

Northern Rockies Interagency Cache Policy

Defective NFES Supplies and Equipment

2007

INTRODUCTION

The mission of the Northern Rockies Cache (herein refer to as "Cache") includes the provision of excellent quality goods and services in support of emergency response activities. Part of that mission is the objective of zero tolerance for equipment failure. In pursuit of that objective, the Cache must act quickly and decisively when defects or failures are reported.

This policy will identify responsibilities, documentation requirements and procedures for handling failed equipment and supplies. The policy is by no means comprehensive; however, it is fundamentally based on the principles of fiduciary responsibility, accountability and quality control.

CACHE RESPONSIBILITIES

The Cache should:

1. Provide customers with supplies and equipment which meet NFES specifications and are fit for the intended use, regardless if new or refurbished.
2. Subject allegedly defective items to rigorous examination, testing and evaluation per specifications, and confirm the defect or failure.
3. Document the process. Include findings, recommendations and remedial actions if any.
4. Determine corrective actions and implement as soon as practical and reasonable. If the defect is found to be inherent to the product, report to NFES for immediate attention.
5. Inform the customer as to its findings and actions.

CUSTOMER RESPONSIBILITIES

The customer should:

1. Be understood as any person or organization that employs supplies and equipment issued by an Interagency Support Cache identified in the NFES Cache Management Plan 2003.
2. Sequester and secure the defective property in its discovered state, and ensure no further damage or disturbance occurs.
3. Document the time, location, environmental conditions, people and circumstances preceding the point at which the defect became obvious and/or the failure occurred. Include observations of how the property was being employed, and specifics about the defect or failure.
4. Verbally communicate with Cache management regarding the defect/failure within 24 hours of occurrence. Document date, time and with whom the communication was held.
5. Package the product in a manner to prevent further damage or disturbance. Mark the packaging(s) with "Attention to Supply Management Officer" and "Defective Property".
6. Return the defective property to the Cache within 72 hours of occurrence.