



## DEPARTMENT OF THE ARMY

121<sup>ST</sup> SIGNAL BATTALION  
CMR 448  
APO AE 09225

REPLY TO  
ATTENTION OF:

AETV-BG-SB

24 JUN 03

### MEMORANDUM FOR RECORD

SUBJECT: Policy Memorandum 12: Standards For Conduct of Team Services

1. The purpose of this document is to establish the policies and procedures for the conduct of the Battalion's Total Team Service program.
2. Team services are intended to ensure that all the battalion's equipment is maintained to standard by the primary user. The program is designed to enable the first-line supervisor to maintain all his assigned equipment to standard.
3. Team services are the primary training event for that team during the services. The 8-step training model must be applied to team services for a successful operation. Units are responsible for ensuring the completion of team services.
4. Team Services will be conducted over a ten-day period. During week one (days 1-5) the team will:
  - Clean and service all crew served weapons/equipment
  - Clean and service all individual machine guns and pistols
  - Clean and service all night vision devices, binoculars, and bore sight devices
  - Clean and service all protective masks and NBC equipment
  - Clean and service all TA-50 and BII.During the second week (days 6-10) the team will:
  - Update hand receipts
  - Screen operator licenses
5. The Battalion Maintenance shop will first verify that every piece of equipment on hand that requires a service is entered into ULLS-G with the correct type of service. The schedule change will proceed throughout the year taking into account all of the major events taking place during the year, to minimize backlog of services so we can maintain the 10% variance and eliminate overdue services.
6. Companies will immediately identify the vehicles that may go out of variance after the rescheduling and ensure the following has been conducted and logged

into the service packets:

- Conduct a 100% TI, (all equipment shelters, weapons, NBC, commo etc.)
- Insure Brake test conducted within the last year (vehicles)
- Insure alkanity test has been conducted within last year (vehicles)

7. Conduct of Service. Commanders are responsible to ensure that all checks and procedures outlined in this memo are complied with. Final QA/QC will rest with the BMO shop. The following guidelines will be followed:

a. During the vehicle service period, each wheeled vehicle will have a minimum of 2 soldiers available. Activities other than STT & PT may not be scheduled during a team/section/crew/driver service period unless approved in writing by the Battalion Commander.

b. Service will be scheduled and conducted IAW DA PAM 738-750, and in conjunction with battalion quarterly training calendar. Services will be noted on company training schedules by team. Service schedule is coordinated at the weekly training meeting. The BMO will provide weekly updates as to ongoing services during the weekly command & staff meeting. Individual services will be on the unit-training schedule by bumper number. The BMO will provide long-range schedules to the Bn S-3 for at least the next training quarter. This schedule is to be used as a guide; commanders can adjust the due date as long as it remains within the 10% variance. A semi-annual service is conducted every 180 days, thus 10% would be 18 days before or after the scheduled date. That is, the service must be completed, not started in the 10% window.

c. Duty hours for personnel involved in services will be IAW the service schedule. Place of duty will be the service bays, under the supervision of the PLT LDR and the company motor sergeant. The BMT and BMS will conduct during services quality control checks of the service bays. (This may be done at a time requested by the unit chain-of-command or at random). Status of services will be conducted within the allotted time.

d. Services are task driven. Tasks not completed during the normal service time period will continued into the evening after normal duty day to ensure completion prior to next scheduled team service. The enclosed tabs are merely a guide and must be flexible, key leader AAR's and good communications between maintenance and the supported element will ensure a quality service conducted within the allotted time.

e. Team leaders/Section Sergeants, vehicle commanders and crews will be present for all activities performed outside of normal duty hours.

8. Procedures:

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a. The platoon leader/section sergeant will be prepared to brief the BN XO on the execution of the service from a team standpoint. An AAR, or out brief, will also be conducted on the final day of the service lanes.

b. Prior to beginning work each day during the service lanes, the team leader will report his status to the company XO and maintenance team chief. At the close of business each day, the team leader will meet with the company motor sergeant to assess the day's progress and to plan the next day's activities. The team leader and XO will meet the BMO/BMT.

c. A road test will be performed prior to and upon completion of the service, except for those vehicles which were found to be non-mission capable either prior to or as a result of the service. The service is not complete, and will not be annotated on ULLS service records, until the road test is complete. If the deadline deficiencies are identified during the service they will be noted on the company DA 2406 and will remain on the report until the fault is corrected.

f. The service checklist will be completed daily and retained as part of the service file in the battalion maintenance office. The checklist will also be used as a critique and for recommendations for improvements.

g. The BMO/BMT will monitor the service Quality Control and spot-check the services.

## 9. Responsibilities.

a. Commanders are responsible to ensure that all policies and procedures outlined in this annex are complied with. Quality control rests with the company commander. The BMO/BMT will assist him in this area. The commander is also responsible for ensuring that the services meet his satisfaction, and that any shortcomings or problems are brought to the battalion maintenance officer's attention.

b. Company Executive Officers are responsible to ensure that all coordination between the team and all support elements is completed in a timely manner. The XO is also responsible for the quality and timeliness of all administrative matters.

c. Battalion maintenance is responsible for ensuring that all organizational maintenance inspections are performed promptly and that all parts are placed on order.

d. Company Motor Sergeants are responsible for ensuring that all organizational maintenance inspections are performed promptly and that all parts needed are placed on order (4) weeks prior to vehicle due for service.

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e. Shelter mechanics, Automotive mechanics, and Communications Mechanics are responsible for inspecting their respective areas thoroughly using the appropriate manuals and performing all necessary repairs during the service.

f. PLL Clerks are responsible for ordering all required parts and filters within 24 hours of receiving the DA Form 5988E. Additionally, the entire chain of command is responsible for conducting an AAR with the company XO and maintenance team chief at the end of the day.

g. Platoon Sergeants are responsible for training their teams on pre-service and service requirements for their vehicles.

h. Vehicle Operators are responsible for following the procedures outlined in this document and the appropriate manuals. Vehicle crews will assist maintenance personnel with services as directed.

DANGER'S VOICE!

///original signed///  
JIM GARRISON  
LTC, SC  
Commanding