work Order Register or IWIMS must be updated with tracking location/status throughout the material support process.

After reviewing the work plan, the operations management function will forward the work order to the appropriate authorizing official. If funds are available, the authorizing official will sign the "Authorization" block of the AF Form 327 or automated IWIMS 327 and authorize in the IWIMS. This is the official authorization to purchase materials for the work order. The work order will then be returned to the operations management function. .

The operations management function or planning function then enters the RDD on the AF Form 1445 or in the IWIMS. The RDD is the date the material is required and not a pre-selected number of days based on the work priority. By establishing RDD's this way, Logistics personnel can better determine actual priorities for material ordering and follow-up criteria. The work order package will then be forwarded to Logistics so the material can be requisitioned.

Logistics will requisition all materials from the appropriate sources. Once the work order is material complete, the planning function will verify that the correct materials were ordered. Logistics will then forward the work order to the shop or operations management function for scheduling/accomplishment.

**NOTE:**

**Logistics' has the following responsibilities for DSW and Work Orders:**

1. *Receive* all requests for material support.
2. *Decide* how fast the materials are needed based on the RDD.
3. *Make computer inputs* to the base supply system to requisition materials.
4. *Monitor* status of material requirements.
5. *Inform* operations/shop representatives about material status and when materials will be in. **NEVER** refer customers to Logistics for material inquiries.
6. *Return DSW* or work order packages to the appropriate personnel when materials are 100% complete so work can be scheduled for accomplishment.

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**Practice Exercises:**

**Exercise 1: Describe the material requisition flow for DSWs by explaining the responsibilities of the following personnel:**

- Operations management personnel
- Shop Supervisor
- Logistics

**Exercise 2: Describe the material requisition flow for Work Orders by explaining the responsibilities of the following personnel:**

- Planning function
- Operations management personnel
- The authorizing official
- Logistics

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**Review Questions  
for  
Material Requisition Flow**

Question	Answer
1. What happens to materials ordered for a particular job, but not used on that job?	<ul style="list-style-type: none"> <li>a. Turned into base supply</li> <li>b. Returned to the supplier for a refund</li> <li>c. Placed in the residue holding area for future use or if partially used, they become shop stock</li> <li>d. Placed in the Self-Help Store and distributed to other organizations as free issue items</li> </ul>
2. For a DSW requiring materials, who is responsible for preparing material requisition forms or creating a BOM in CEMAS?	<ul style="list-style-type: none"> <li>a. Planning personnel</li> <li>b. Logistics personnel</li> <li>c. Shop Supervisor or craftsman</li> <li>d. Operations management personnel</li> </ul>
3. Customers with questions regarding material status should be referred to Logistics.	<ul style="list-style-type: none"> <li>a. True</li> <li>b. False</li> </ul>
4. Who enters the RDD in CEMAS for a DSW?	<ul style="list-style-type: none"> <li>a. Base Supply</li> <li>b. Planning Function</li> <li>c. Logistics personnel</li> <li>d. Operations Management personnel</li> </ul>
5. Who develops the BOM or AF Form 1445 for a work order?	<ul style="list-style-type: none"> <li>a. Programming function</li> <li>b. Planning function</li> <li>c. Logistics</li> <li>d. None of the above</li> </ul>

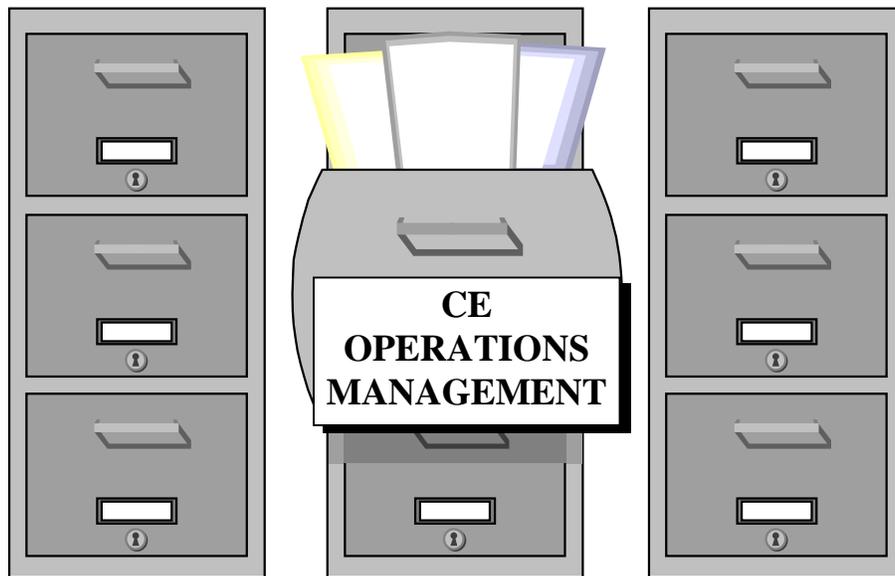
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**MATERIAL REQUISITION FLOW**

<b>Performance Checklist</b>		
<b>Step</b>	<b>Yes</b>	<b>No</b>
1. Is the trainee knowledgeable of the material requisition flow for Direct Scheduled Work (DSW) Orders?		
2. Is the trainee knowledgeable of the material requisition flow for Work Orders?		

**FEEDBACK:** Trainer should provide both positive and/or negative feedback to the trainee immediately after the task is performed. This will ensure the issue is still fresh in the mind of both the trainee and trainer.

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## COLLECTION WORK ORDER NUMBER

MODULE 12

AFQTP UNIT 11

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USE (CWON)

(12.11.3.)

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**USE (CWON)**

***Task Training Guide***

<b>STS Reference Number/Title:</b>	12.11.3. Use (CWON)
<b>Training References:</b>	<ul style="list-style-type: none"> <li>• AFI 32-1001</li> <li>• CDC 3E651, Vol.2</li> </ul>
<b>Prerequisites:</b>	<ul style="list-style-type: none"> <li>• Possess a 3E631 AFSC</li> </ul>
<b>Equipment/Tools Required:</b>	<ul style="list-style-type: none"> <li>• Collection Work Order Number list</li> <li>• IWIMS automated computer program</li> </ul>
<b>Learning Objective:</b>	<ul style="list-style-type: none"> <li>• The trainee will know how to identify work requirements that require collection work order numbers assigned to them</li> </ul>
<b>Samples of Behavior:</b>	<ul style="list-style-type: none"> <li>• The trainee will know the procedures involved in using collection work order numbers</li> </ul>
<b>Notes:</b>	
<ul style="list-style-type: none"> <li>• To successfully complete this element follow the steps outlined in this training package.</li> <li>• Although CWON is <b><u>NOT</u></b> a CORE requirement, the information is useful in understanding other CORE related taskings.</li> </ul>	

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## USE (CWON)

**Background:** In CE we must keep track of all costs associated with work to ensure we accurately account for budgeted resources. We do this by using work order numbers. Work order numbers are used to authorize work of all kinds. In the computer system used by CE, work order indicator codes are used to identify the method of accomplishment (in-house, contract, etc.). These codes are used to make sure costs associated with the work are properly distributed. Work order numbers are established to authorize work. There are two types of work order numbers. *Individual work order* numbers are used to authorize requested work requirement, while *collection work order numbers (CWON)* are used to authorize repetitive-type work.

**C\WON List** The collection work order numbering system is a series of work order numbers, each with a specific cost account code, used to collect hours and financial data when separate work orders are not needed. Remember, since we have to collect hours and financial data in CE, the CWON is set up to do this. The CWONs are set up in a list that should be kept current to ensure hours and financial data are correct. Figure 1 is an example of a CWON listing. The FACILITY NR/SUF stands for the facility number and suffix. A facility may have a suffix if we need to identify different areas. If there were two different organizations in the same building, the suffix would identify which organization the work requirement falls under. INSTL CODE identifies the installation the facility is associated with. WO-NR (work order number) is the work order number associated with the facility.

REIMBURSEMENT/REFUND INDICATOR (RRI) indicates whether or not the CWON will be collecting cost that will be reimbursed to CE. Each RRI code is associated with a particular facility so it is important that you don't assign a CWON to the wrong work requirement. For example, if the medical group uses 'F' as its RRI code and we assigned this code to a work requirement from the supply squadron, the medical group would be charged for work not done in their facilities.

WORK DESCRIPTION identifies the type of work being done in the specified facility. Ensure the shops doing the work are loaded against the CWON number you are using.

**Use of CWONs** The CWON list is used to authorize: Utility operations (except work for utility services or purchased utilities); entomology; custodial and refuse collection (except when done by contract); and operations type work, such as grass cutting, cleaning storm drains, and pavement cleaning. You need to ensure that these hours and financial data are collected in CE's daily time accounting system by using the CWON. Your base may also use a CWON to collect time, material and other financial data for recurring work. If the CWON is used correctly, the time, material and other financial data are collected when the work is completed.

**NOTE:**

Collection Work Order Numbers 1 through 20 are reserved for Air Force use

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*To properly perform this task, follow these steps:*

**Step 1: Familiarize yourself with the CWON listing established at your base**

Review CWON listing to ensure separate CWONs for each facility or service.

**Step 2: Determine if a CWON is required for the work being requested**

The CWON is used for repetitive type work, such as LUC 11 (RWP) or LUC 19 (Operations) except in the case of work done by contract.

**Step 3: Use a CWON**

Determine what CWON to use when preparing a work requirement using an established CWON listing.

**NOTE:**

CWONs should already be established at your base. CWONs are annually reviewed at the end of each Fiscal Year to determine their validity. CWONs are programmatically zeroed out with End Of Year processing.

INSTALLATION: GOOD LUCK AFB CONTROL CENTER A								
FACILITY NR/SUF	GEN QTRS	INSTL CODE	WO-NR	ZN NBR	RRI	ACCOUNT CODE	WORK DESCRIPTION	SS-TBL
00001		NNNN	735	7		24010	Heat Plant OPS	R63R65
00002		NNNN	740	7		27000	Sewage OLT OPS	R91
00004		NNNN	746	5		27500	Water PLT OPS	R91
00010		NNNN	1020	5		51035	Admin Blds	R51R52R54R55R61R63R71R95
00010		NNNN	1020	5		51035	Admin Blds	R51R52R54R55R56R61R63R71R95
00051		NNNN	1020	5		51035	Admin Blds	R51R52R54R55R61R63R71R95
00698		NNNN	1016	6		51025	Warehouse	R51R52R54R55R61R63R71R95
01001		NNNN	1017	1	F	51030	Medical Facility	R51R52R54R55R56R61R63R71R95
01105		NNNN	1011	1		51010	Ftd Training	R51R52R54R55R56R61R63R71R95
01135		NNNN	1017	1	F	51030	Medical Facility	R51R52R54R55R56R61R63R71R95
01334		NNNN	1011	3		51010	Ftd Training	R51R52R54R55R61R63R71R95
01879		NNNN	1030	4	SZ	51050	MWR Facility	R51R52R54R55R56R61R63R71R95
02716		NNNN	2019	6	CA	49000	Commissary Refrig	R61
02887		NNNN	1016	6		51025	Warehouse	R51R52R54R55R61R63R71R95
03772		NNNN	1030	9	SZ	51050	MWR Facility	R51R52R54R55R56R61R63R71R95
06443		NNNN	1023	9		51040	Dormitory	R51R52R54R55R61R63R71R95
08383		NNNN	1067	10		53040	Sewage PLT Maint	R51R52R54R55R71R95
08383		NNNN	1372	10		52010	Instrument Controls	R68

Figure 1, CWON Listing

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**Review Questions  
for  
Use (CWON)**

