

Naval Safety Command Expeditionary and Special Warfare Reporting

RMI Quality Control Standard Operation Procedures

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INTRODUCTION

NAVSAFECOM EXPEDITIONARY AND SPECIAL WARFARE STANDARD OPERATING PROCEDURE FOR RMI QUALITY CONTROL

Subj: RMI QUALITY CONTROL STANDARD OPERATING PROCEDURES

- 1. Purpose. To provide a standardized procedure for analyzing RMI mishap reports to ensure the most accurate data is recorded. In addition, this standardized procedure contains procedures for rejecting reports back to the submitting command for correction.
- 2. Cancellation/Revision Requirements. This instruction shall be updated as needed and reviewed annually for changes.

3. Procedure

- a. Use the procedures contained in Section 1 to outline the procedures for logging onto the RMI website and accessing the Quality Control Homepage.
- b. Use the procedures contained in Section 2 to outline the processes involved in the Quality Control Checklist for each report.
- c. Use the procedures contained in Section 3 to outline the specific QC Actions.
- d. Use the procedures contained in Section 4 to outline Approval/Rejection steps.
- e. Sections 5, 6 and 7 list and describe resources that are provided for the Quality Control Analyst to facilitate completion of their tasks.

Section 1: Logging On To RMI & Quality Control Homepage

Logging into RMI





Air Force Safety Center





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X Decline

Go to the RMI website to perform Quality Control. The URL/global address for the site is:

https://afsas.safety.af.mil

The site is a password protected website.

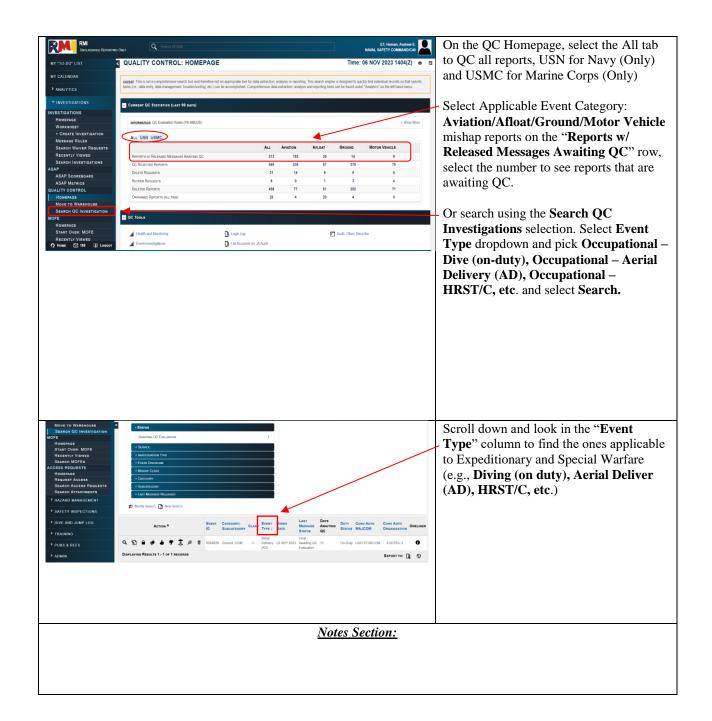
Click "Accept" in order to access RMI.



RMI Homepage

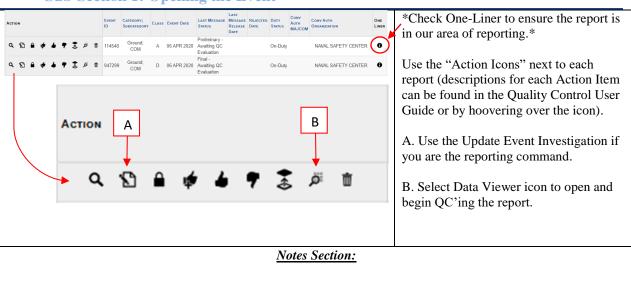
Click on "Investigations – Quality Control - Homepage or search QC Investigations".

Notes Section:



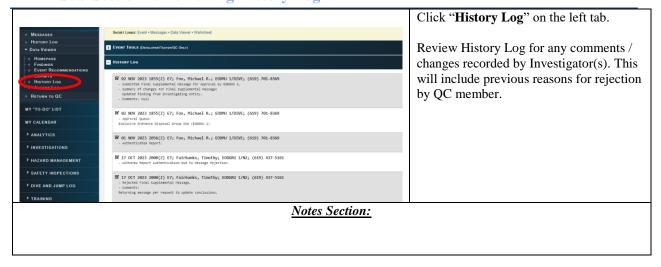
Section 2: Quality Control Checklist

Purpose: Describe the procedures that a QC'er uses when analyzing mishap reports to ensure the integrity of the data collected.

