SPAWARINST 4790.9
SPAWAR 003
25 May 1989

SPAWAR INSTRUCTION 4790.9

From: Commander, Space and Naval Warfare Systems Command

Subj: DEFICIENCY REPORTING AND CORRECTIVE ACTION (DRACA) PROGRAM

Ref: (a) OPNAVINST 4790.4B of 13 Aug 87
(b) SPAWARNOTE 5400 of 17 Feb 87

1. Purpose. To establish policy, procedures and assign responsibilities for a SPAWAR Deficiency Reporting and Corrective Action (DRACA) program. This program provides for the systematic collection and evaluation of operational maintenance and support feedback data to aid in assessing the operational performance and deficiencies of deployed equipments and to provide support for any required corrective action.

2. Scope. The DRACA program includes all SPAWAR equipment and systems except those exempted from the maintenance data reporting requirements of reference (a).

3. Discussion

a. SPAWAR is responsible for ensuring that products and support provided to the Fleet meet defined specifications, performance and readiness requirements. The purpose of this instruction is to implement a program to use Fleet feedback data to help identify, quantify and provide management visibility to hardware and support performance and deficiencies as outlined in element M of reference (b).

b. Program managers are fully responsible for the performance and support of all material provided to operational forces. In order to determine whether this responsibility is met effectively, they must systematically review and evaluate relevant data from the operational environment.

c. The DRACA program has been developed to provide a uniform, structured approach to satisfy this requirement for most SPAWAR equipment. The DRACA program comprises:

(1) The systematic collection and processing of operational, maintenance and support feedback data.

(2) The analysis of that data to evaluate performance and identify possible problems.

(3) The development and implementation of appropriate corrective action(s).

(4) The monitoring of Fleet feedback data to assess the effectiveness of corrective actions.

(5) Advising the "user" community of significant problems and corrective actions.

4. Policy. It is the policy of the COMSPAWARSYSCOM that:

a. The performance of all equipment be monitored throughout the entire life-cycle to ensure that they perform as specified or required.

b. All appropriate data sources be analyzed to evaluate performance and identify deficiencies in hardware or support of deployed equipment.

c. Timely corrective action be initiated to resolve significant deficiencies in the performance or support of equipment.

5. Responsibilities

a. The Assistant Commander for Acquisition and Logistic Policy (SPAWAR 003):

(1) Develops policy, procedures and requirements for the technical management of the DRACA program and provides program oversight to ensure its effective operation.

(2) Provides guidance to all SPAWAR components on DRACA program operation, procedures and data analysis.

(3) Establishes and administers a system for the timely collection, processing and dissemination of Fleet reported performance related data (i.e., CASREP and MDS data) on equipment and provides such data to SPAWAR components as required.

(4) Evaluates and/or includes other performance related data (e.g., Inspection and Survey Reports, Quality Deficiency Reports, Commanding Officer Narrative Reports, Designated Overhaul Point (DOP) data, etc.) in the DRACA database as appropriate.

(5) Performs preliminary statistical (non-technical) analysis of DRACA data as required to facilitate effective information dissemination and utilization and to identify gross trends, problems, etc.

(6) Develops and produces various data sorts, displays and computer products required for effective information dissemination and analysis.

b. SPAWAR Program Directors (PDS):

(1) Provide controls within the Directorate to assure timely correction of identified deficiencies.

(2) Ensure effective implementation of DRACA procedures throughout the Directorate.

c. SPAWAR Program Managers (PMWs):

(1) Ensure that the Fleet is provided with equipment which meets specified performance requirements and is effectively supported throughout its life-cycle.

(2) Analyze DRACA and other data to aid in equipment performance evaluation, deficiency identification and corrective action implementation.

(3) Provide information required to facilitate DRACA products (formats, selected equipments, equipment population, design specifications such as MTBF, MTTR, etc.) to SPAWAR 003.

(4) Identify equipment requiring "intensified" reporting of MDS data or monitoring via DRACA products.

(5) Ensure that equipment on which Fleet reported data is desired have properly structured EICs (Equipment Identification Code) assigned and that the equipment is added to the MDS Selected Equipment List if "intensified" data reporting is required.

(6) Determine the need for, technical adequacy and the effectiveness of corrective actions. Effectiveness factors shall include performance (reliability, maintainability, availability), safety and costs (dollars, Fleet manning burden, etc.).

(7) Document problems and corrective action(s) for all significant deficiencies.

(8) Prepare and present status briefs to COMSPAWAR on significant deficiencies and corrective actions.

(9) Advise the equipment "user" community of significant deficiencies and planned corrective actions.

6. Action. SPAWAR components assigned responsibilities above shall comply with the policies and requirements in this instruction.

/s/
JOHN C. WEAVER
Rear Admiral, U.S. Navy

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