Question	Answer
1. Why should the CWON list be kept current?	<ul style="list-style-type: none"> <li>a. To correctly charge hours and financial data</li> <li>b. For correct work order number assignments</li> <li>c. To reduce the amount of paper work</li> <li>d. None of the above</li> </ul>
2. Individual work order numbers are needed for all work done in CE.	<ul style="list-style-type: none"> <li>a. True</li> <li>b. False</li> </ul>
3. Collection work order numbers are used to authorize what kinds of work?	<ul style="list-style-type: none"> <li>a. Repetitive type work</li> <li>b. Utility operations</li> <li>c. Recurring Work</li> <li>d. All of the above</li> </ul>
4. Why is it important to assign RRI codes to the appropriate work requirement?	<ul style="list-style-type: none"> <li>a. To augment the Special Indicator code</li> <li>b. For proper agency billing</li> <li>c. For shop assignments</li> <li>d. All of the above</li> </ul>

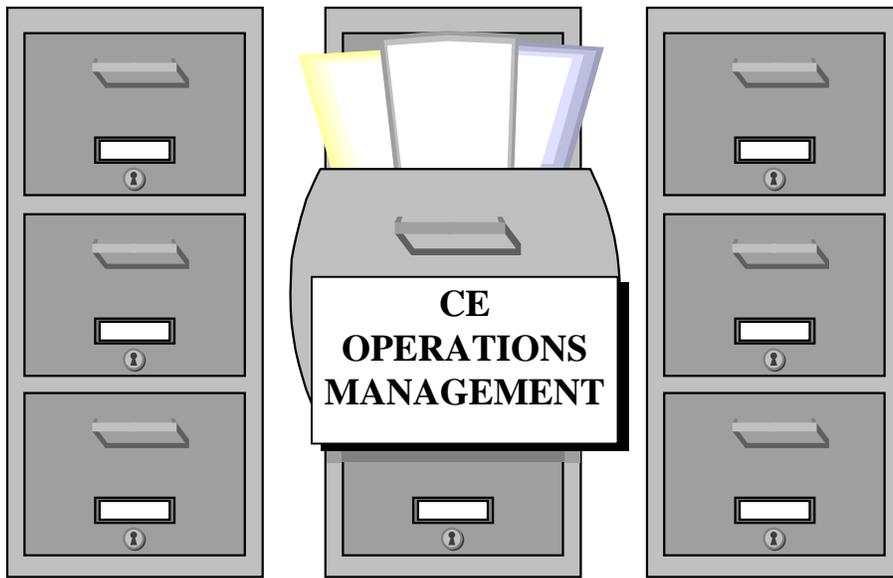
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USE (CWON)

Performance Checklist		
Step	Yes	No
1. Did the trainee correctly review CWON listing to ensure a CWON was set up for each facility or service?		
2. Did the trainee correctly identify the types of work requiring CWON use?		
3. Did the trainee correctly use a CWON when preparing a work requirement?		

**FEEDBACK:** Trainer should provide both positive and/or negative feedback to the trainee immediately after the task is performed. This will ensure the issue is still fresh in the mind of both the trainee and trainer.

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## WORK STATUS

**MODULE 12**

**AFQTP UNIT 12**

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### RESEARCH (WORK STATUS)

(12.12.3.)

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## RESEARCH (WORK STATUS)

### *Task Training Guide*

<b>STS Reference Number/Title:</b>	12.12.3. Research (Work Status)
<b>Training References:</b>	<ul style="list-style-type: none"> <li>• AFI 32-1001</li> <li>• CDC 3E651, Vol. 2</li> </ul>
<b>Prerequisites:</b>	<ul style="list-style-type: none"> <li>• Possess, as a minimum, a 3E631 AFSC</li> </ul>
<b>Equipment/Tools Required:</b>	<ul style="list-style-type: none"> <li>• AF Form 637, BCE Job Order Log (provided)</li> <li>• AF Form 1081, BCE Work Request/Work Order Register (provided)</li> <li>• Automated IWIMS logs (provided)</li> </ul>
<b>Learning Objective:</b>	<ul style="list-style-type: none"> <li>• To familiarize the trainee with the procedures for researching work status</li> </ul>
<b>Samples of Behavior:</b>	<ul style="list-style-type: none"> <li>• The trainee will be able to use the AF Form 637 to research status of direct scheduled work orders</li> <li>• The trainee will be able to use the AF Form 1081 to research status of work orders</li> <li>• The trainee will be able to use the IWIMS computer system to research the status of work requirements</li> <li>• The trainee will be able to generate IWIMS based reports that provide status information</li> </ul>
<b>Notes:</b>	
<ul style="list-style-type: none"> <li>• To successfully complete this element follow the steps outlined in this training package by performing the required actions and then answering the review questions</li> </ul>	

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**RESEARCH (WORK STATUS)**

**Background:** Because Operations Management personnel maintain the work status logs or control the tracking and status of work requirements in IWIMS, we are the logical people to research work status. Researching work status can be as simple as answering a customer inquiry regarding a particular work order or as complicated as determining how many direct scheduled work orders are delinquent.

**Manual Research** If IWIMS is not available, you may have to research work status manually. When performing manual research, the two tools you will most likely be using are the AF Form 637, BCE Job Order Log, and the AF Form 1081, BCE Work Request/Work Order Register.

**AF Form 637, BCE Job Order Log (See Figure 1)** This form is used to research the status of DSWs. The Direct Scheduled Work Order Number is listed in the first column. The log will reflect all of the information relating to the job such as facility number, date received, work description, and the classification of work (Emergency, Urgent, or Routine). The log also reflects the shop responsible for accomplishing the work, the dates to and from logistics, the date the shop received the work, and the date the work was completed. You can use the information contained in the log to extract information in a number of different ways. Some examples are listed below.

BCE JOB ORDER LOG (TYPE: (E) - EMERGENCY, (U) - URGENT, (R) - ROUTINE.)														
JOB ORDER NUMBER	FAC NUMBER	DATE REC'D	DESCRPTN	TYPE			ZONE	SHOP	PLANNING		MAT. CONTROL		DATE	
				E	U	R			DATE TO	DATE FROM	DATE TO	DATE FROM	TO SHOP	COMP.
H 0157	601	26 Feb 97	Repair light fixture in room 12			X	2	452			26 Feb 97			
H 0158	1231	26 Feb 97	No power to dining hall	X			1	471						
H 0159	1556	26 Feb 97	Commode stopped up in men's room		X		1	451						26 Feb 97
H 0160	155	26 Feb 97	Replace door closer			X	2	452			26 Feb			
H 0161	1000	26 Feb 97	Fire alarm inop	X			1	473						
H 0162	725	26 Feb 97	No heat in room 221		X		3	453						
H 0163	401	26 Feb 97	Repair hole in wall			X	2	452						
H 0164	1250	26 Feb 97	No heat in entire building	X			1	451						

AF FORM 637, JUL 80 (EF)

PREVIOUS EDITIONS WILL BE USED.

**Figure 1, AF Form 637, BCE Job Order Log**

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- To determine the current status of a particular job, look up the DSW number in the JOB ORDER NUMBER column of the AF Form 637 and use the information in the remaining columns to help determine the status.
- To determine the number of jobs completed during a given time period, use the AF Form 637 and manually count the jobs completed in the DATE COMP column during that time period.
- To determine how many direct scheduled work orders are open for a particular facility, scan the FAC NUMBER column of the AF Form 637 for the desired facility number and then refer to the DATE COMP column to see what jobs remain open.
- To determine how many DSWs are open for a particular shop, check the TO SHOP column of the AF Form 637 for the desired cost center and then check the DATE COMP column to see if any jobs remain open for that shop.

**AF Form 1081, BCE Work Request/Work Order Register (See Figure 2)** Similar to the AF Form 637, this form is used to manually check status of work requests and work orders. It can be used in the same manner as the job order log to determine where work requirements are located within CE and its current status. The AF Form 1081 can be used to find information about specific work requirements, such as:

- A brief work description, the date received, and dates to and from different sections (such as planning, the approval authority, and logistics).
- The REMARKS column can also contain information regarding approval/disapproval actions, other control numbers related to the requirement (such as a contract number), and any other information pertaining to status.

Additionally, the AF Form 1081 can be used to compile information on a group of work orders. For example, to determine how many work orders have been approved for contract completion, scan the REMARKS column and manually count the open work orders with a project number.

**NOTE:**

It is impossible to include all the information contained in a work order package on the AF Form 1081. Therefore when manually checking the status of a specific work order, it may be necessary to use the AF Form 1081 to locate the work order number and then refer to the work order package for all the pertinent information.

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BCE WORK REQUEST/WORK ORDER REGISTER (WR = Work Request, WO = Work Order)												
WORK REQUEST ORDER NUMBER	DESCRIPTION (FAC NO.)	DATE RECD	PLANNING		ENG AND ENVIRON PLANNING		APPROVAL AUTHORITY		MATERIAL CONTROL		REMARKS	
			TO	FROM	TO	FROM	TO	FROM	TO	FROM		
93511	Install 110V dedicated circuit. Bldg 1927, Rm 23	08 Jun	WR	08 Jun								
93512	Overlay gravel parking lot with asphalt. Bldg 1921 (South)	08 Jun	WR	08 Jun	11 Jun	12 Jun						Disapproved 12 Jun. Not cost effective
93513	Provide paint for self-help painting. Bldg 1927, Rm 2	08 Jun	WR		08 Jun	10 Jun						Approved 10 Jun.
93514	Provide contract support with trencher for Comm. scheme 92-0043	08 Jun	WR		08 Jun	08 Jun						Closed - Service contract 92589.
93515	Install partition and doorway. Bldg 873, Rm 157	09 Jun	WR	09 Jun								
93516	Repair metal stair railing (inside stairwell). Bldg 873 (West)	09 Jun	WR		09 Jun	10 Jun						Approved 10 Jun. Transfer to direct scheduled work.
93517	Install soundproof wallboard. Bldg 1900, Rm 153	09 Jun	WR	09 Jun	12 Jun	14 Jun						Approved 14 Jun. Planned work order
93518			WR									
93519			WR									
93520			WR									

AF Form 1081  
JUN 81

Figure 2, AF Form 1081, BCE Work Request/Work Order Register

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**Automated Research** If you are using IWIMS, researching work status will be faster and much easier. After entering the Civil Engineer Work Order System in IWIMS, you can press PF 8 Find type in the work request, work order, or direct scheduled work order for which you need status. The work order directory screen will provide some basic status information (See figure 3). By placing the cursor next to the correct number and pressing enter, you will go to the work request, work order or direct scheduled work order screen.