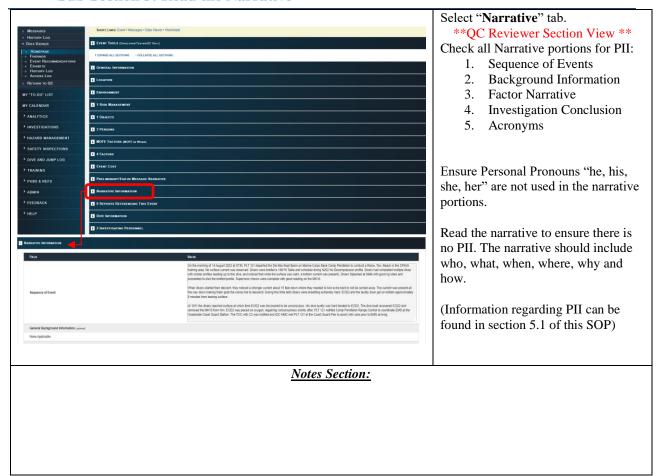


Sub-Section 1: Opening the Event

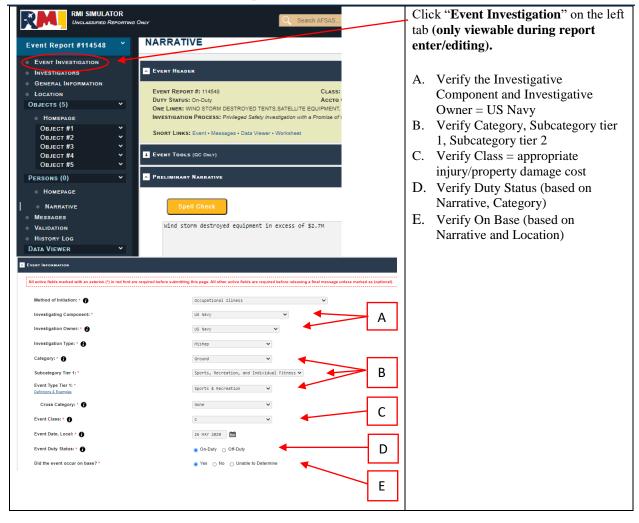
Sub-Section 2: Reviewing History Log



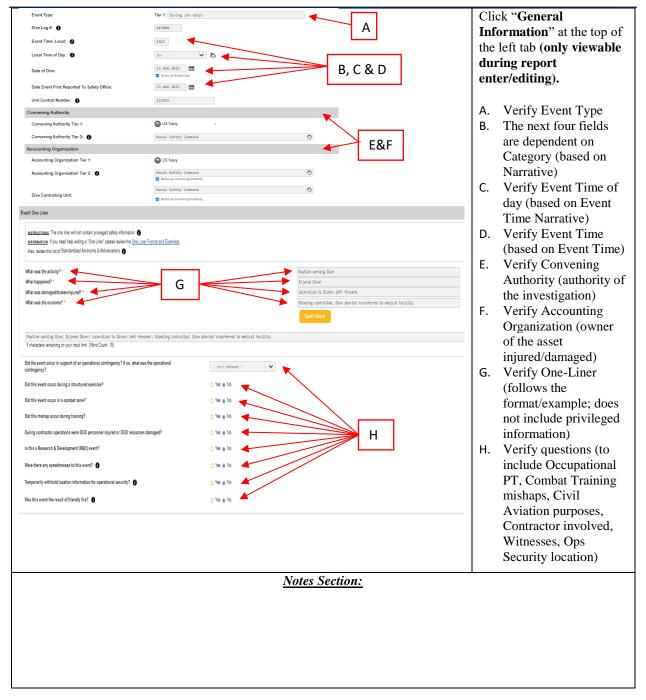
Sub-Section 3: Read the Narrative

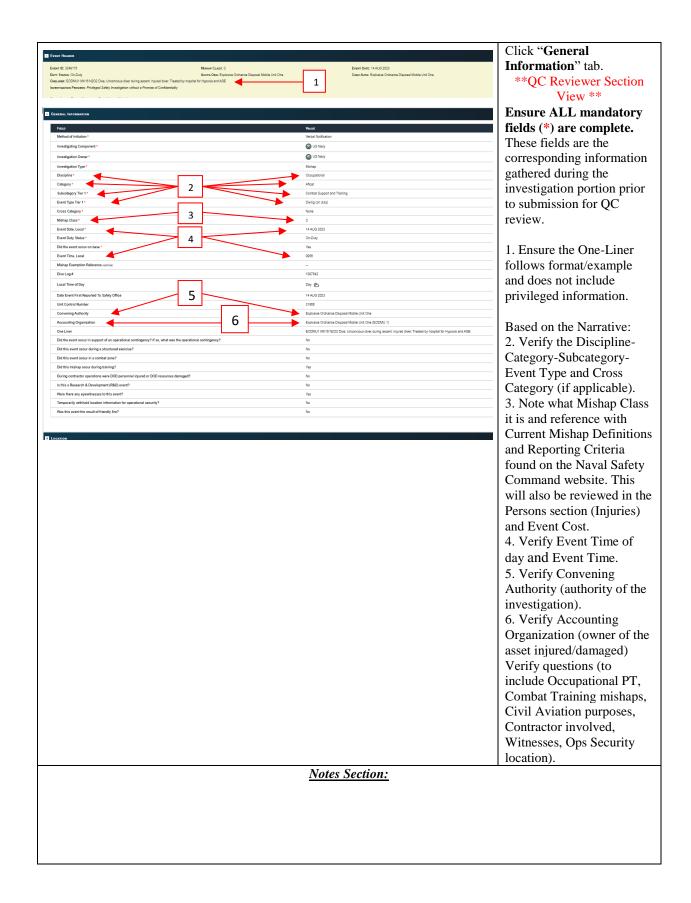


Sub-Section 4: Event Investigation

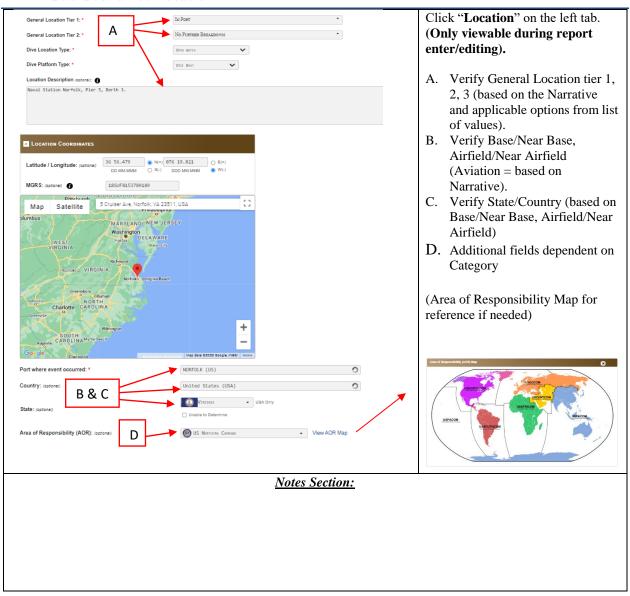


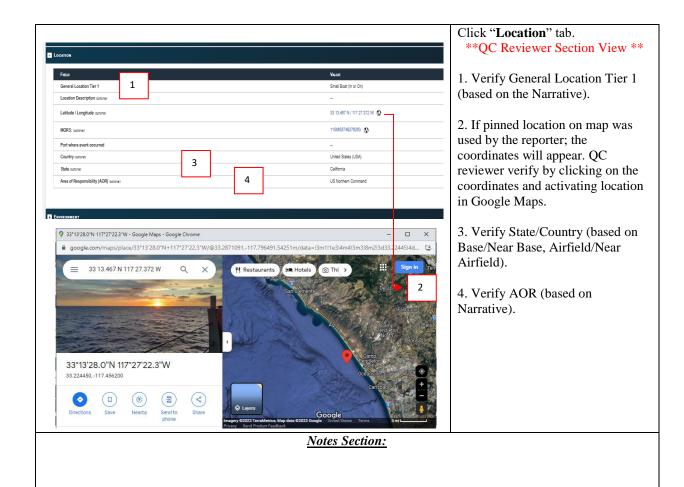
Sub-Section 5: General Information



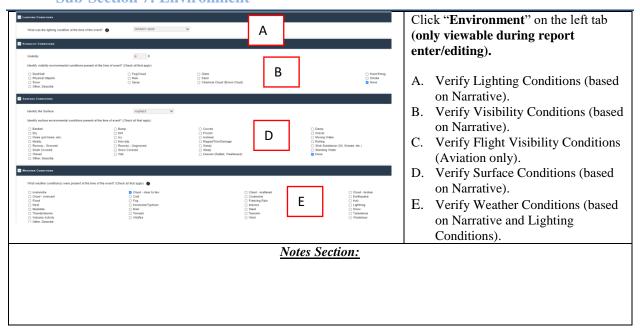


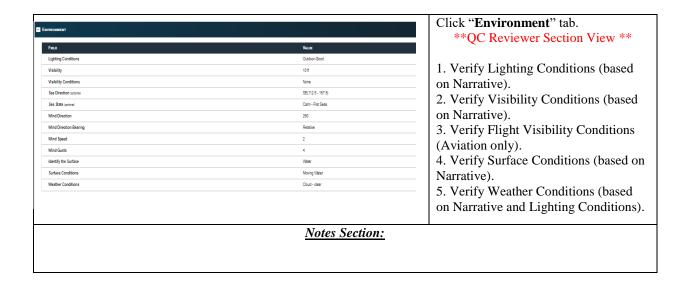
Sub-Section 6: Location



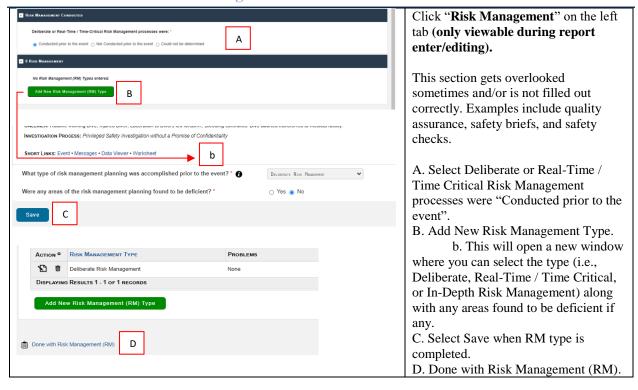


Sub-Section 7: Environment



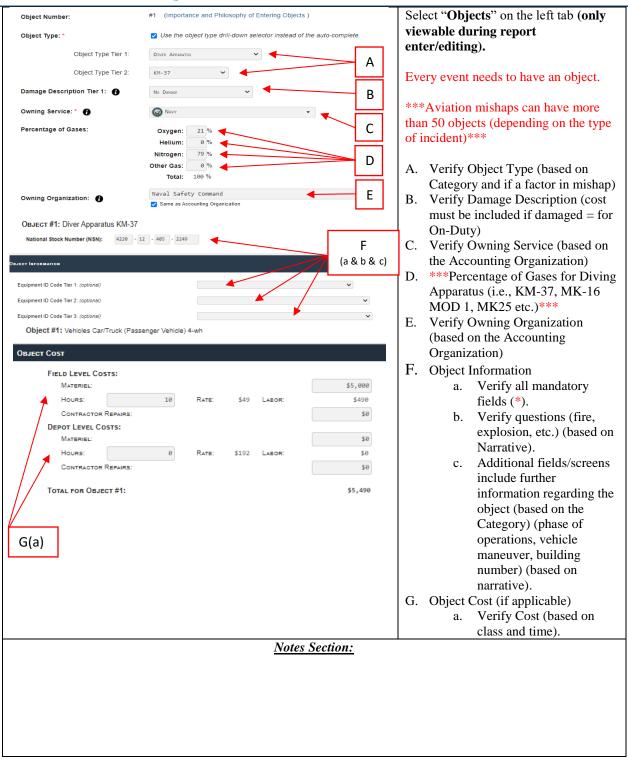


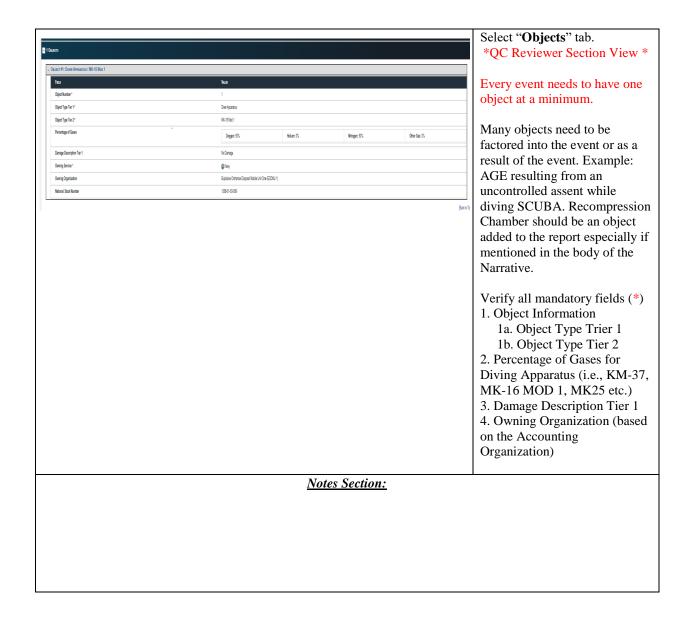
Sub-Section 8: Risk Management



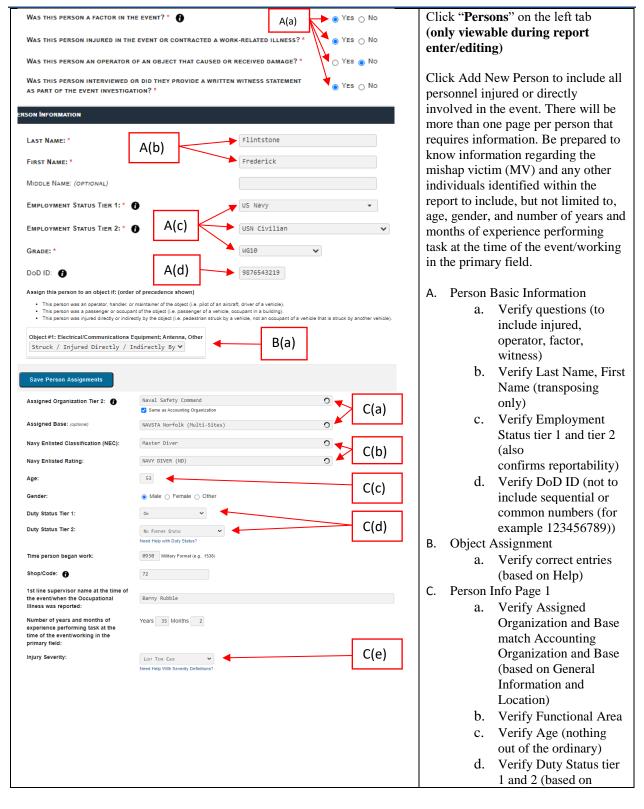


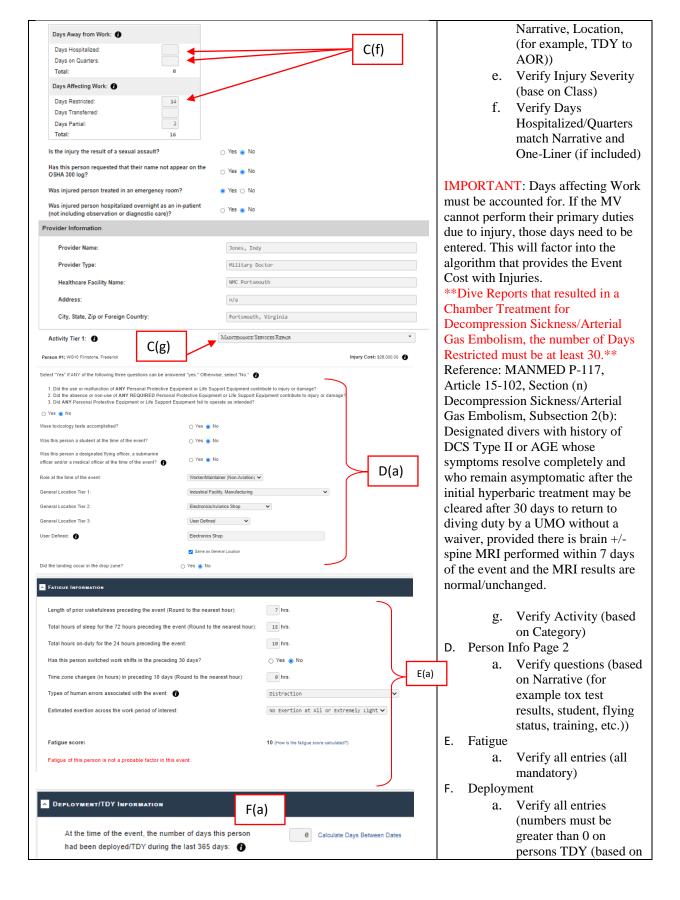
Sub-Section 9: Objects

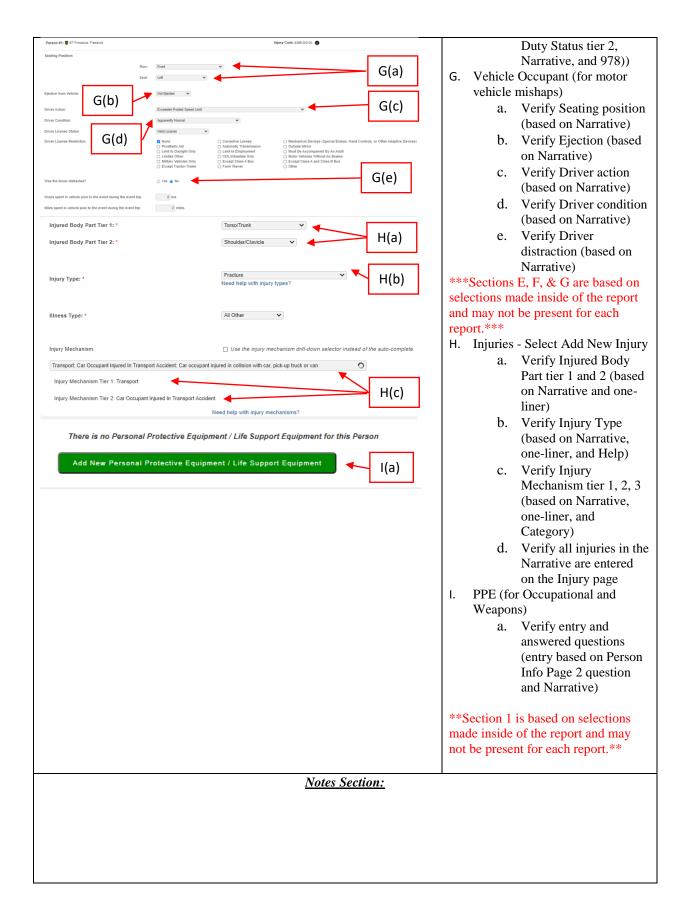


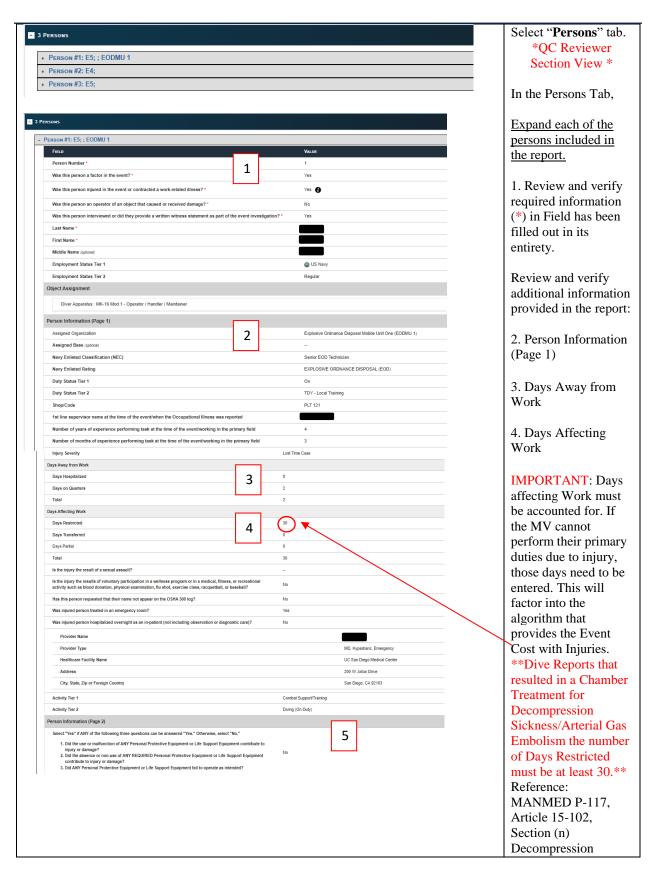


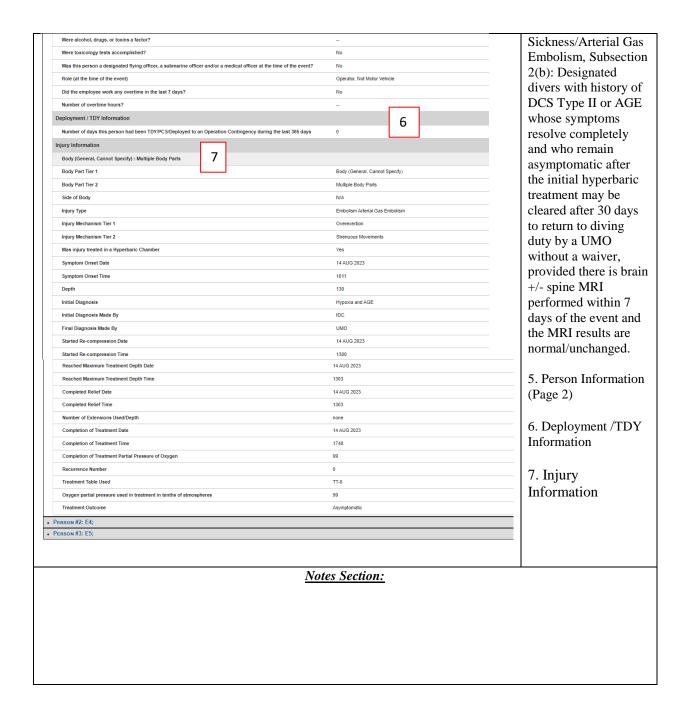
Sub-Section 10: Persons



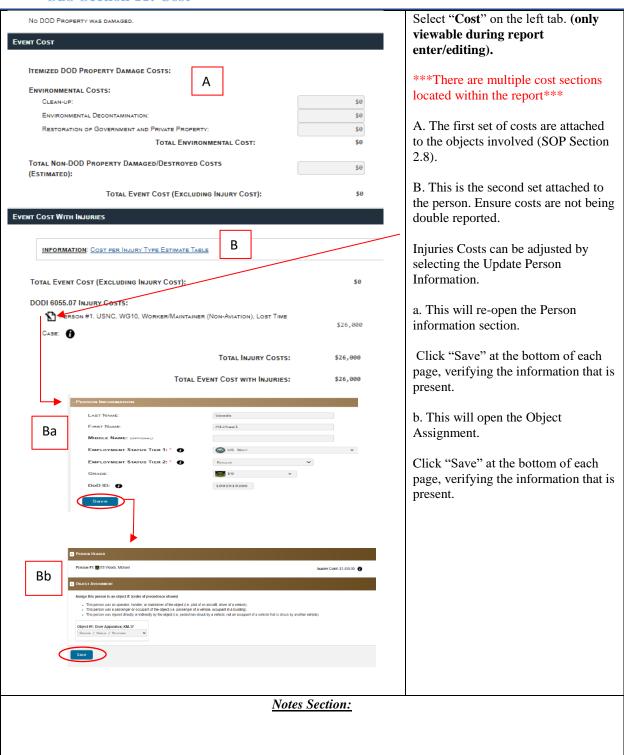


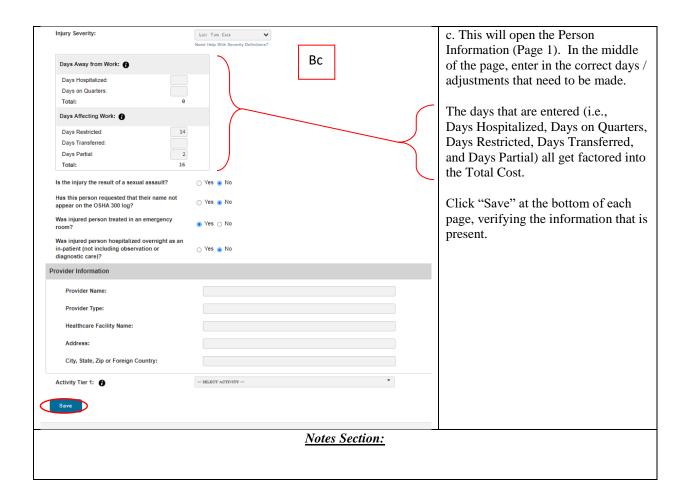


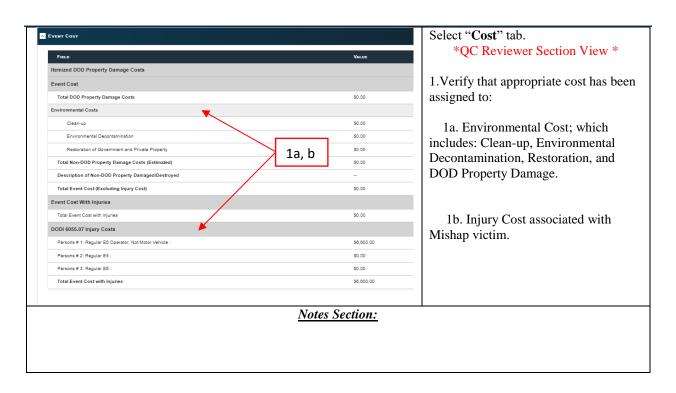


