

# Instructions for Use

## MOD Format 791 - Quality Occurrence Report

## MOD Format 791A - Quality Occurrence Investigation Report

### MOD Format 791 - Quality Occurrence Report (QOR)

1. **General.** The MOD Format 791 is used to report perceived quality occurrences in the condition of equipment, delivery of services, Audit observations or potential improvements within the Defence Air Environment (DAE). The following instructions must be followed when completing MOD Format 791 - Quality Occurrence Report.

2. **Header.** Each QOR is to be allocated a unique reference number, obtained from the Stn/Ship/Unit Quality System Co-ordinator (QSC). The number must comply with the following format:

QOR/[organization]/[location]/[year]/[in-year counter].

The organization is the originator's Stn/Ship/Unit, the location code is as detailed in MAM-P Chapter 0.5 and the year and in-year counters are 4 and 3-figure identifiers. For example: the sixth QOR raised by 230 Sqn, based at RAF Benson, in 2019, would be QOR/230Sqn/BEN/2019/006. This QOR reference number is to be inserted into the header of the document in the 'QOR Reference Number' Field.

### 3. Part A - Originator's Report

a. **Section 1.** Enter the subject of the QOR, date and contact details of the originating organization.

b. **Section 2.** Complete the tick boxes as appropriate by selecting one box from the 'Occasion For Report' Field and one box from the 'Initial Classification' Field. At this stage the classification is an initial assessment and is for guidance only.

c. **Section 3.** Include the Contract No/Allotment No/Task No. as applicable. For QORs raised as a result of an audit, include details of relevant standards, as appropriate. For equipment/Aircraft reports, include:

- (1) Designation, Mark and Serial Number of parent equipment and the component/assembly that is the subject of the report.
- (2) NSN, Part Number or other identifying marks.
- (3) Date received, from where, and method of delivery.
- (4) Flying Hours/Equipment life on receipt/to date.

d. **Section 4.** Include a description of the quality occurrence, state how

and when the condition was found and give the reference numbers of any originator's documentation relating to the unsatisfactory condition. In the case of a loose article, identify in detail where it was found and provide a description of the article and its fitted position, if known. Provide details of work done in the area prior to, or since, equipment transfer. State if:

- (1) Rectification assistance is required.
- (2) Follow-up reporting action has been taken.
- (3) The occurrence report is a repetition of a previously reported occurrence. If so, include the respective reference number.

Add details of any enclosures and complete the 'Originator Details' Fields.

**Note:** Comments on the performance of other organizations are not to be made.

e. **Section 5.** The Quality System Owner (QSO) is to review the QOR, decide the course of action to be taken, complete the tick boxes, make comment as appropriate, and complete the 'Originating QSO Details' Fields.

#### Notes:

1. For internal (on-Stn/Ship/Unit) QORs, the completion of **Section 5** may be delegated to the QSC.

2. Where it is intended to task a Contractor to conduct, or as part of, an external investigation it is important to engage with the appropriate Contracting Authority before any such tasking is placed.

f. **Section 6.** Distribute as required.

### 4. Part B - Internal Investigation

a. **Section 7.** Detail the internal investigation conducted, including comments on the narrative report and any resulting actions. Where appropriate, this should include details of the root cause, corrective and preventive actions (with respective target dates for completion) and any follow-up activity. Complete the 'Investigator's Details' Fields and forward to the Section Quality Manager/Co-ordinator or Head of Section, as applicable.

b. **Section 8.** Enter comments as appropriate, complete the 'Section Quality Manager/Co-ordinator Details' Fields and forward the QOR to the Head of

Section.

c. **Section 9.** Enter comments as appropriate, complete the 'Head of Section Details' Fields and return the QOR to the Originating QSO detailed in **Section 5**.

**Note:** In some circumstances, depending on the size of the Quality Management System, the Section Quality Manager/Co-ordinator and Head of Section functions may be performed by the same individual. In this instance, a statement to that effect is to be made in **Section 9** and certified by the responsible person.

d. **Section 10.** Complete the tick boxes and enter comments as appropriate. Complete the 'Originating QSO Details' Fields and forward the report to the QSC.

**Note:** If, at this stage, the internal investigation is complete, the QSO may confirm the initial QOR classification closed and file the QOR.

e. **Section 11.** The form must be distributed by the QSC as follows:

**General.** The following general distribution instructions can be applied to any QOR, as appropriate.

(1) **Investigation Complete.** If the internal investigation is complete and no further action is required, return the QOR to the personnel detailed at **Sections 4, 8 and 9** of the report.

(2) **Further Internal Investigation.** If further internal investigation is required, return the QOR to the respective investigating organization, with copies to the personnel detailed in **Sections 4, 8 and 9** of the report.