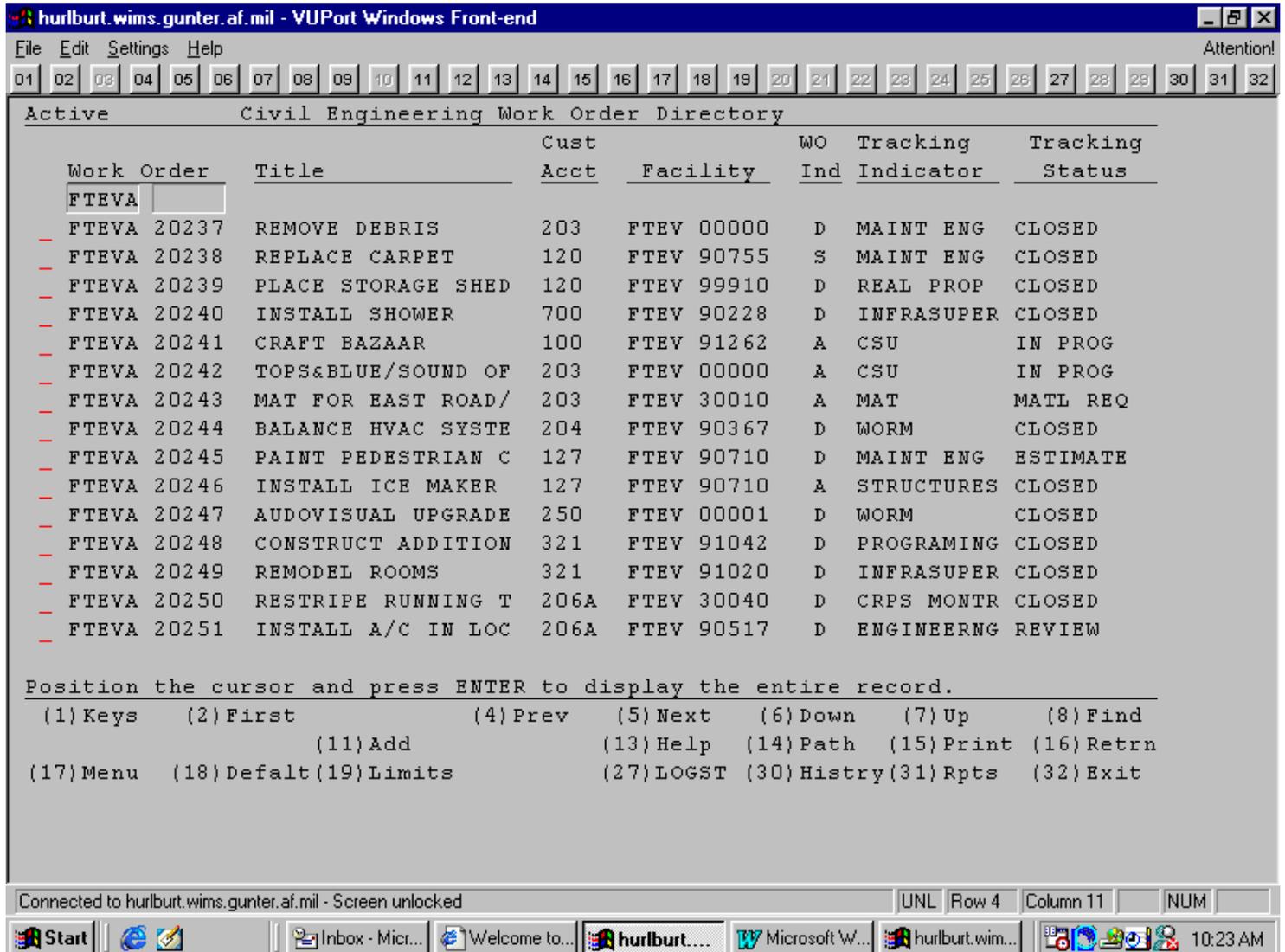


Figure 3, Work Order Directory Screen

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Once the work order appears on your screen, you can use the logs established in the work order program to check the status. The IWIMS logs, how to access the logs using the Primary Function (PF) keys, and a brief description of each are listed below:

- **Tracking Log (PF-19)** This log provides a complete history of the movement of a work requirement. Each time a work requirement is sent to a new location, the computer program creates a log entry, which includes information such as the person who sent the requirement, date sent, and how long the requirement was in the previous location. The program also displays a summary of the total number of days and number of times a requirement was in each location. (Figure 4)

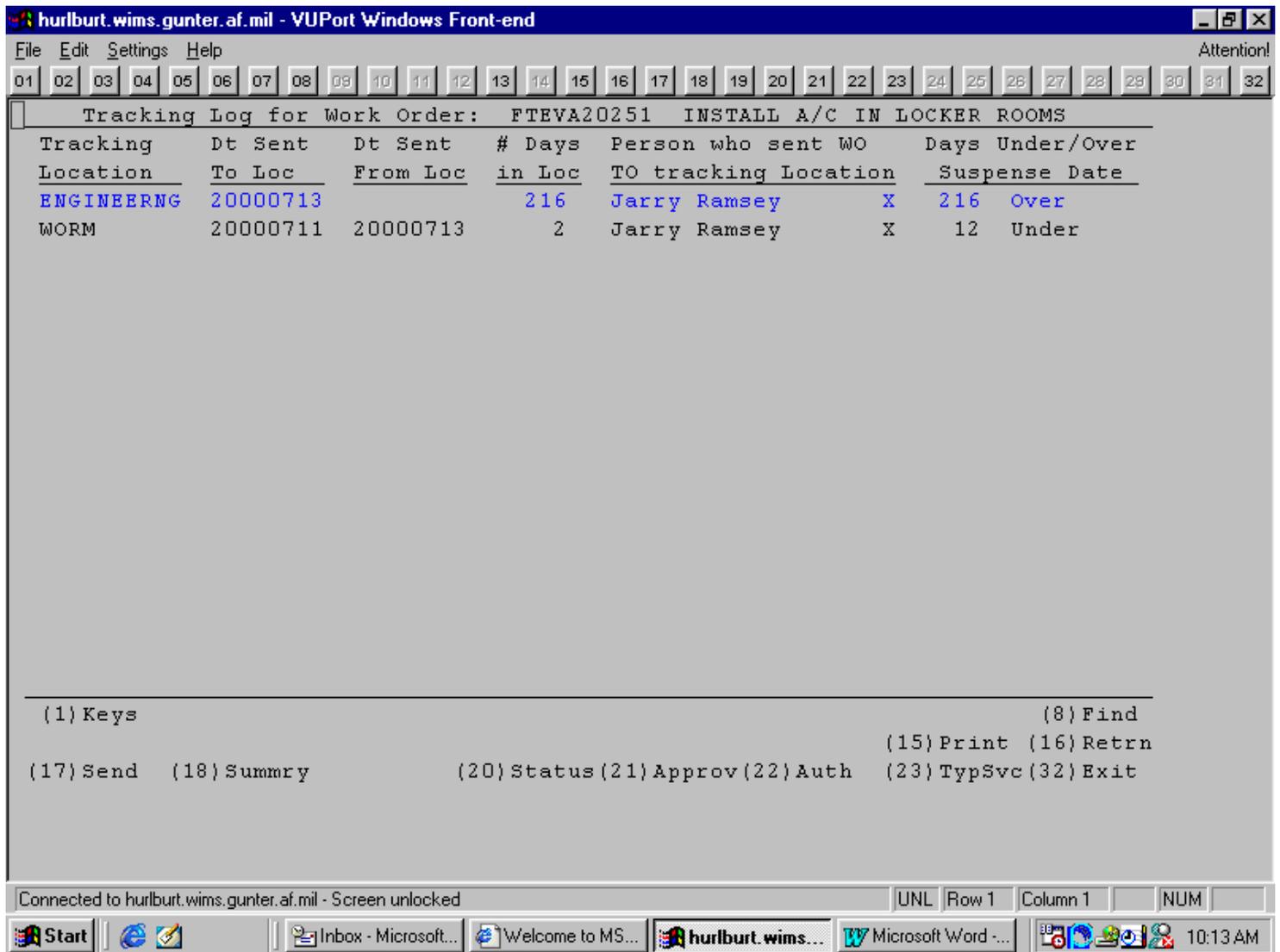


Figure 4, PF Key 19 – Tracking Log

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- **Approval log (PF 21)** This log provides approval status of a work requirement. Each time a work requirement is approved or disapproved. The program creates a log entry of who approved or disapproved the request, the date of action and date ended, number of days, and approval type and amount. (Figure 6)

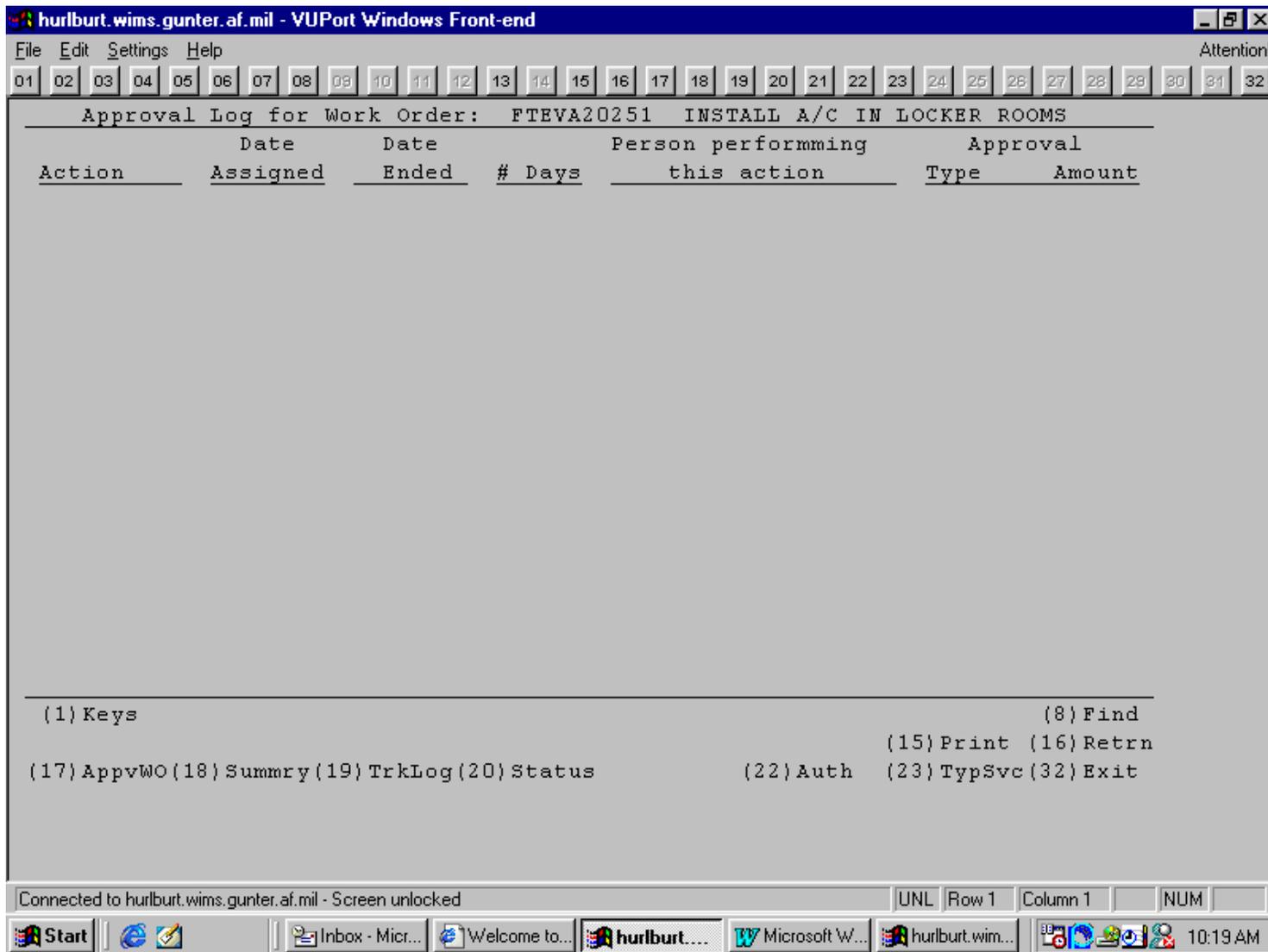


Figure 6, PF 21 – Approval Log

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- **Authorization log (PF 22)** This log provides authorization status of a work order. Each time a work requirement is authorized or unauthorized, the program will create a log entry of who authorized or unauthorized, the date assigned and date ended, and number of days. (Figure 7).