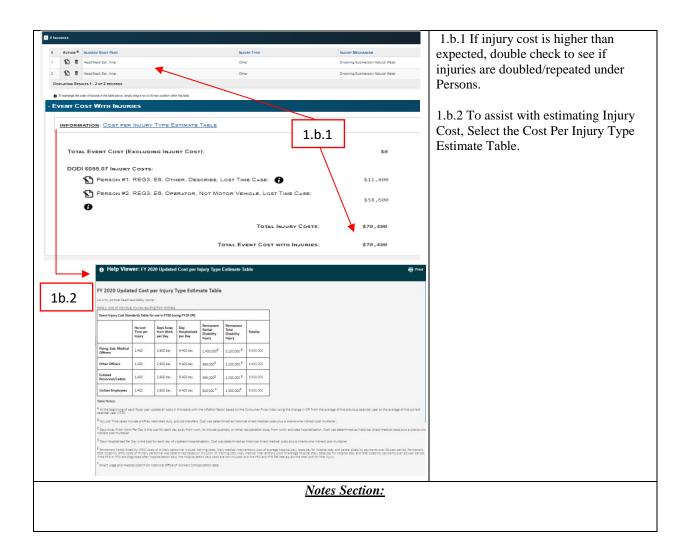


Sub-Section 11: Cost

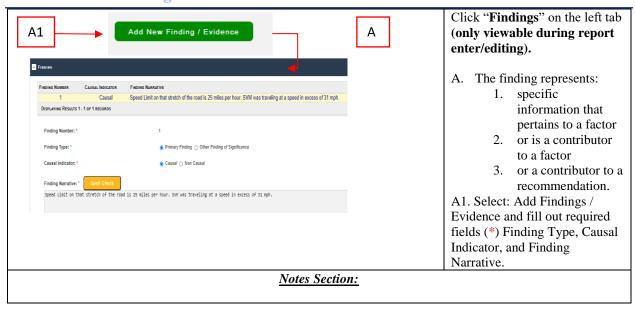


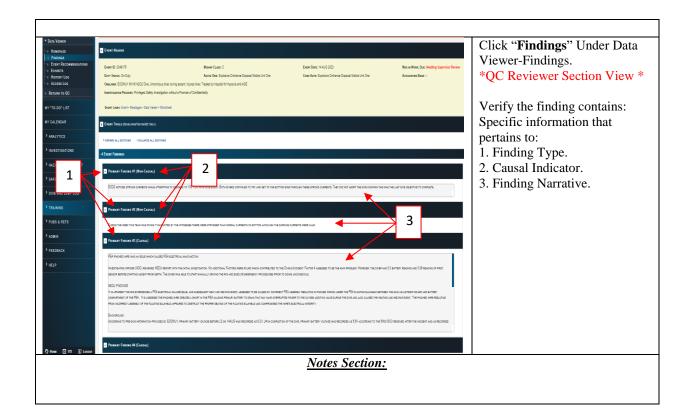




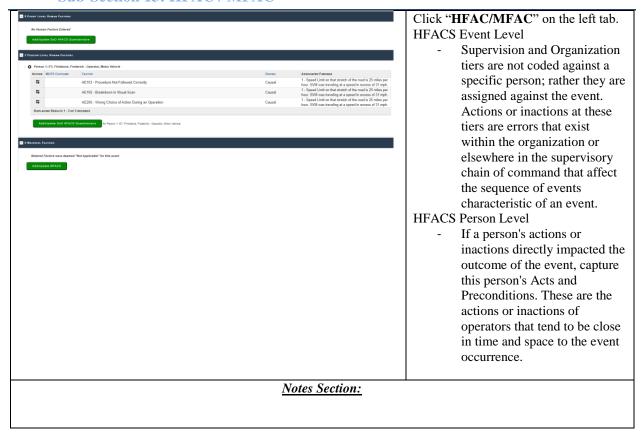


Sub-Section 12: Findings

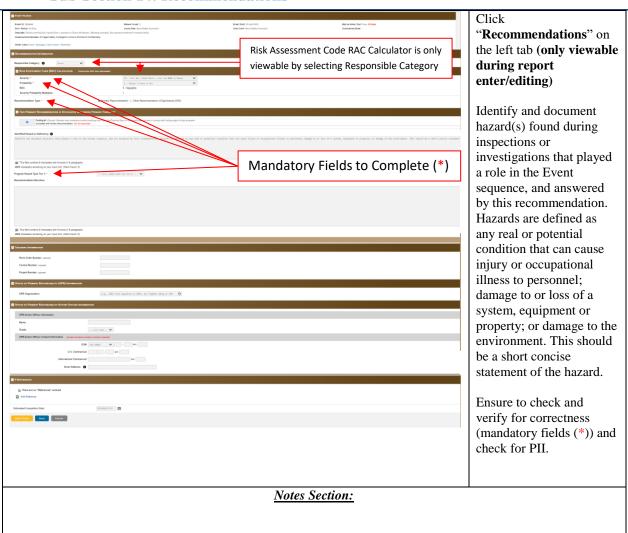


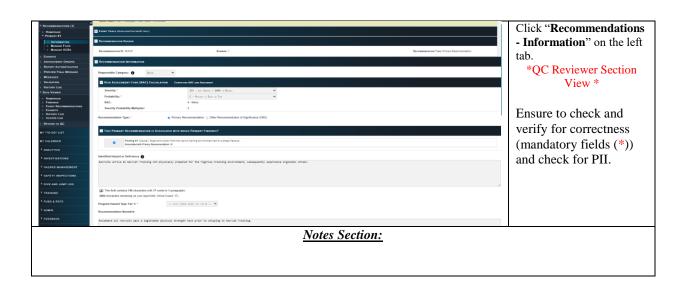


Sub-Section 13: HFAC / MFAC

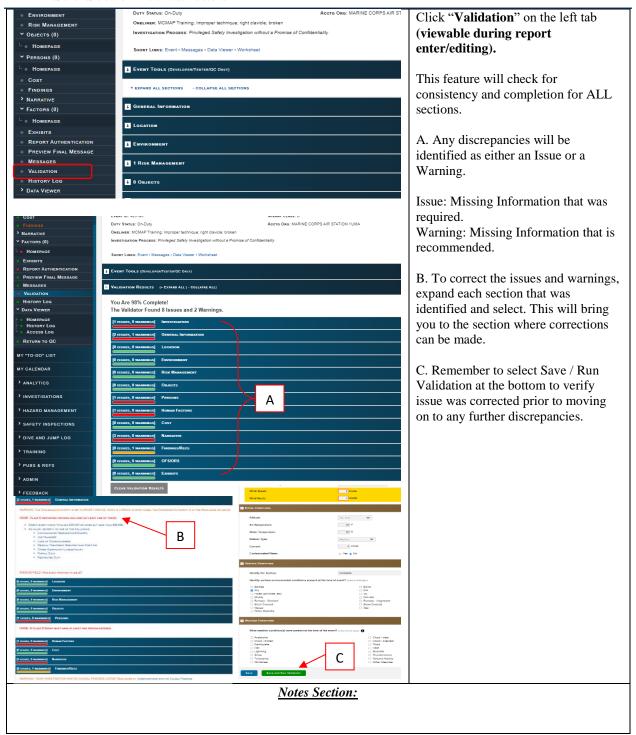


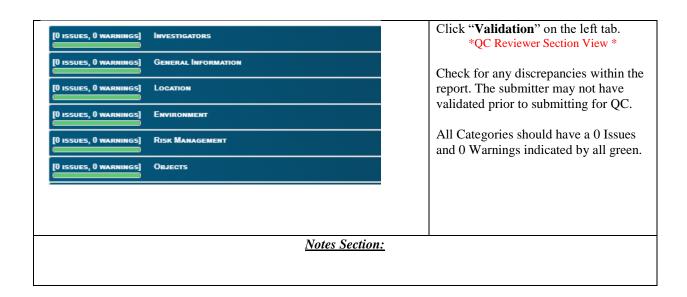
Sub-Section 14: Recommendations



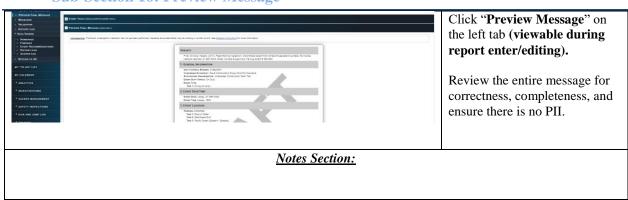


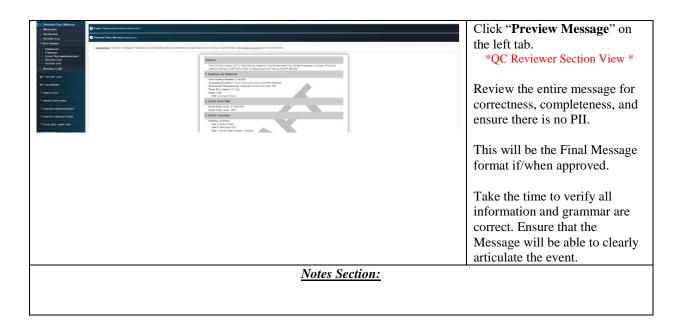
Sub-Section 15: Validation



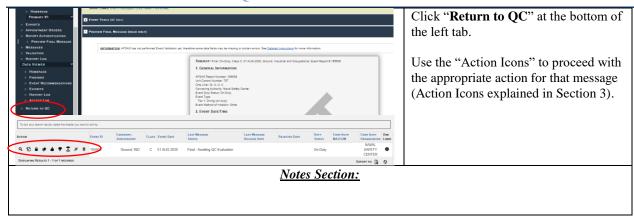


Sub-Section 16: Preview Message





Sub-Section 17: Return to QC



Section 3: Quality Control Functions

The following functions outline specific steps to completing various Quality Control actions while performing Quality Control of a report.

Sub-Section 1: Search Event Report

Search Investigations is a feature designed to find individual investigations quickly. Search criteria can be used to narrow search results. It is not designed to be utilized as a comprehensive search tool for the purposes of Reporting and Analytics.

