

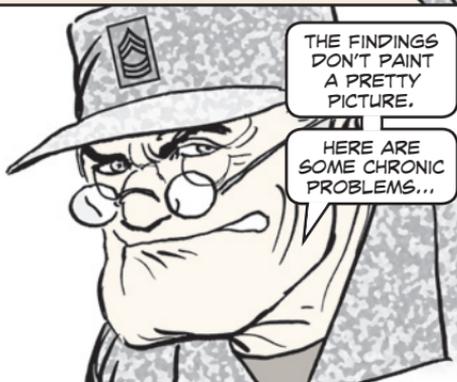
WHAT DO YOU EXPECT?

MAINTENANCE NCOs, RECENTLY THE ARMY TOOK A HARD LOOK AT HOW WELL ITS MAINTENANCE PROGRAMS WORK.



THE FINDINGS DON'T PAINT A PRETTY PICTURE.

HERE ARE SOME CHRONIC PROBLEMS...



- Equipment serviceability ratings don't reflect actual readiness.
- Equipment is not being maintained to 10/20 standards.
- Scheduled services are not being performed to standard and/or within schedule tolerance.
- Mechanics are not using diagnostic tools to troubleshoot and isolate equipment failures.
- Some units suffer from tool shortages, especially the No. 1 and 2 Common, basic issue items and special tools.
- Units lack maintenance sustainment training.

Some of these problems are caused by events beyond your control. It's not your fault that funding doesn't cover total maintenance costs. Or that the repair parts supply system doesn't always measure up. Or that institutional training has decreased.

But good maintenance NCOs focus on things they can control, like being a coach or mentor to inexperienced mechanics. Show them the ropes: Conduct regular training sessions in the unit. Teach them to use diagnostic tools so that they become skilled troubleshooters. Insist that equipment be maintained to 10/20 standards. Try to get quality tools into their hands.

IF YOU EXPECT PROFESSIONAL WORK FROM YOUR MECHANICS, FIRST MAKE SURE YOU OFFER THEM PROFESSIONAL COACHING.