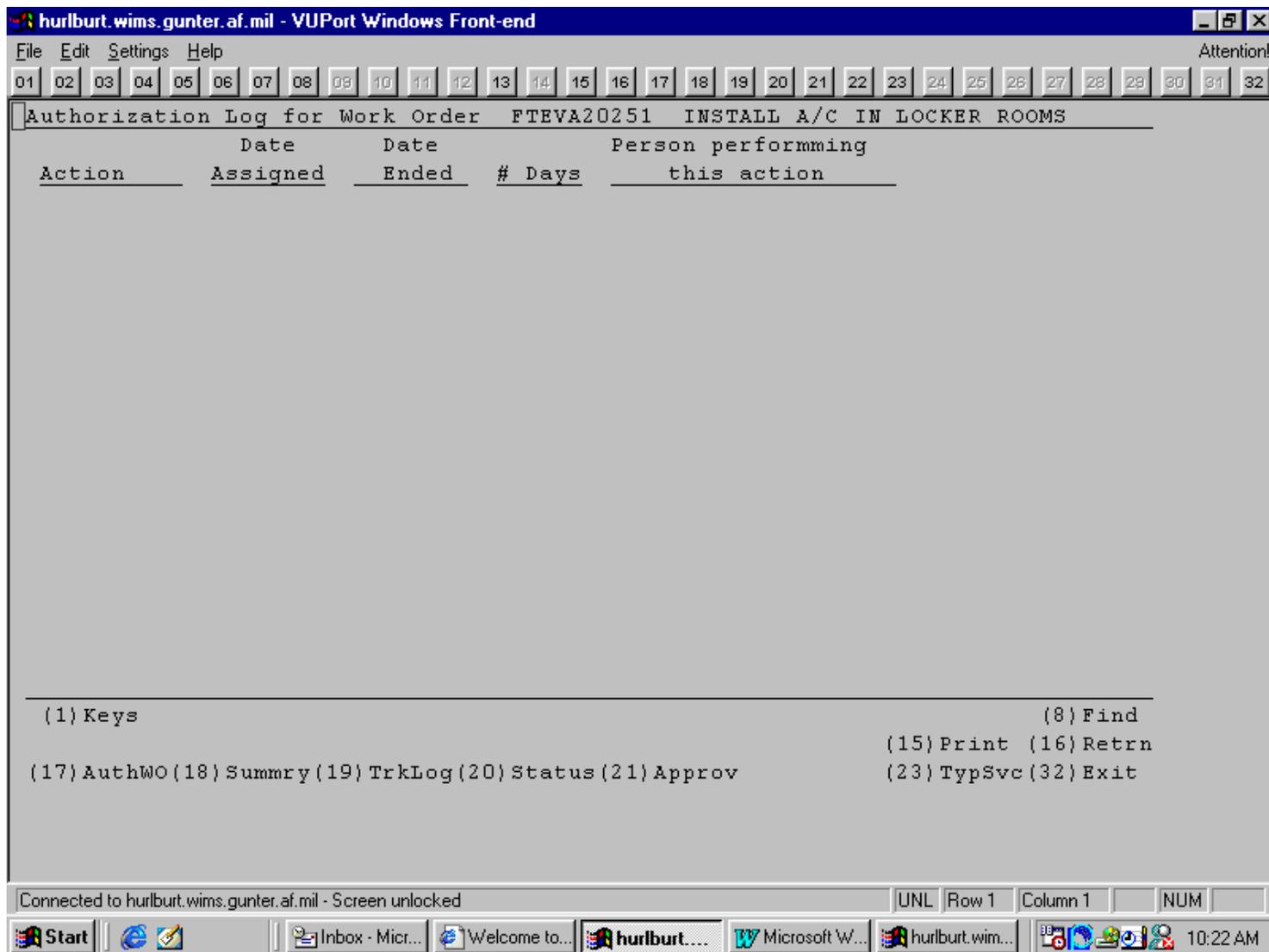


Figure 7, PF 22 – Authorization Log

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You can also use the IWIMS to create reports that provide status information on a large number of work requirements. There are already automated reports developed (see Figure 10) that will allow you to extract work status information in a number of different ways. A list of these reports can be obtained by selecting the appropriate key, labeled “Rpts” (usually PF-31) from the work order directory screen (See Figure 9). In addition, if you ever need a report that is not already established in IWIMS, you can create one that meets your needs. If you need help in doing so, see your system administrator for assistance.

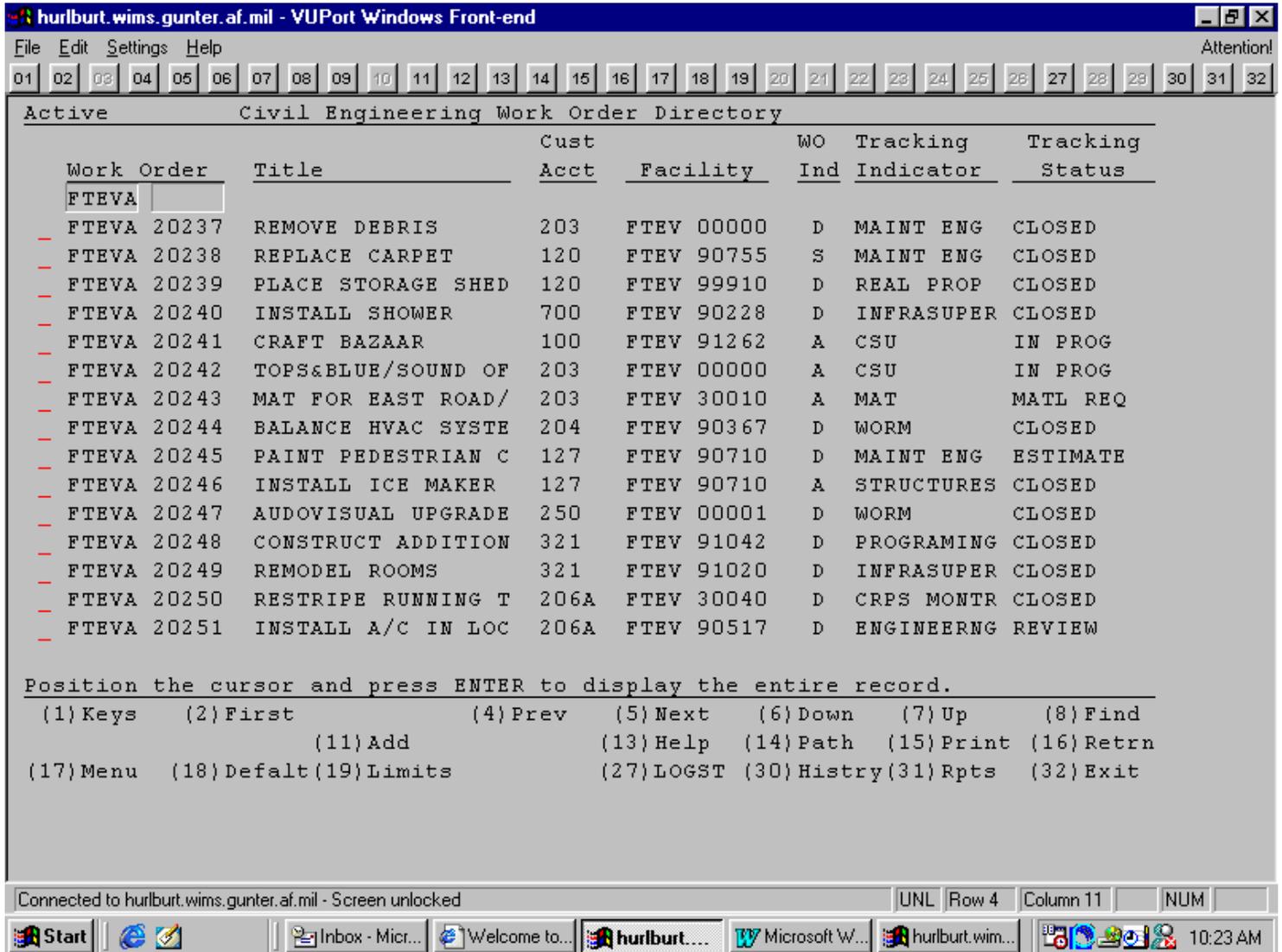


Figure 9 Work Order Directory Screen

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Winloc-1			
Session	Edit	Display DP Keys WPPlus Keys	Help
Report Directory for Work Order System			
>	WORK ORDERS APPROACHING OR EXCEEDING APPROVED COST AMOUNT	MPCTBPCT	MWOXRPT
L	ALL OPEN WORK BY SHOP AND BY FACILITY	MWOAARWK	MWOXOBJ
L	DSW INITIATED/CANCELLED/COMPLETED SUMMARY PROGRAM.	MWOAJCT	MWOXOBJ
L	WORK ORDER ESTIMATES REPORT BY PLANNER.	MWOAPAE	MWOXOBJ
L	WORK ORDER PRIORITIES BY FACILITY	MWOAPBYF	MWOXOBJ
L	WORK ORDER PRIORITIES BY ORGANIZATION	MWOAPBYO	MWOXOBJ
L	WORK ORDER PRIORITIES BY PRIORITY NUMBER	MWOAPBYP	MWOXOBJ
L	WORK ORDER PRIORITIES BY WORK ORDER NUMBER	MWOAPBYW	MWOXOBJ
L	WORK ORDERS STATUS FOR 366 TRS WEST CUSTODIAN (ACTIVE)	MWOA366W	MWOXRPT
L	IN-HOUSE WORK ORDERS AWAITING CLOSE-OUT	MWOAAC	MWOXRPT
L	WORK ORDERS IN MATERIALS - AWAITING CLOSE OUT	MWOAACM	MWOXRPT
L	WORK ORDERS ADDED FROM: YMMDD TO: YMMDD SELECTABLE	MWOAADCK	MWOXRPT
L	CONTRACT WORK ORDERS	MWOAALLC	MWOXRPT
L	IN HOUSE WORK ORDERS	MWOAALLI	MWOXRPT
L	WORK ORDERS AWAITING MATERIALS	MWOAAM	MWOXRPT
L	NUMBER OF WORK ORDERS AWAITING MATERIALS	MWOAAMNR	MWOXRPT
L	APPROVED CONTRACT WORK ORDERS	MWOACDC	MWOXRPT
L	DELINQUENT IN-HOUSE, DRAFT AND SELF-HELP	MWOACDI	MWOXRPT
L	CLOSED WORK ORDERS	MWOACW	MWOXRPT
L	MINOR CONSTRUCTION WORK ORDERS	MWOAMCO	MWOXRPT
(ENT)Display/Run Report			(5)Next (15)Print Screen (16)Return
(17)Hide File/Library			(32)Exit
US 1	→		2256MWS

Figure 10, IWIMS Report Directory

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**Practice Exercises:**

**Exercise 1: Use the sample AF Form 637 in Figure 1, to manually research the status of direct scheduled work orders**

- Determine the status of a specific DSW number selected by your trainer.
- Compile status information on a group of DSW numbers (for example, develop a list of open Emergency DSWs).

**Exercise 2: Use the sample AF Form 1081 in Figure 2, to manually research the status of work orders**

- Determine status of a specific work order number selected by your trainer.
- Compile status information on a group of work order numbers (for example, list the work orders currently in planning).

**Exercise 3: Use IWIMS to research the status of work requirements**

- Research status of a specific DSW number selected by your trainer
- Research status of a specific work order number selected by your trainer
- Run an automated report selected by your trainer and explain the information the report provides

**Exercise 4: Use the IWIMS logs provided to research the status of work requirements**

- Research status of a specific work request number selected by your trainer
- Compile information showing how long the request has been tracked to each area, who processed the request to each area, and where the request was tracked.

**Exercise 5: Use the IWIMS Report Directory**

- Select the report used to track work order priorities by work order number.
- Identify which report would be best to determine requests sent for contract accomplishment.

