

## **Medical Maintenance Management Directorate (M3D)**

USAMMA recently made a decision to combine the National Maintenance Program (NMP) with the Maintenance Operations Division (MOD). The intent is to develop synergies that should result in a revitalized NMP as well as providing you with a single belly button to address all of your medical maintenance issues. Together these two divisions form the major pieces of the Medical Maintenance Management Directorate (M3D). The following should provide you with a good understanding of this newly formed directorate.

The Medical Maintenance Management Directorate oversees the USAMMA depot level medical maintenance operations as well as provides strategic planning, policy development and execution of lifecycle maintenance for medical material in support of the U.S. Army healthcare worldwide. M3D is the AMEDD's focal point for development of medical maintenance policies; endorsing medical maintenance supportability strategies and training requirements; analyzing medical maintenance actions to determine equipment reliability and maintainability; effectively planning and executing sustainment and depot level maintenance operations for the AMEDD; and providing a single point of contact for all customers requiring medical maintenance support and/or information. Our Vision is that every healthcare provider has the required mission-capable medical equipment to deliver optimal healthcare support to America's Warfighters.

The M3D has two distinct Divisions, the AMEDD National Maintenance Program and the Maintenance Operations Division.

❖ **National Maintenance Program (NMP):** The NMP provides national-level oversight of maintenance and sustainment functions for Army medical forces and ensures Army Medical Maintenance Policies are updated and applicable to current field tactical and sustainment business procedures for biomedical systems, technologies, and equipment; and ensures medical maintenance management processes fully support the Army's Medical Logistics Enterprise. The NMP supports the AMEDD maintenance vision of ensuring 100% readiness for field medical, dental, and veterinary units with emphasis on monitoring those processes that foster improvements in command supply discipline and readiness of medical equipment to include assessments through sample data collection, training support, maintenance automation development and special programs implementation.

❖ **Maintenance Operations Division (MOD):** The USAMMA has three depot level Medical Maintenance Operations Divisions; Tobyhanna Army Depot Pennsylvania, Hill AFB Utah, and San Joaquin (Tracy) Defense Depot California. These three depot level operations, each being an established Center of Excellence for specific equipment functionalities, provide depot-level maintenance support for standard and selected nonstandard medical materiel to Active Army, U.S. Army Reserve, Army National Guard, authorized Department of Defense (DOD) activities and other Federal agencies. They also provide a complete array of services from technical inspections of new equipment to the refurbishment of equipment that has been deployed. Support is conducted on both a reimbursable and non-reimbursable basis under existing funding and support regulations and established support agreements.

- MMOD-Tobyhanna is the center of excellence for audiometer calibration, optical equipment, dental hand-piece rebuild, Military Entrance Processing Station (MEPS) Direct Exchange (DX) program, TOE laboratory equipment, and the AMEDD X-ray acceptance program.
- MMOD-Utah is the center of excellence for anesthesia, pulmonary, and field medical equipment.
- MMOD-Tracy is the center of excellence for medical imaging equipment, special purpose test, measurement, & diagnostic equipment (TMDE-SP), and runs a certified X-ray tube head rebuild program.

In addition to providing scheduled and unscheduled on-site maintenance sustainment support to the active Army, the US Army Reserve and the National Guard field medical equipment throughout the United States, Puerto Rico, the Virgin Islands, and Guam; each depot provides members to the forward repair activity-medical (FRA-M) servicing the Iraq/Afghanistan theater of operations. During their 120 day rotational service, our team of technicians provide technical expertise in three unique specialties (Imaging, Laboratory, and Pulmonary) servicing and ensuring that the equipment is mission capable while simultaneously providing mentorship and technical assistance to the Biomedical Equipment Repairers (MOS 68A).

Furthermore, our depot operations provide medical maintenance services for special projects which include Office of The Surgeon General (OTSG) managed contingency stocks and Army Prepositioned Stocks (APS) worldwide, as well as the Army's Reset program by providing in-house and on-site support for redeploying units, and maintaining the Class VIII equipment inducted into the Army's Left Behind Equipment (LBE) program for those Combat Support Hospitals falling in on Theater Provided Equipment (TPE).

USAMMA's medical maintenance depots consist of a mix of Soldiers, Civil Servants, and Contractors. The three depot level repair activities have been ISO 9001-2000 registered activities since year 2003. Being ISO certified has provided significant benefits to our maintenance operations standardizing processes across the divisions establishing common goals and objectives, establishing an internal audit and customer feedback program, and increasing safety awareness and compliance resulting in increased employee pride and professionalism and dramatically improving the quality of work. During FY08 alone, our depot operations serviced 64,338 items of medical equipment with a property value in excess of \$201,681,980.

It is our intent that the changes we have made to these divisions result in increased efficiencies as well as enhanced customer service. We look forward to your feedback so we can continue to improve our operations as well as our service to you. [https://ice.disa.mil/index.cfm?fa=card&site\\_id=750](https://ice.disa.mil/index.cfm?fa=card&site_id=750)