To Search Investigations:

- STEP 1: Navigate to SAFETY→QUALITY CONTROL→SEARCH EVENT REPORTS
- **STEP 2:** Complete search parameters as desired to narrow search results. Results will display based on fields completed. Not every field is required.
- STEP 3: Click "Search Event Reports".
- **STEP 4:** Search results will display on the populated screen. Locate the report you were searching for, or if you do not see the report you were searching, click "Modify Search" to adjust the search parameters.
- **STEP 5:** Utilize the action icons to view, modify, request access, or delete a report. Action icons available will depend on your assigned roles and permissions.

Accessing Investigations from QC Homepage:

- STEP 1: Navigate to SAFETY→QUALITY CONTROL→HOMEPAGE
- STEP 2: Under the "Current QC Statistics" header, click the number hyperlinks for the desired category
- **STEP 3:** Search results will display

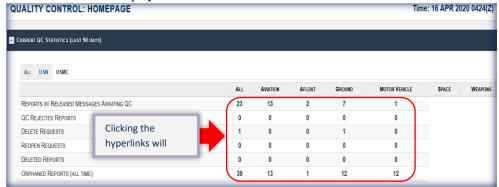
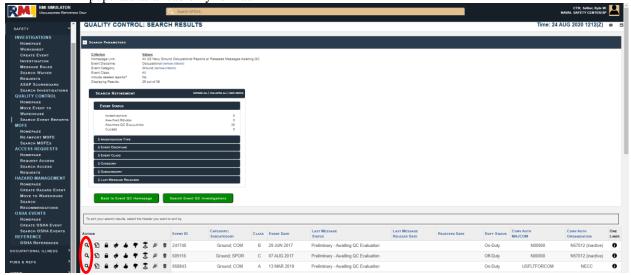


Figure 3.0 Accessing Investigations from QC Homepage

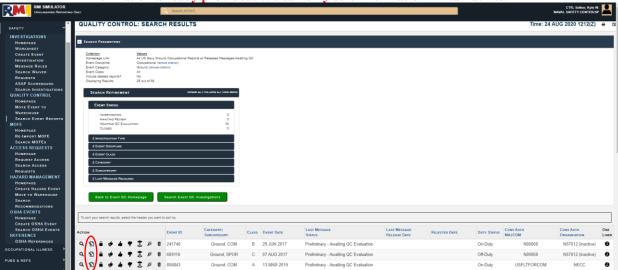
Sub-Section 2: To View Messages

