
Navy's Repair of Repairables (ROR) Program

By

Mr. Bruce Lamb

Director, Policy and Procedures Division, SUP 73

and

Mr. Carl Day

Policy and Procedures Division

Whether you call it Repair/Return, Repair/replace, Maintenance Support Arrangements, or Repair of Repairables, they all involve follow-on logistics support to our Security Assistance (SA) customers by the Military Departments.

Repair of Repairables (ROR) is the terminology used within the US Navy to describe our method of repairing unserviceable customer equipment carcasses and returning serviceable units to the FMS customers.

The management of the ROR program at each of NAVSUP's two ICPs is centralized with personnel that are totally dedicated to the ROR program. These repair specialists are better able to handle the day to day issues of repair than case managers who have many other issues on their desks every day. Unlike the USAF, the US Navy has no program for repair/replace or repair and exchange of SA customer owned assets.

Within the NAVSUP family, which includes HQ, NAVSUP, the Navy International Logistics Control Office (NAVILCO), the Aviation Supply Office (ASO), and the Ships Parts Control Center (SPCC), it became obvious in the mid 1980s that we needed to strengthen and better control our management of the ROR program. To do this, HQ NAVSUP issued instructions to our two ICPs (SAO and SPCC) that required them to maintain a data base with specific common data elements for all repair transactions.

The establishment of a separate data base at each of the ICPs serves two important purposes. First, it gives the ICP ROR managers the ability to record and track their entire ROR programs on computer terminal on their desks. This gives the ROR managers the necessary tools to load and access information such as country, case designator, document number, serial number, designated overhaul point (DOP), carcass receipt date by the DOP, repair induction date by the DOP, shipment date back to the freight forwarder, freight forwarder receipt date, funding document or contract number, original estimated completion date, and revised estimated completion date. With this data at his direct disposal, an ROR manager is able to routinely query the database and generate follow up calls and messages to DCMA offices, contractors, or Navy repair activities when actions fail to occur within normal or promised processing times. Because of these databases it is also possible for the ROR manager and his DOPs to swap floppy disks monthly to update one another's records and reduce the time required for data entry. Secondly, and important for the security assistance customer, it gives the ROR manager the ability to provide detailed data either on a floppy disk or a hard copy format on a monthly basis to the individual FMS customer. Our ICPs provide data above and beyond the normal MILSTRIP information which would be available for viewing in the Management Information System for International Logistics (MISIL).

Although the NAVSUP activities have been active in the automation of ROR transactions and reporting to our customers, there is no standardized Navy-wide reporting and tracking system available to our customers. The result has been that the FMS customer does not see the Navy as having a single face since they often have to cope with a variety of ROR management styles. To alleviate this problem and at the same time make data readily available to our FMS customers, NAVSUP and NAVILCO are working closely with the Navy International Programs Office (IPO) on a new repairables tracking data base to present a single face to the customer. The data base will reside in MISIL Information Support Tool (MIST) and will allow any case manager, SAO, or foreign customer to access repairables information for those programs for which they have viewing access. The first demonstration test was successfully held on 22 April 93 at NAVILCO. The demonstration showed how a customer or FMS manager could easily access the data base and easily construct queries against any of the 25 data elements and obtain valuable information on the status of a repair.

The timing of our test coincided with the 22 April 93 DSAA data call to all the services for information on repairables processing. As defense dollars shrink all over the world our customers are becoming more vocal in their demands on our ability to provide repair support. The frustration of the FMS customers is becoming more evident and their complaints to OSD caused DSAA to make inquiries of the services. In order to effectively manage your day to day programs and respond to questions such as those asked by DSAA it is clear that repairables managers must have tracking databases at their disposal.

The next step is to expand the scope of the MIST ROR data base to include all Navy managed repairables cases. NAVSUP, Navy IPO and NAVILCO are now in the process of identifying all of the approximately 700 repairs cases and determining what data is available from each of the many repairables managers scattered throughout the Navy. Some of the necessary MIST data will be easily available and some of it will require research on the part of the individual repairables managers. The intent is to load all data currently available and expand the data collection methods used by those managers that may not now have all the information Navy IPO desires to offer for our customers' review. Data transfer between the repair managers throughout the Navy and NAVILCO will be accomplished either via monthly submission of a floppy disk or via a monthly modem hookup.

Another repairables issue where we have achieved success is in the area of identification of customer owned carcasses. As an outgrowth of the Repairables Sub Group to the 1991 DSAA Logistics PAT, there was a recommendation on how the military services could reduce the number of lost customer carcasses and speed the induction process. The group developed a draft label that could be used by all the military services and provided to the SA customers. Since then the NAVSUP family has printed thousands of these labels and provided them to our customer representatives. The label, when affixed to the returned item, clearly identifies the material as FMS and provides guidance to both DoD and non-DoD repair facilities to assist in the induction process. This step has prevented Navy depots from accidentally placing customer owned material into storage and has alerted DoD contractors to contact USG procurement officials so repair induction can proceed soon after receipt of the carcass.

Although the Navy can still make further improvements in our repairables support to our customers, we have been successful in decreasing repair turn around time. During FY 92 NAVSUP completed over 2,900 repair actions with over 63 percent of the repairs completed in under 200 days. Over 83 percent of all the repairs were completed in less than one year.