(3) **External Investigation Required.** If the QSO requires an external (off-Stn/Ship/Unit) investigation, forward the QOR to the respective investigating organization, with copies to the personnel detailed at **Sections 4, 8 and 9** of the report.

**Distribution specific to the nature of the QOR.** QORs relating to specific conditions must be distributed as follows:

(4) **Equipment/Aircraft Transfers.** Forward QORs to the allotting organization, with a copy to the equipment/Aircraft Delivery Team (DT).

(5) **Contract Activities.** Forward QORs to the relevant contract manager, with a copy to the Front Line Command (FLC).

(6) **Inter-Stn/Ship Unit Occurrences.** Forward QORs to the organization that is the subject of the report. Where the occurrence may affect the delivery of capability, copy the QOR to the appropriate DT and FLC.

(7) **Internal Occurrences.** Forward QORs to the appropriate internal area for investigation, with a copy to the originator. Where there is wider equipment issue, copy the QOR to the relevant DT and FLC.

## 5. Part C - Tasking Organization

a. **Section 12.** Complete the tick boxes as appropriate and add any supporting comments that may be needed to qualify the Tasking Organization decision. Complete the 'QSC Details' Fields.

**Note:** To ensure that a QOR is addressed by the Investigating Organization as a Customer Complaint in accordance with the requirements of their QMS, the Tasking Organization should tick the tick box 'This QOR is to be addressed as a formal Customer Complaint'.

b. **Section 13.** Distribute as necessary.

**Note:** If a QOIR is raised at this point, a copy of the originating QOR should be forwarded to the investigating organization, with another copy retained on file, pending resolution.

6. **Retention and Disposal.** Completed MOD Format 791s are to be retained as detailed in single Service orders.

## MOD Format 791A - Quality Occurrence Investigation Report (QOIR)

7. **General.** The MOD Format 791A is used as a follow-on report to the MOD Format 791 when the relevant QSO deems that an external investigation to a perceived Quality Occurrence is required to determine root cause and/or corrective action required. The following instructions must be followed when completing MOD Format 791A - Quality Occurrence Investigation Report.

8. **Header.** Enter the QOR reference number and subject, taken from the header of the related MOD Format 791 - Quality Occurrence Report.

## 9. Part A - Investigation Report

a. **Section 1.** Enter the subject of the investigation, date received from the Tasking Organization and the Investigating Organization details.

b. **Section 2.** Provide a brief narrative of the nature and extent of the investigation, resultant findings and, where possible, the root cause.

c. **Section 3.** Complete as appropriate. Attribute ownership for any follow-up action(s) and timescales for completion.

d. **Section 4.** Complete as appropriate.

e. **Section 5.** Complete as appropriate, indicating whether it is believed that the actions proposed in **Section 3** will remedy the quality failing and are achievable in the timescale given.

f. **Section 6.** Complete as appropriate. Annotate accordingly if the Investigating Officer is also the Investigating Organization QSO. On completion of the investigation, return the QOIR to the Tasking Organization QSC detailed in **Section 12** of the original QOR.

**10. Part B - Follow-up Action**

- a. **Section 7.** Complete the tick box as appropriate. Confirm the initial QOR classification, enter any supporting comments and complete the 'Tasking Organization Releasing Officer/QSC Details' Fields.
- b. **Section 8.** Complete as appropriate. Return the QOIR to the Investigating Organization or Originating Organization QSO (detailed in **Section 5** of the original QOR) as appropriate.
- c. **Section 9.** Originating QSO action. Complete as appropriate. The Originating QSO is to review the QOIR to ensure agreement that it addresses the root cause of the issue raised in the QOR. The Originating QSO is to conduct suitable engagement with the original Tasking Organization prior to requesting any further external investigation.

**Note:** For external (off-Stn/Ship/Unit) QOIRs, the Releasing Officer must be a minimum authority Level J or an authorized nominated representative. For internal (on-Stn/Ship/Unit) QOIRs, the Releasing Officer may be the QSC or nominated representative.

- d. **Section 10.** Copies of the completed QOIR are to be distributed as appropriate, but as a minimum, to include the following:
  - (1) Originator (identified at **Section 4** of the original QOR).
  - (2) QSO (identified at **Section 5** of the original QOR).
  - (3) Section Quality Manager/Co-Ordinator. Not applicable if sent straight for External investigation.
  - (4) Head of Section. Not applicable if sent straight for External investigation.
  - (5) Tasking Organization QSC (identified at **Sections 4, 5, 8, 9 and 12** of the original QOR).
  - (6) Investigating Organization (identified at **Section 1** of the QOIR).
  - (7) Tasking Organization (identified at **Section 7** of the QOIR). Covered off at **Line 5**.

**11. Retention and Disposal.** Completed MOD Format 791As are to be retained as detailed in single Service orders.