- STEP 1: From QC Search Results, locate the investigation you wish to update. Click the view action icon.
 - **Q** You will only see the view action icon if you have the permissions to view the investigation.
- **STEP 2:** Click "View Message" action icon on the populated screen to view full message details. This will populate as a read only format.



Sub-Section 3: To Update Investigations

- **STEP 1:** From QC Search Results, locate the investigation you wish to update. Click the update action icon.
- You will only see the update action icon if you have the permissions to update the investigation.
- **STEP 2:** Update Event Investigation page will display. Edit fields as necessary.
- STEP 3: Click "Update Event Investigation".
- ****Do not change any of the selections made in the report! Changing one selection could add or remove information already provided. We can only edit information in Narratives.***



Sub-Section 4: To Reopen Event Investigations

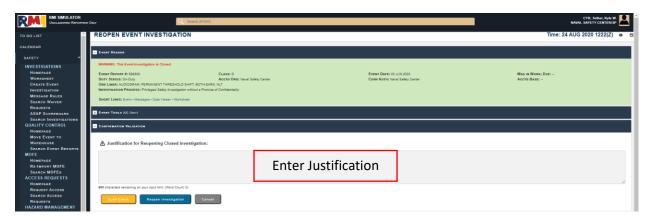
STEP 1: From QC Search Results, locate the investigation you wish to update. Click the reopen action icon. You will only see the reopen action icon if you have the permissions to reopen the investigation.