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**Review Questions  
for  
Research (Work Status)**

Question	Answer
1. What is the primary form used for manually researching the status of work orders?	<ul style="list-style-type: none"> <li>a. AF Form 637</li> <li>b. AF Form 1219</li> <li>c. AF Form 1879</li> <li>d. None of the above</li> </ul>
2. What is the primary form used for manually researching the status of DSWs?	<ul style="list-style-type: none"> <li>a. AF Form 1297</li> <li>b. AF Form 1081</li> <li>c. AF Form 637</li> <li>d. AF Form 332</li> </ul>
3. If IWIMS is not available at your base and you need to research a work order that has been approved for contract accomplishment, what is the best way to find the project number?	<ul style="list-style-type: none"> <li>a. Call Engineering</li> <li>b. Check the work order package</li> <li>c. Check the ENG AND ENVIRON PLANNING column on the AF Form 1081</li> <li>d. Check the REMARKS column on the AF Form 1081</li> </ul>
4. When researching work order status in IWIMS, where will the most status information be found?	<ul style="list-style-type: none"> <li>a. In the work order master file</li> <li>b. In the Reports Directory</li> <li>c. In the work order folder</li> <li>d. In the IWIMS logs</li> </ul>
5. If a customer asked for a report that was not already developed in IWIMS, what would you do?	<ul style="list-style-type: none"> <li>a. Apologetically inform the customer their request is not possible</li> <li>b. Print several different reports that together contain the desired information</li> <li>c. Ask system administrator to help create a report to meet the customer's needs</li> <li>d. Modify a similar report in the Report Directory to meet the customer's needs</li> </ul>

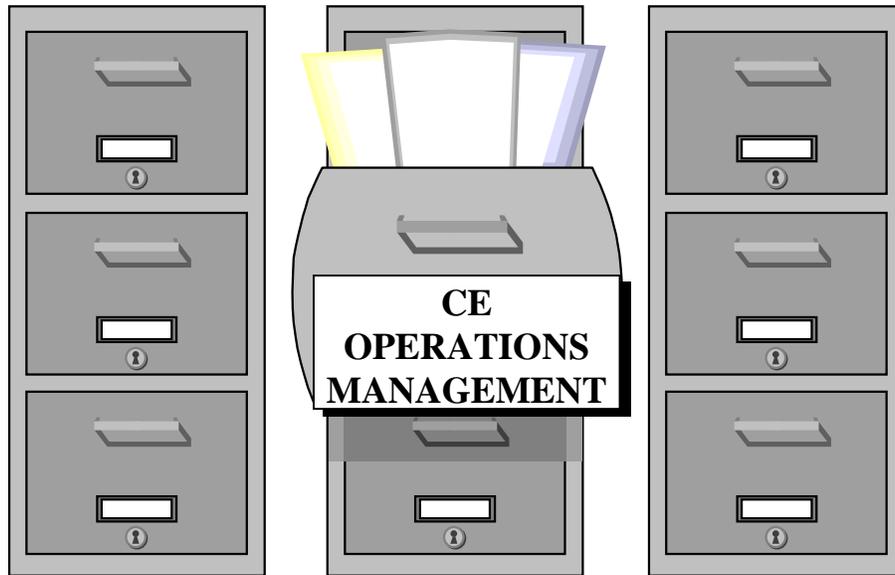
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**RESEARCH (WORK STATUS)**

<b>Performance Checklist</b>		
<b>Step</b>	<b>Yes</b>	<b>No</b>
1. Did the trainee correctly use the AF Form 637 to manually research status of direct scheduled work orders?		
2. Did the trainee correctly use the AF Form 1081 to manually research status of work orders?		
3. Did the trainee correctly use the IWIMS computer system to research status of work requirements?		
4. Did the trainee correctly use the IWIMS computer logs to research the status of work requirements?		
5. Did the trainee correctly use the IWIMS Report Directory to identify the best reports for the task?		

**FEEDBACK:** Trainer should provide both positive and/or negative feedback to the trainee immediately after the task is performed. This will ensure the issue is still fresh in the mind of both the trainee and trainer.

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## WORK FORCE MANAGEMENT

MODULE 12

AFQTP UNIT 14

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### DEVELOP WEEKLY WORK SCHEDULE

(12.14.)

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**Notice.** This AFQTP is *NOT* intended to replace the applicable technical references nor is it intended to replace hands-on training. It is to be used in conjunction with these for training purposes only.

## DEVELOP WEEKLY WORK SCHEDULE

### *Task Training Guide*

<b>STS Reference Number/Title:</b>	12.14. Develop Weekly Work Schedule
<b>Training References:</b>	<ul style="list-style-type: none"> <li>• CDC 3E651 Vol.2</li> </ul>
<b>Prerequisites:</b>	<ul style="list-style-type: none"> <li>• Possess, as a minimum, a 3E631 AFSC</li> </ul>
<b>Equipment/Tools Required:</b>	<ul style="list-style-type: none"> <li>• AF Form 561</li> <li>• Calculator</li> <li>• IWIMS</li> </ul>
<b>Learning Objective:</b>	<ul style="list-style-type: none"> <li>• The trainee will know how to develop a weekly work schedule</li> </ul>
<b>Samples of Behavior:</b>	<ul style="list-style-type: none"> <li>• The trainee will know the procedures involved in preparing a weekly work schedule</li> </ul>
<b>Notes:</b>	
<ul style="list-style-type: none"> <li>• To successfully complete this element follow the steps outlined in this training package</li> </ul>	

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## DEVELOP WEEKLY WORK SCHEDULE

**Background:** Scheduling is the act of matching work requirements with available in-service personnel resources. The concept is to get the work done right the first time by coordinating personnel, materials, and equipment. Schedules are used for the purpose of matching work requirements with in-service personnel.

**Types of Cost Centers:** When dealing with the scheduling concept you will hear about two types of cost centers. These two types are Actual Time Accounting (ATA) and Exception Time Accounting (ETA). ATA cost centers (shops) are primarily assigned to the operations flight. ATA cost centers are required to report exact labor hours. Labor hours for ETA cost centers are programmatically reported monthly. An example of an ATA cost center is the structural shop, while an example of an ETA cost center is your office in operations management.

**Scheduling Concepts:** The weekly schedule is based on information contained in the monthly in-service work plan (IWP); hours required for emergency, urgent, and routine direct scheduled work orders; and items identified in the Recurring Work Program (RWP). Operations management personnel manage the weekly work schedule on AF Form 561, BCE Weekly Work Schedule. The work hour estimates help design realistic weekly work schedules. Normally, operations management personnel review all work in the current month's IWP and all work that may not be completed during the current week. If you are using IWIMS, you will have locally developed procedures for weekly work schedules. Since these procedures can vary greatly from base to base, your trainer should be able to outline the procedures used in your unit. Using the locally developed procedures, input the information into the IWIMS computer system. If unable to use IWIMS to track and record weekly schedules, the AF Form 561, BCE Weekly Work Schedule can be used to manually track the weekly schedule. This QTP will familiarize you with the procedures for preparing and using the AF Form 561. Even if you are using IWIMS, it is important to understand this form because it encompasses all of the same concepts and procedures that locally developed methods are based upon. Once you can effectively use the AF Form 561, you will be able to master weekly scheduling at any base.

**NOTE:**

Since IWIMS is based on the AF Form 561, all references to the 561 apply to both the manual form and the automated procedures.

**AF Form 561, BCE Weekly Work Schedule** The AF Form 561 has two parts. Part I of the weekly schedule gives an estimate of the total number of hours available for identified work requirements, while Part II displays the work hour estimates.

**AF Form 561, Part I:** The operations management function prepares Part I of the weekly work schedule, based on information provided by the shop supervisors. The schedule is generally prepared mid-week of the week prior to implementation. The operations management function then inputs the schedules for each cost center into the IWIMS (Figures 1, 2 and 3). (Local procedures may vary on who is responsible for preparing Part I of the Schedule)

Information provided by the shop supervisor for preparing the weekly work schedule includes:

- *Total hours* (personnel assigned, personnel borrowed, and any scheduled overtime)
- *Indirect hours* (supervision, training, leave, loaned, TDY, etc.)

**NOTE:**

Verifying the correct number of hours is critical to developing an accurate schedule; therefore it never hurts to double check a shop supervisor's math.

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The following is provided to assist you in understanding each line on Part I of the AF Form 561

- **Assigned** – The shop’s number of permanently assigned personnel. Multiply the number of personnel assigned by the number of hours available for work each day (generally 8 hours). For example, if 10 people were assigned to a shop, multiple 10 (people) X 8 (hours)= 80 hours assigned each day. To get the number of hours assigned for the week, multiply the 80 (assigned daily) by workdays (usually 5), which would be 400 hours assigned for the week.
- **Borrowed** – The number of people borrowed from one shop and loaned to another shop. Multiplied like the assigned personnel, one worker borrowed X 8 scheduled hours X 5 workdays = 40 borrowed hours for the week. Fill in the number of borrowed hours per day in the appropriate blocks.
- **Overtime (LUC 38)** – The number of known overtime hours that are going to be worked in the shop. This is anything over the normal 8 hours per day, per person.
- **Loaned Labor (LUC 39)** – The number of people loaned from one shop to another. Figured the same as for borrowed personnel, one worker loaned X 8 scheduled hours X 5 workdays = 40 loaned hours for the week. Using our example this would be 8 hours per day.
- **Total Available** – Add lines 1, 2, and 3 and then subtract line 4 to get the total available hours. This must be done for both the week and the day.

Weekly Work Schedule - Available Manhours Page 1

Shop: PTEVA 442 PX Approved By: Week Ending: 20010218

	Total	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Assigned SCH	600	120	120	120	120	120		
Assigned ACT	606.0	120.0	122.0	122.0	122.0	120.0		
Borrowed SCH +								
Borrowed ACT +								
Overtime SCH +								
Overtime [38] ACT +								
Loan SCH -								
Loan [39] ACT -								
Total SCH =	600.0	120.0	120.0	120.0	120.0	120.0		
Available ACT =	606.0	120.0	122.0	122.0	122.0	120.0		

(1)Keys (5)ExtShop (8)Find (11)Add  
(13)Help (15)Prt (16)Exit (20)PrvPage (21)NxtPage (27)Part2 (31)PrtSch (32)EXI

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Figure 1, Part I – Weekly Work Schedule

**Notice.** This AFQTP is *NOT* intended to replace the applicable technical references nor is it intended to replace hands-on training. It is to be used in conjunction with these for training purposes only.

- **Supervision (LUC 31)** – The hours for one supervisor. Figured simply as 1 supervisor X 8 hours per day X 5 workdays = 40 hours per week. Only 8 hours a day can be charged to supervision, per cost center.
- **Training (LUC 32)** – The hours per day, as indicated by the shop supervisor, for training (does not include readiness training).
- **Leave (LUC 33)** – The number of hours, per day, of chargeable leave. (Military are figured for 8 hours each day, while civilians may be schedule 1 to 8 hours)
- **All Other (LUC 34)** – Covers such areas as commander’s call, shop clean up and appointments. This must be figured in hours for the week and each day for each person.
- **Total Indirect** – Add lines 6 through 9 to get total number of indirect hours. This must be done for each day, as well as for the week’s total.
- **Available for Work** – Subtract line 10 from item 5. This will provide the total number of hours available for work requirements, by each day and for the week.

Weekly Work Schedule Compliance - Indirect Manhours Page 2

Shop: PTEVA 442 PX Week Ending: 20010218

	Total	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Super- vision(31) SCH	40.0	8.0	8.0	8.0	8.0	8.0		
ACT	40.0	8.0	8.0	8.0	8.0	8.0		
Training (32) SCH +								
ACT +								
Leave (33) SCH +								
ACT +	32.0		8.0	8.0	8.0	8.0		
All Other (34) SCH +	160.0	32.0	32.0	32.0	32.0	32.0		
ACT +	184.0	32.0	32.0	32.0	32.0	56.0		
Total SCH =	200.0	40.0	40.0	40.0	40.0	40.0		
Indirect ACT =	256.0	40.0	48.0	48.0	48.0	72.0		

(1) Keys (5) WxtShop (8) Find (11) Add  
(13) Help (15) Prt (16) Exit (20) PrvPage (21) WxtPage (27) Part2 (31) PrtSch (32) EXI

Figure 2, Part I – Weekly Work Schedule-(Indirect Hours)

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**AF Form 561, Part II:** Based on initial reviews of work requirements and hours available for work, operations management personnel make the determination of what work takes precedence for scheduling. Operations management personnel then prepare work packages for each shop. All work orders and direct scheduled work orders anticipated for the next week's schedule are included in the work packages. The work packages are sent to the shop supervisors for review. Shop supervisors review the selected work requirements early in the week to determine the availability of materials, vehicles, and equipment. The shop supervisors then return the work packages to Operations Management personnel before the weekly scheduling meeting.