STEP 2: Reopen Event Investigation page will display. Provide justification.

STEP 3: Click "Reopen Investigation".

This function will be turned off for the QC'er and is only available for the QC Manager Only.





Sub-Section 5: Close Event Investigation without Creating Message

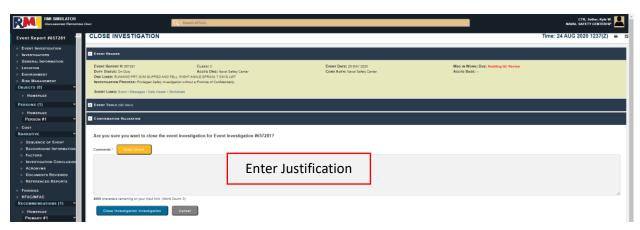
STEP 1: From QC Search Results, locate the investigation you wish to update. Click the close event without creating message icon. You will only see the close action icon if you have the permissions to act on the investigation.

STEP 2: Close Investigation page will display. Provide comments.

STEP 3: Click "Close Investigation".

This function will be turned off for the QC'er.





Sub-Section 6: Approve Message with Comments

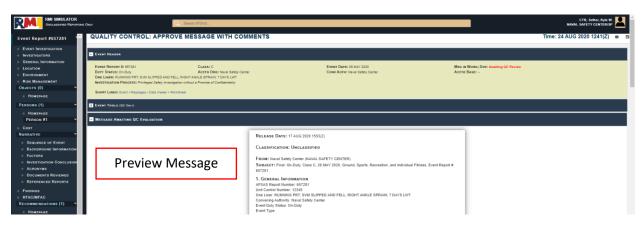
STEP 1: From QC Search Results, locate the investigation you wish to update. Click the approve with comments action icon. You will only see the approve with comments action icon if you have the permissions to act on the investigation.