After the supervisor review, operations management personnel should:

- Contact the requester to ensure the workers have access to the job site
- Coordinate with key agencies affected by any planned utility outages
- Advise medical authorities regarding utility outages or ambulatory traffic concerns
- Contact fire department if fire protection is required or of any traffic concerns
- Advise security police of any security or traffic control requirements
- Ensure AF Form 103, BCE Work Clearance Request, is properly coordinated and current

**NOTE:**

An AF Form 103 having coordination and clearance reviews is valid for the duration of the work clearance request, unless additional work is done at the location.

**Preparing Part II of the Weekly Work Schedule** You are now ready to prepare Part II of the weekly work schedule in final form. Estimated hours for work identified in Part II are entered, as determined at the scheduling meeting.

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The following is provided to assist you in understanding the lines in Part II:

- **Emergency Direct Scheduled Work (LUC 12)** – This line shows hourly estimates based on historical data and current trends. For example, more water breaks occur in the colder months, therefore LUC 12 hours should be increased in those months. Total the estimates and place in column “C.”
- **Urgent Direct Scheduled Work (LUC 14)** – These estimates are developed similarly to the estimates for emergency direct scheduled work. Place estimates in column “C.”
- **Direct Scheduled Work (LUC 16)** – This line shows hourly estimates based on historical data and current trends for routine DSWs. Individual scheduling of routine DSWs is required to ensure completion. List DSWs by number on the bottom of the AF Form 561.
- **Minor Construction (LUC 15)** – All class MC direct scheduled work orders must be individually scheduled. Enter estimates in column “C” the same as with emergency and urgent DSW orders.

Weekly Work Schedule - Direct Scheduled Work Page 3

Shop: FTEVA 442 PX Week Ending: 20010218

	Total	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Available SCH	400.0	80.0	80.0	80.0	80.0	80.0		
Minus Indirect ACT	350.0	80.0	74.0	74.0	74.0	48.0		
Emergency (12) SCH ACT								
Urgent (14) SCH + ACT +								
Minor (15) SCH + Construction ACT +								
Routine (16) SCH +	192.0			64.0	64.0	64.0		
ACT +								
Total SCH =	192.0			64.0	64.0	64.0		
ACT =								
Avail for other work	208.0							
								Balance Available Hours: 16.0-

(1)Keys (5)ExtShop (8)Find (11)Add  
(13)Help (15)Prt (16)Exit (20)PrvPage (21)NxtPage (27)Part2 (31)PrtSch (32)EXI

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Figure 3, Weekly Work Schedule – Part II (Direct Hours)

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Part II, Section III of the Weekly Work Schedule, contains the following information:

- **Recurring Work (LUC 11)** – Enter estimates, based on the Recurring Work Schedule and supervisor’s input, for each week in column “C”.
- **Operations and Services (LUC 19)** – This line applies to shops that charge hours to plant operations or service type work authorized by a CWON.
- **Readiness Training (LUC 20)** – The readiness management function provides operations management a schedule of all readiness-training requirements by shop for the upcoming week.
- **Work Orders (LUC 15 or LUC 18)** – Work orders are listed in Part II, Section III of AF Form 561. Estimates are based on actual requirements and are scheduled by specific day. Enter the work hours estimated for the specific day under the “scheduled column.”

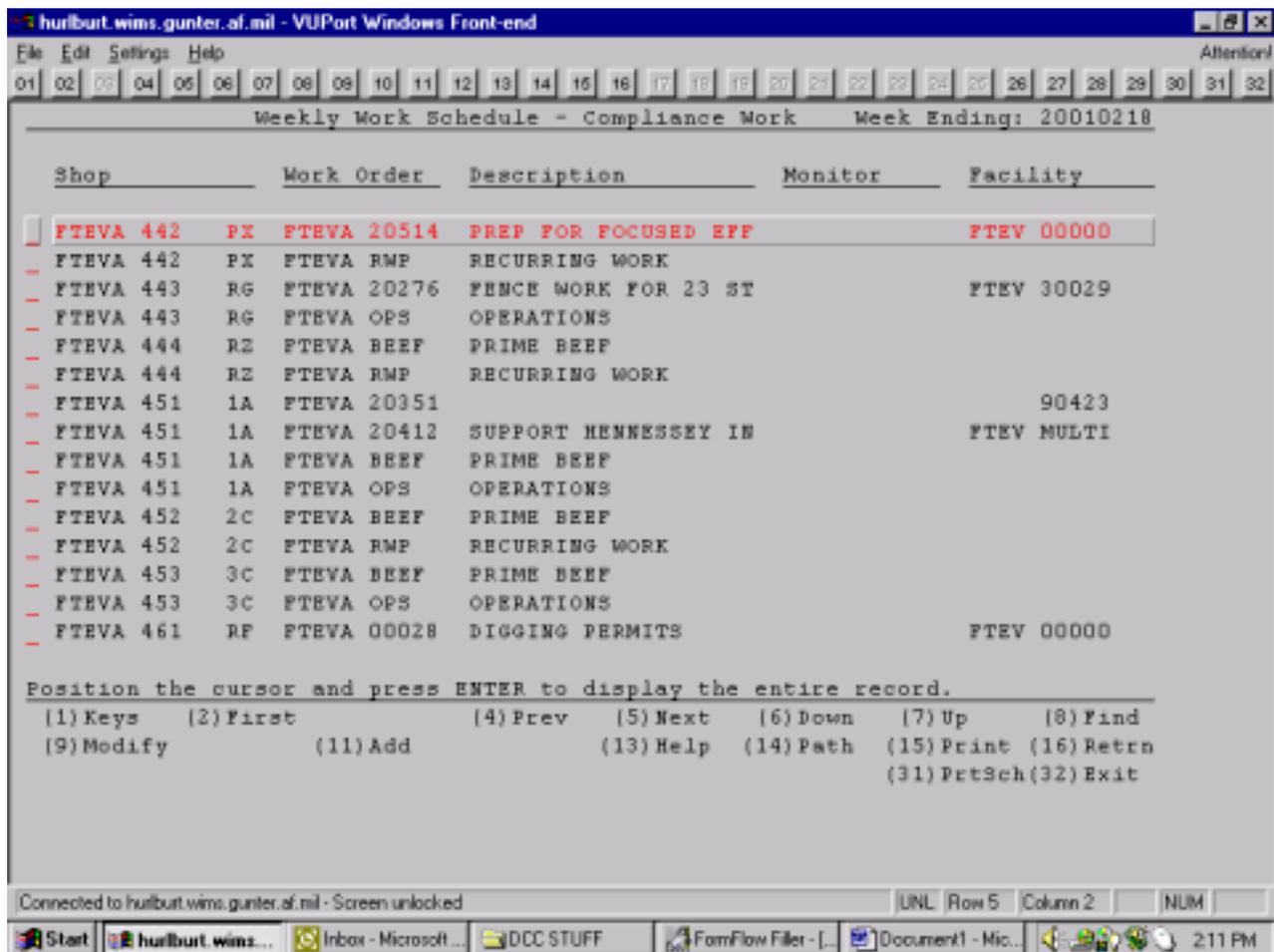


Figure 4, Weekly Work Schedule – Part II (Section III)

**NOTE:**

Because DSWs are not necessarily scheduled on a specific day, total hours for work scheduled may not match hours available for work. Do not try to balance totals.

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**AF Form 561 Approval** The Chief of Operations, or designated representative, approves the AF Form 561 once it has been completed. After the form has been approved, the shop supervisors are provided copies of the following:

- AF Form 561 (to manage resources and meet scheduling commitments)
- Applicable work order package with the AF Form 327 and supporting documentation
- All pertinent DSWs with supporting documentation
- Weekly Recurring Work Schedule

**AF Form 561 Close Out** At the end of each week, operations management personnel will close out the original AF Form 561. This is done by totaling actual hour columns down and across. This is called “balancing and cross-footing.” After close out, all AF Forms 561 for the week are consolidated. (This is done automatically in IWIMS)

**NOTE:**

Any work requirements not started or completed as scheduled is known as a schedule deviation. Reasons for deviations must be noted on the AF Form 561 and brought to the attention of the superintendent so the deviation can be resolved as soon as possible.

*To properly perform this task, follow these steps:*

**Step 1: Ensure shop supervisors provide information for Part I of Weekly Work Schedule**

- Ensure shop supervisor provided total available hours for the week.
- Ensure shop supervisor provided total estimated indirect hours for the week.

**Step 2: Prepare Part I of the AF Form 561, BCE Weekly Work Schedule**

- Transcribe information from shop supervisor onto the AF Form 561, Part I.

**Step 3: Determine available work requirement hours for each day and total for the week**

- Total lines 6 through 9 for indirect hours, then subtract line 10 from 5 for total hours available for work requirements.

**Step 4: Determine work requirements for the Weekly Work Schedule**

- Review all work in the current month’s IWP. Review all work that may not be completed during the current week.

**Step 5: Prepare Part II of the AF Form 561, BCE Weekly Work Schedule**

- Transcribe estimated hours for emergency, urgent, and routine direct scheduled work orders onto the AF Form 561, Part II, Section II. Transcribe estimated hours for Recurring Work, Operations and Services, and Readiness Training (if applicable) onto AF Form 561, Part II, Section II. List work orders on AF Form 561, Part II, Section III. List the estimated hours for each work order in the scheduled column on the AF Form 561, Part II, Section III. After the AF Form 561 has been approved, provide shop supervisors with a copy of the form and all work requirement documentation.

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BASE CIVIL ENGINEER WEEKLY WORK SCHEDULE		WEEK ENDING	COST CENTER	APPROVED	Form Approved OMB No. 0704-0188												
		1 DEC 95	451	SGA													
LINE NO.	DESCRIPTION	LABOR UTIL. CODE (LUC)	MAN HOURS	SECTION I - MANHOUR ALLOCATIONS													
1	ASSIGNED	B	400	SCHED	ACT	SCHED	ACT	SCHED	ACT	SCHED	ACT	SCHED	ACT				
2	BORROWED																
3	OVERTIME																
4	LOANED LABOR																
5	TOTAL AVAILABLE (Total Items 1 + 2 + 3 + 4)		416	80	80	80	80	80	80	80	80	16					
6	SUPERVISION		40	8	8	8	8	8	8	8	8						
7	TRAINING		16														
8	LEAVE		24	8	8	8	8	8	8	8							
9	ALL OTHER																
10	TOTAL INDIRECT (Total of Items 6 thru 9)		80	16	16	16	16	16	16	16	16						
11	AVAILABLE FOR WORK (Item 5 minus Item 10)		336	64	64	64	64	64	64	64	16						
SECTION II - RESERVED MAN-HOURS																	
12	EMERGENCY DIRECT SCHEDULED WORK	12	24														
13	RECURRING MAINTENANCE	11															
14	DIRECT SCHEDULED WORK	14	30														
15	DIRECT SCHEDULED WORK	16															
16	READINESS (Work order indicator "0" only)	20															
17	OPERATIONS AND MAINTENANCE	19															
SECTION III - SCHEDULED WORK (The items below compete for available man-hours)																	
OTHER WORK ORDERS	DESCRIPTION	LABOR UTIL. CODE (LUC)	MAN HOURS	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY	
10321	Construct Control Center	B141341	94	SCHED	ACT	SCHED	ACT	SCHED	ACT	SCHED	ACT	SCHED	ACT	SCHED	ACT	SCHED	ACT
10764	REPR BATHROOM FLOORS	B141324	173	16		16		16		16		16					
10780	REPR WALLS	B141937	57							4							
5-4371	ASSIST VERTICAL	B141320	16												16		
5-4700	REPR DOOR	B141302	7							7							

AF FORM 561, MAR 91 PREVIOUS EDITIONS ARE OBSOLETE

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CONTROLLER'S COPY

Figure 5, AF Form 561

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**Review Questions  
for  
Develop Weekly Work Schedule**

Question	Answer
1. When is Part I of the AF Form 561 prepared?	<ul style="list-style-type: none"> <li>a. The last duty hour of the last duty day</li> <li>b. About mid-week of the week prior</li> <li>c. The first work day of the month</li> <li>d. None of the above</li> </ul>
2. Which of the following falls in the category of indirect labor?	<ul style="list-style-type: none"> <li>a. Readiness training (LUC 20)</li> <li>b. Supervision (LUC 31)</li> <li>c. Routine (LUC 16)</li> <li>d. None of the above</li> </ul>
3. Who reviews selected work requirements to determine material, vehicle, and equipment availability?	<ul style="list-style-type: none"> <li>a. Operations management</li> <li>b. Chief of Operations</li> <li>c. Shop supervisor</li> <li>d. All of the above</li> </ul>
4. Emergency Direct Scheduled Work (LUC 12) hourly estimates are based on current trends and historical data.	<ul style="list-style-type: none"> <li>a. True</li> <li>b. False</li> </ul>
5. Total hours for all work scheduled should match hours available for work.	<ul style="list-style-type: none"> <li>a. True</li> <li>b. False</li> </ul>

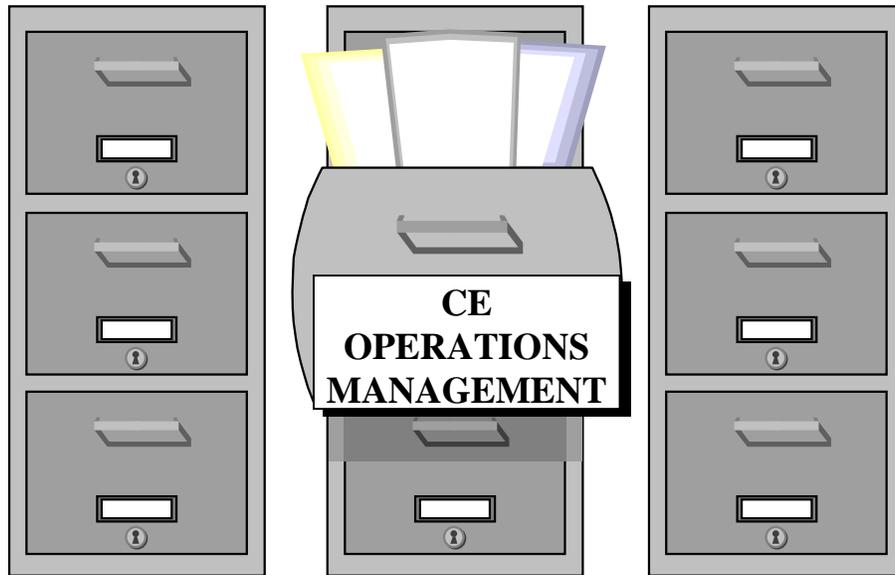
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**DEVELOP WEEKLY WORK SCHEDULE**

<b>Performance Checklist</b>		
<b>Step</b>	<b>Yes</b>	<b>No</b>
1. Did trainee correctly obtain information pertaining to Part I of the weekly work schedule?		
2. Did trainee correctly prepare Part I of the weekly work schedule?		
3. Did trainee correctly determine the number of hours available for work requirements for each day and for the week?		
4. Did trainee correctly determine work requirements for the weekly work schedule?		
5. Did trainee correctly prepare Part II of the weekly work schedule?		

**FEEDBACK:** Trainer should provide both positive and/or negative feedback to the trainee immediately after the task is performed. This will ensure the issue is still fresh in the mind of both the trainee and trainer.

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## WORK FORCE MANAGEMENT

MODULE 12

AFQTP UNIT 15

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### DEVELOP DAILY WORK SCHEDULE

(12.15.)

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## DEVELOP DAILY WORK SCHEDULE

### *Task Training Guide*

<b>STS Reference Number/Title:</b>	12.15. Develop Daily Work Schedule
<b>Training References:</b>	<ul style="list-style-type: none"> <li>• CDC 3E651, Vol. 2</li> </ul>
<b>Prerequisites:</b>	<ul style="list-style-type: none"> <li>• Possess, as a minimum, a 3E631 AFSC</li> </ul>
<b>Equipment/Tools Required:</b>	<ul style="list-style-type: none"> <li>• BCE Daily Work Schedule (locally developed form)</li> <li>• Calculator</li> <li>• IWIMS automated computer program</li> </ul>
<b>Learning Objective:</b>	<ul style="list-style-type: none"> <li>• To familiarize the trainee with the concepts and procedures involved in daily work scheduling.</li> </ul>
<b>Samples of Behavior:</b>	<ul style="list-style-type: none"> <li>• Trainee will be able to prepare a daily work schedule based on the weekly work schedule and inputs from shop supervisors.</li> <li>• Trainee will be able to track labor using a locally developed form.</li> <li>• The trainee will be able to calculate end-of-day labor hour totals.</li> </ul>
<b>Notes:</b>	
<ul style="list-style-type: none"> <li>• To successfully complete this element follow the steps outlined in this training package by performing the required actions and then answering the review questions.</li> </ul>	

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## DEVELOP DAILY WORK SCHEDULE

**Background:** Civil Engineering shop personnel perform work on many different facilities on a base. Tracking time spent by each Actual Time Accounting (ATA) worker is done on a daily work schedule. Locally developed procedures are used to input information in IWIMS to create a daily work schedule. Since these procedures vary greatly from base to base, ask your trainer to outline the procedures used at your installation. This QTP will familiarize you with the procedures for preparing and maintaining a Daily Work Schedule in IWIMS.

The daily work schedule is used to report hours for each ATA operations cost center. The operations management function prepares and maintains the daily work schedules. (This varies at different bases). The daily work schedule is used to record actual hours expended by each worker in each shop.

**NOTE:**

Two types of labor are reported on the daily work schedule: direct and indirect. Direct labor hours are reported against a work order number, facility or a cost account code. Indirect labor hours are reported when work is not charged against a work order number, facility or cost account code.

Typically, each morning the shop supervisor checks the approved Weekly Work Schedule in deciding job assignments for their workers (except those detailed to the “Do-It-Now” function). As part of assigning jobs, the supervisor will provide the workers with the necessary RWP Maintenance Action Sheets (MAS), work orders, and direct scheduled work to match the assignments.

Once the job assignments have been made, the shop supervisor will notify the operations management function, so the assignment information can be posted to the daily schedule. At the same time, the shop supervisor will inform the operations management function of any unscheduled absences that might cause a deviation to the Weekly Work Schedule.

The operations management function enters the job assignments on the labor screen for each craftsman. Each individual’s labor is reported on an individual screen. The IWIMS programmatically totals the hours as they are reported. The direct and indirect hours should total the available work hours. This enables the scheduler to maintain positive control of each worker.

Labor hours are entered in the system as the worker reports them to the operations management function. The operations management function enters the actual hours (to the nearest half-hour) used by each worker in the Labor Input Program screen in the IWIMS (see Figure 1). Notice that no labor hours are entered into the system until the worker is finished working on the current job. If no labor hours are listed for a job, it merely indicates the worker’s current job assignment. This cycle of events continues throughout the day until 8 hours of work have been reported for each worker.

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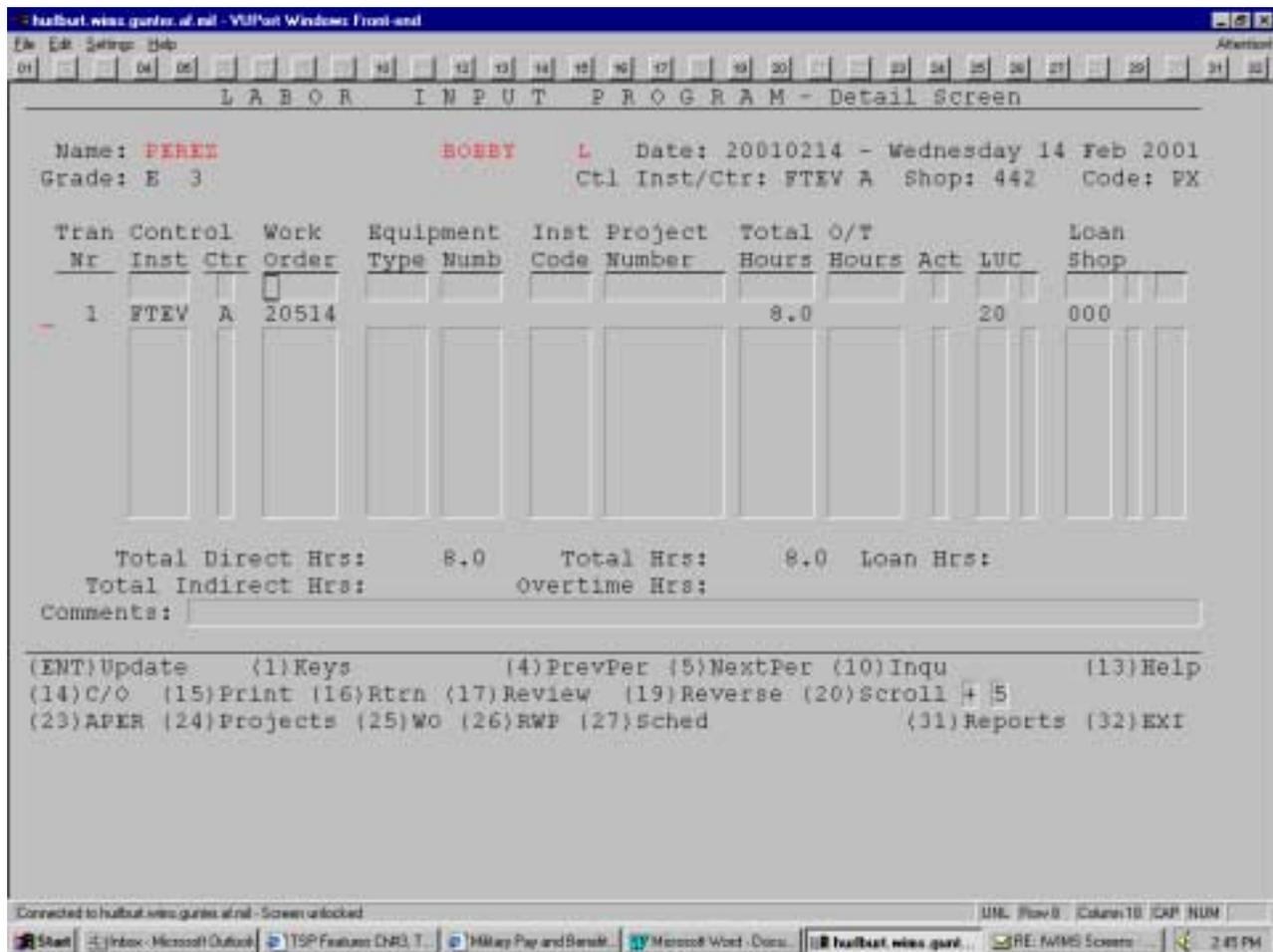


Figure 1, IWIMS Labor Detail Screen

The following is provided to assist you in understanding each column in the Labor screen:

- Enter the work order number/CWON in the “work order” column and the actual hours used in the “total hours” column. Then press the enter key, this action will charge time to that particular work order/CWON. The IWIMS will programmatically supply the LUC and the control installation. If a worker incurs overtime, enter their overtime hours in the “total hours” column and in the “overtime” column.
- If a worker is working on a recurring work item, enter the equipment type and number, and the total hours used. The computer will programmatically transfer this time to the Recurring Work Schedule for that equipment type and number. Workers perform the actions shown on that MAS **plus** any additional minor repairs needed but not identified on the MAS. When the worker completes all actions within a facility, the Operations management function is notified of the time used to perform the maintenance and repairs. On returning to the shop, the worker returns the MAS to the shop supervisor.
- Generally personnel are considered on loan when they work for a cost center other than the one they are normally assigned to. Loans normally are used for periods of time involving less than 4 hours. The shop borrowing the person is responsible for entering the work

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assignments for the borrowed worker. The loaning shop enters the cost center the worker is being loaned to on the daily schedule.