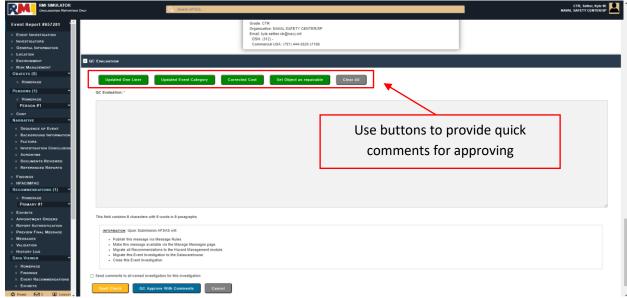
STEP 2: QC: Approve Message With Comments page will display. Preview Message. Provide comments.

STEP 3: Click "QC Approve With Comments".

****See Section 4.1 for our Standard Approval Message (Page 36 of SOP)***







Sub-Section 7: Reject Messages with Comments

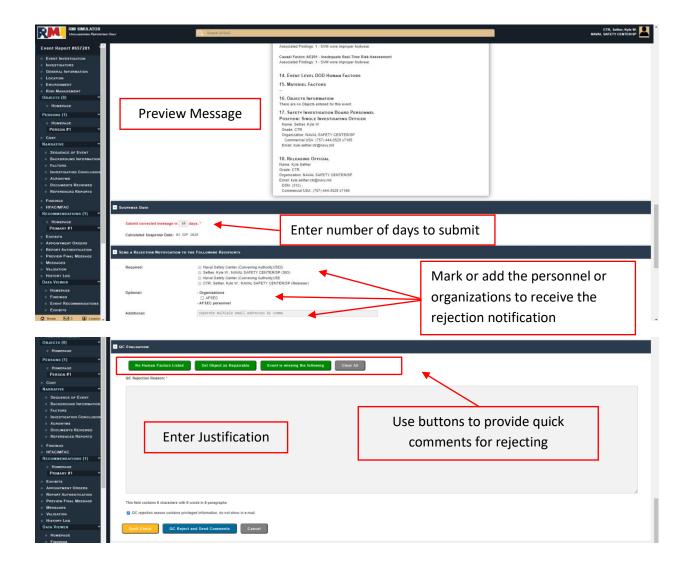
STEP 1: From QC Search Results, locate the investigation you wish to update. Click the reject message with comments action icon. You will only see the reject with comments action icon if you have the permissions to act on the investigation.

STEP 2: QC: Reject With Comments page will display. Enter rejection reason.

STEP 3: Click "Reject and Send Comments".

****See Section 4.2 for our Standard Rejection Message and Criteria (Page 36 of SOP)***

Action	EVENT ID	CATEGORY; SUBCATEGORY	CLASS	EVENT DATE	LAST MESSAGE STATUS	LAST MESSAGE RELEASE DATE	REJECTED DATE	DUTY STATUS	CONV AUTH MAJCOM	CONV AUTH ORGANZIATION	ONE LINER
Q 🖺 🖨 🍁 🌢 🐬 📚 🖻 🕸	241740	Ground; COM	В	29 JUN 2017	Preliminary - Awaiting QC Evaluation			On-Duty	N00060	N57012 (inactive)	0
Q 🖺 🕯 🍁 🕯 🕏 🛎	609116	Ground; SPOR	С	07 AUG 2017	Preliminary - Awaiting QC Evaluation			Off-Duty	N00060	N57012 (inactive)	0
Q 1 a # 4 7 3 # 1	858843	Ground; COM	Α	13 MAR 2019	Preliminary - Awaiting QC Evaluation			On-Duty	USFLTFORCOM	NECC	0



Sub-Section 8: Move to Data Warehouse

- STEP 1: From QC Search Results, locate the investigation you wish to update. Click the move data to
- warehouse action icon. You will only see the action icon if you have the permissions to act on the investigation.
- STEP 2: Add Event to Move to Data Warehouse page will display. Enter reason.
- STEP 3: Click "Add to Migration Queue".
- ***This function will be turned off for the QC'er.***

	TION					_			EVENT ID	CATEGORY; SUBCATEGORY	CLASS	EVENT DATE	STATUS STATUS	RELEASE DATE	REJECTED DATE	DUTY STATUS	CONV AUTH MAJCOM	ORGANZIATION	ONE
C	١ ٤	3	٠.	ø	4 9	· (🕏	ë	ŵ	241740	Ground; COM	В	29 JUN 2017	Preliminary - Awaiting QC Evaluation			On-Duty	N00060	N57012 (inactive)	0
C	١ {	3	•	ø	4 9	\$	ä	ŵ	609116	Ground; SPOR	С	07 AUG 2017	Preliminary - Awaiting QC Evaluation			Off-Duty	N00060	N57012 (inactive)	0
C	١ {	3 (•	ø	4 9	É	jö	ŵ	858843	Ground; COM	Α	13 MAR 2019	Preliminary - Awaiting QC Evaluation			On-Duty	USFLTFORCOM	NECC	0



Sub-Section 9: Mark Event Report as Deleted

STEP 1: From QC Search Results, locate the investigation you wish to update. Click the mark as deleted action icon.

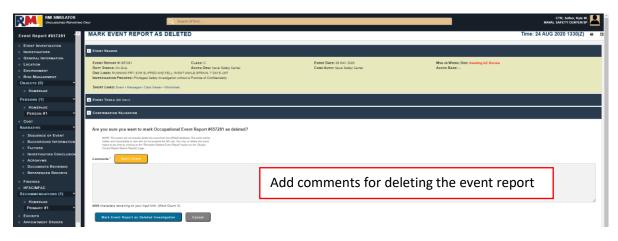
STEP 2: Mark Event Report As Deleted page will display. Enter justification.

STEP 3: Click "Delete Investigation".

This function will be turned off for the QC'er.

Note: This action does not delete the event from the database. The event will be hidden to users who do not possess the QC role. Users with the QC role may un-delete the event at any time by clicking on the "Reinstate Deleted Event Report" button on the "Quality Control Report Search Results" page.

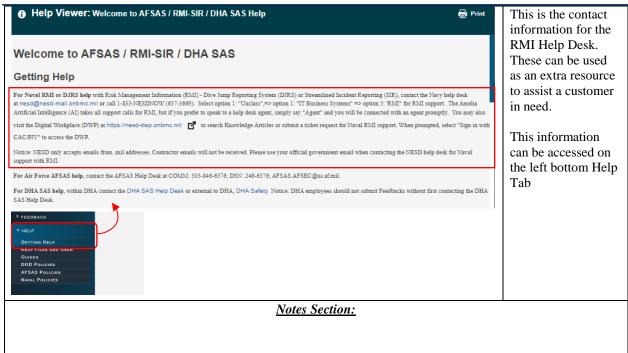




Sub-Section 10: Tabs (Documents & Attachments)



Sub-Section 11: RMI Help Desk Contact Information



Section 4: Approving & Rejecting Messages

The following section explains and outlines specific procedures and standard comments to add into reports when approving or rejecting a report message.

Sub-Section 1: Standard Approval Message

Once you have verified that the information in the message has been reviewed and is ready for approval, use the following comment to "Approve the Message WITH Comments".

- ***"This message has been reviewed by the Naval Safety Command QC Department"***



Sub-Section 2: Standard Rejection Criteria & Message

Once you have verified that the information in the message has been reviewed and is ready for rejection, use the following comments to "Reject the Message WITH Comments".