- Enter any jobs started but not completed as a carryover on the next day's schedule (unless the work is placed in work stoppage or scheduled for a later day). Following these actions, a new work schedule is prepared and maintained for the next duty day in the same manner as outlined above, and the cycle is repeated. Every effort must be made to continue work on a job until it is completed.
- Enter schedule deviations on the weekly schedule and actual hours expended on additional work. Deviations are annotated in the "Remarks" section of the weekly schedule. The updated scheduler's copy of the weekly schedule is then used to prepare the next day's schedule.

*To properly perform this task, follow these steps:*

**Step 1: Enter scheduled work information based on AF Form 561 and inputs from shop supervisor**

- For DSWs enter the DSW number
- Enter the corresponding LUC code
- For RWP enter the RWP type and item number
- Enter work order number/CWON
- Enter indirect labor time (leave, supervision, training, etc.)

**Step 2: Track and record labor hours**

- Enter actual hours expended in appropriate blocks
- Annotate job status information as necessary

**Step 3: Close out Daily Work Schedule**

- Ensure the total hours is equal to 8
- Ensure all transactions processed correctly
- Ensure overtime hours are added correctly

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**Review Questions  
for  
Develop Daily Work Schedule**

Question	Answer
1. Who prepares and maintains the Daily Work Schedule?	<ul style="list-style-type: none"> <li>a. Operations Management personnel</li> <li>b. Chief of Operations</li> <li>c. Shop Supervisor</li> <li>d. Craftsmen</li> </ul>
2. Who requires a Daily Work Schedule?	<ul style="list-style-type: none"> <li>a. ATA Cost Centers</li> <li>b. ETA Cost Centers</li> <li>c. Both a and b</li> <li>d. Engineering</li> </ul>
3. Total <i>Direct</i> and <i>Loan</i> hours are added together to determine a shop's total available hours.	<ul style="list-style-type: none"> <li>a. True</li> <li>b. False</li> </ul>
4. How are supervision, training, and leave recorded?	<ul style="list-style-type: none"> <li>a. As operations</li> <li>b. As direct labor</li> <li>c. As indirect labor</li> <li>d. None of the above</li> </ul>
5. When is labor for craftsmen recorded on the Daily Work Schedule?	<ul style="list-style-type: none"> <li>a. As the work is performed</li> <li>b. At the end of the duty day</li> <li>c. At the end of the duty week</li> <li>d. Labor is not recorded for craftsman</li> </ul>

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**DEVELOP DAILY WORK SCHEDULE**

<b>Performance Checklist</b>		
<b>Step</b>	<b>Yes</b>	<b>No</b>
1. Did the trainee correctly prepare the Daily Work Schedule?		
2. Did the trainee correctly enter work requirement information based on the weekly work schedule and inputs from the shop supervisor?		
3. Did the trainee correctly record labor hours as the craftsmen reported their work progress?		
4. Did the trainee accurately calculate direct labor subtotals?		
5. Did the trainee accurately calculate indirect labor subtotals?		
6. Did the trainee accurately calculate the total indirect labor hours?		
7. Did the trainee accurately calculate the overall total hours?		
8. Did the trainee adequately close out the daily work schedule including, inputting the labor hours into the IWIMS as necessary?		

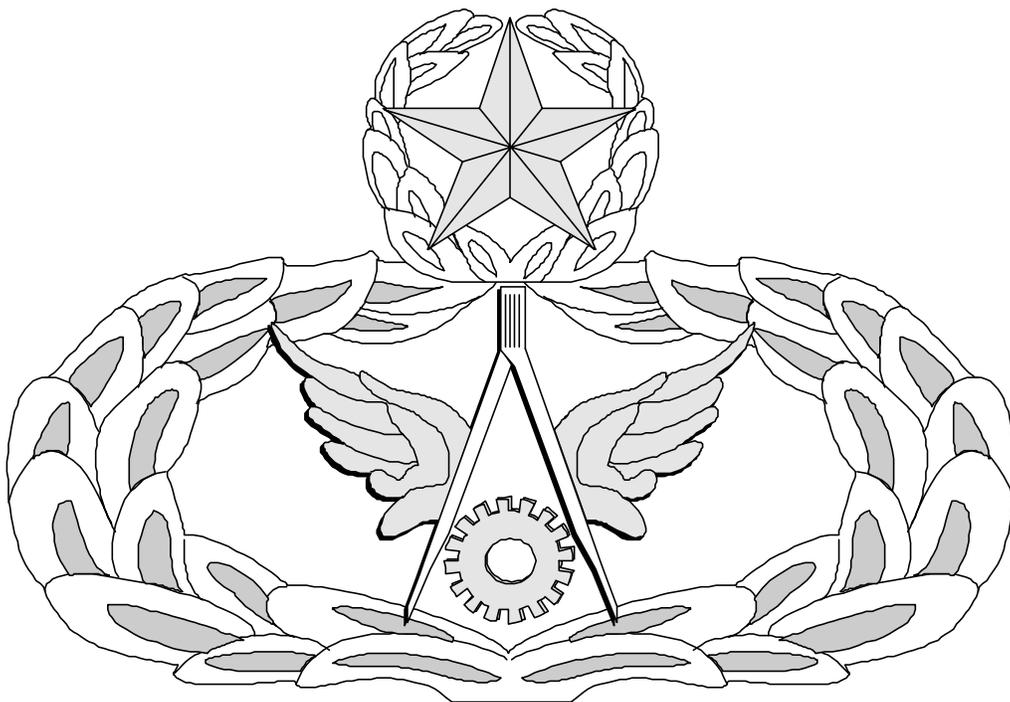
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# Air Force Civil Engineer

## QUALIFICATION TRAINING PACKAGE (QTP)

### REVIEW ANSWER KEY



For  
OPERATIONS MANAGEMENT

(3E6X1)

MODULE 12  
WORK FORCE MANAGEMENT

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**Key-1**

**PROCESS (WRITTEN REQUESTS)**  
**(3E6X1-12.4.3.)**

<b>Question</b>	<b>Answer</b>
1. What form is used to request work from CE?	d. AF Form 332
2. Which form is the approval document when work is funded by MAJCOM?	a. DD Form 1391
3. Who assigns an FSDCs to work requests?	b. Fire Department
4. The decision to approve or disapprove a work request should take as long as possible.	b. False
5. Who prepares the DD Form 1391?	a. Engineering
6. If the requested work is major modification or minor construction on a base facility, who must sign the request?	d. Organizational Commander

**PREPARE (DSWs)**  
**(3E6X1-12.6.3.)**

<b>Question</b>	<b>Answer</b>
1. Direct scheduled work is a fast way to authorize work that is minor in nature and requires no detailed planned.	a. True
2. What type of DSW would be required if the security alarm system failed in a building?	a. Emergency
3. Direct scheduled work is authorized on what form?	d. AF Form 1879, BCE Job Order Record
4. What form is prepared to identify multiple work requirements for individual facilities?	c. AF Form 1219, BCE Multi-Craft Job Order

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**PROCESS (DSW)  
(3E6X1-12.6.4.)**

Question	Answer
1. Who can cancel a DSW?	b. The same level of authority or higher that authorized the work.
2. On the AF Form 1879, BCE Job Order Record, what is the estimated completion date based on?	d. Both a. and b.
3. What needs to be on file when authorizing a DSW at the lowest level?	a. A letter of delegation

**PREPARE (WORK ORDERS)  
(3E6X1 12.7.3)**

Question	Answer
1. What is the main purpose of the work order system?	c. To control complex jobs requiring detailed planning or capitalization.
2. Three types of work orders are In-Service, Contract, and Self-Help.	a. True
3. What should the work order package contain?	d. All of the above
4. If preparing a work order to convert a dormitory into an office building, what work class would be used?	c. Minor Construction
5. When preparing a work order into IWIMS, which work order indicators should be used?	d. "D" (Draft)
6. When preparing a work order manually, what form is used to obtain the work order number and update status/location of the work order?	c. AF Form 1081
7. When using IWIMS to create an automated 327, who determines the shops and total material cost necessary to complete the job?	b. Planning Function
8. When repair work exceeds 70% of the facility replacement cost, what work class is used?	b. Construction

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**PROCESS (WORK ORDERS)**  
**(3E6X1-12.7.4.)**

<b>Question</b>	<b>Answer</b>
1. Who prepares the work order in final form?	d. Planning
2. What is placed in the capitalization data field when capitalization of real property is required?	c. Y
3. Where is the original AF Form 327 kept?	a. Master Work Order Folder
4. Who signs the AF Form 327 when a contract work order has been completed as the final signature for closeout?	d. Chief of Engineering
5. Work order packages are sent to Maintenance Engineering for updates to As-built drawings.	a. True
6. A change order is needed when the work is likely to exceed the approval authority of the person who originally approved the request.	a. True
7. Work orders can only be canceled by the same level of authority, or higher, that approved the original document.	a. True
8. What is done with the work order package once all the closeout steps have been accomplished?	d. All of the above

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**MATERIAL REQUISITION FLOW  
(3E6X1-12.10.3.)**

<b>Question</b>	<b>Answer</b>
1. What happens to materials ordered for a particular job, but not used on that job?	c. Placed in the residue holding area for future use or if partially used, they become shop stock
2. For DSW requiring materials, who is responsible for preparing material requisition forms or creating a BOM in CEMAS?	c. Shop supervisor or craftsman
3. Customers with questions regarding material status should be referred to Logistics.	b. False
4. Who enters the RDD in CEMAS for a DSW?	d. Operations Management personnel
5. Who develops the BOM or AF Form 1445 for a work order?	b. Planning function

**USE (CWON)  
(3E6X1-12.11.3.)**

<b>Question</b>	<b>Answer</b>
1. Why should the CWON list be kept current?	a. To correctly charge hours and financial data
2. Individual work order numbers are needed for all work done in CE.	b. False
3. Collection work order numbers are used to authorize what kinds of work?	d. All of the above.
4. Why is it important to assign RRI codes to the appropriate work requirements?	b. For proper agency billing

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**RESEARCH (WORK STATUS)  
(3E6X1-12.12.3.)**

<b>Question</b>	<b>Answer</b>
1. What is the primary form used for manually researching the status of work orders?	d. None of the above
2. What is the primary form used for manually researching the status of DSWs?	c. AF Form 637
3. If IWIMS is not available at your base and you need to research a work order that has been approved for contract accomplishment, what is the best way to find the project number?	d. Check the REMARKS column on the AF Form 1081
4. When researching work order status in IWIMS, where will the most status information be found?	d. In the IWIMS logs
5. If a customer asked for a report that was not already developed in IWIMS, what would you do?	c. Ask system administrator to help create a report to meet the customer's needs

**DEVELOP WEEKLY WORK SCHEDULE  
(3E6X1-12.14.)**

<b>Question</b>	<b>Answer</b>
1. When is Part I of the AF Form 561 prepared?	b. About midweek of the week prior
2. Which of the following falls in the category of indirect labor?	b. Supervision (LUC 31)
3. Who reviews selected work requirements to determine material, vehicle, and equipment availability?	c. Shop supervisor
4. Emergency Direct Scheduled Work (LUC 12) hourly estimates are based on current trends and historical data.	b. False
5. Total hours for all work scheduled should match hours available for work.	b. False

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**DEVELOP DAILY WORK SCHEDULE  
(3E6X1-12.15.)**

<b>Question</b>	<b>Answer</b>
1. Who prepares and maintains the Daily Work Schedule?	a. Operations Management personnel
2. Who requires a Daily Work Schedule?	a. ATA Cost Centers
3. Total <i>Direct</i> and <i>Loan</i> hours are added together to determine a shop's total available hours.	b. False
4. How are supervision, training, and leave recorded?	c. As indirect labor
5. When is labor for craftsmen recorded on the Daily Work Schedule?	a. As the work is performed

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