There are three steps to every rejection:

- 1. Standard rejection message
 - a. Use the following comment to "Reject the Message WITH Comments"
 - b. ***"This message has been rejected by the Naval Safety Command QC Department due to ..."***
- 2. Rejection criteria chosen (choose one or more that are applicable)
 - a. Rejection options (examples; not limited to the following)
 - i. Incomplete Narrative (EX: not providing who, what, when, where, why, how)
 - ii. Inconsistent / contradictory information inside narrative or selections
 - iii. PII in narratives, factors, recommendations, findings, conclusions, and documents attached to reports
 - iv. Excluded event specific information (EX: EIC / NSN for property damage, diving specific information, ordinance / weapon specific information)
 - v. Filed incorrectly (EX: incorrect mishap type or event type)
 - vi. Dive log not properly linked to report through the Autolink function in DJRS
- 3. Referencing rejected information
 - a. Following the rejection reason, cite specific page and fields attributing to the rejection
 - b. Example: Factor Investigation & Analysis Narrative PII in Narrative
 - c. Example: HFAC/MFAC Person Level Human Factors Why does off-duty HFAC apply to onduty mishap?
- 4. Example rejection message with all steps
 - a. ***"This message has been rejected by the Naval Safety Command QC Department due to PII found in Narrative. There is PII in the Investigation & Analysis Narrative of the Factor."***



Section 5: QC Resources & Tools

The following section outlines and provides various QC resources and tools that are available to the QC'er in order to perform various QC duties.

Sub-Section 1: Personally Identifiable Information

Department of the Navy Chief Information Officer

What is Personally Identifiable Information?

The following information is provided to help you better understand what constitutes personally identifiable information (PII). It also attempts to explain what PII elements are considered "sensitive" and "non-sensitive" and the roll these categories play when reporting a loss or compromise of PII (i.e., a breach) or determining when a Privacy Impact Assessment (PIA) is required for an information technology system.

Context can be very important when determining whether a PII breach is considered high or low risk with regard to the potential for individual harm or identity theft.

PII is defined in DoD 5400.11-R, Department of Defense Privacy Program, May 14, 2007 as:

Personal Information. Information about an individual that identifies, links, relates, or is unique to, or describes him or her, e.g., a social security number; age; military rank; civilian grade; marital status; race; salary; home phone numbers; other demographic, biometric, personnel, medical, and financial information, etc. Such information is also known as personally identifiable information (i.e., information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name, biometric records, including any other personal information which is linked or linkable to a specified individual).

For purposes of determining whether individual notifications would be required if there were a PII breach or whether a PIA was required for an IT system that collects PII, PII elements are categorized as sensitive PII (i.e., if this information was lost or compromised it could potentially result in harm or identity theft) or non-sensitive PII, also known as Internal Government Operations or business related PII, (i.e., the risk of harm or identity theft associated with the loss or compromise would be minimal to non-existent). Non-sensitive PII is considered releasable to the public per DoD 5400.11-R (see paragraph C4.2.2.5). The context of any loss or compromise of PII must be taken into account when determining risk. For example, a list of personnel with office phone numbers would be considered non-sensitive PII. However, if this same list also indicated that these individuals had contracted a terminal disease it would now be considered sensitive PII.

Examples of sensitive PII elements include, but are not limited to:

- Name and other names used;
- Social Security number, full and truncated;
- Driver's license and other government identification numbers;
- Citizenship, legal status, gender, race/ethnicity;
- Birth date, place of birth;
- Home and personal cell telephone numbers;
- Personal email address, mailing and home address;
- Religious preference;
- Security clearance;
- Mother's middle and maiden names;
- Spouse information, marital status, child information, emergency contact information;
- Biometrics
- Financial information, medical information, disability information;
- Law enforcement information, employment information, educational information; and
- Military records.

Examples of non-sensitive PII elements include, but are not limited to:

- Office location;
- Business telephone number;
- Business email address;
- Badge number

Military Alphabet

A - Alpha

N - November

B - Bravo

O - Oscar

C - Charlie P - Papa

D - Delta

Q - Quebec

E - Echo

R - Romeo

F - Foxtrot S - Sierra

G - Golf

T - Tango

H - Hotel

U - Uniform

- India

V - Victor

- Juliet W- Whiskey

K - Kilo

X - X-ray

L - Lima

Y - Yankee

M - Mike

Z - Zulu

Sub-Section 3: Navy & Marine Rank and Grade

	Navy Rank, Grade, Ra	ate		Marine Rank, Grade, Rate
Grade	Rank	Description	Grade	Rank
E-1	SR-Seaman Recruit	Junior Enlisted	E-1	PVT-Private
E-2	SA-Seaman Apprentice	Junior Enlisted	E-2	PFC-Private First Class
E-3	SN-Seaman	Junior Enlisted	E-3	LCpl-Lance Corporal
E-4	PO3-Petty Officer Third	Noncommissioned	E-4	Cpl-Corporal
	Class	Officer		-F
E-5	PO2-Petty Officer Second	Noncommissioned	E-5	Sgt-Sergeant
	Class	Officer		
E-6	PO1-Petty Officer First Class	Noncommissioned	E-6	SSgt-Staff Sergeant
	·	Officer		c c
E-7	CPO-Chief Petty Officer	Senior	E-7	GySgt-Gunnery Sergeant
	·	Noncommissioned		
		Officer		
E-8	SCPO-Senior Chief Petty	Senior	E-8	MSgt-Master Sergeant
	Officer	Noncommissioned		
		Officer		
E-9	MCPO-Master Chief Petty	Senior	E-8	1st Sgt-First Sergeant
	Officer	Noncommissioned		
		Officer		
E-9	CMDCM-Command Master	Senior Enlisted	E-9	MGySgt-Master Gunnery Sergeant
	Chief Petty Officer	Advisor		
E-9	MCPON-Master Chief Petty	Senior Enlisted	E-9	SgtMaj-Sergeant Major
	Officer of the Navy	Advisor		
W-2	CW2-Chief Warrant Officer 2	Warrant Officer	E-9	SMMC-Sergeant Major of the Marine Corps
W-3	CW3-Chief Warrant Officer	Warrant Officer	W-1	WO-Warrant Officer
W-4	CW4-Chief Warrant Officer	Warrant Officer	W-2	CWO2-Chief Warrant Officer 2
	4			
W-5	CW5-Chief Warrant Officer 5	Warrant Officer	W-3	CWO3-Chief Warrant Officer 3
O-1	ENS-Ensign	Junior Officer	W-4	CWO4-Chief Warrant Officer 4
O-2	LTJG-Lieutenant Junior Grade	Junior Officer	W-5	CWO5-Chief Warrant Officer 5
O-3	LT-Lieutenant	Junior Officer	O-1	2ndLT-Second Lieutenant
O-4	LCDR-Lieutenant Commander	Junior Officer	O-2	1stLT-First Lieutenant
O-5	CDR-Commander	Senior Officer	O-3	CAPT-Captain
0-6	CAPT-Captain	Senior Officer	O-4	MAJ-Major
O-7	RDML-Rear Admiral Lower Half	Flag Officer	O-5	LtCol-Lieutenant Colonel
O-8	RADM-Rear Admiral	Flag Officer	O-6	Col-Colonel
0-9	VADM-Vice Admiral	Flag Officer	O-7	BGen-Brigadier General
O-10	ADM-Admiral	Flag Officer	O-8	MajGen-Major General
		Flag Officer		<u> </u>
O-11	FADM-Fleet Admiral	Flag Officer	O-9	LtGen-Lieutenant General

	Gene	eral Schedule Syst	em Occ	upations (C	GS) ("White Collar	· Occup	ational Ser	ies")				
	Pay Level											
C	GS-1	GS-2	(GS-3	GS-4	GS-5		GS-6				
C	3S-7	GS-8	(GS-9	GS-10	(SS-11	GS-12				
G	S-13	GS-14		SS-15								
				Occupatio	onal Series							
0000	0000 Miscellaneous Occupations Group (Not Elsewhere Classified)			Engineering & Architecture Group		1600	Equipment, Facilities and Services Group					
0100		ial Science, egy, and Welfare	0900	Legal and	d Kindred Group	1700	Education Group					
0200		an Resources gement Group	1000	Informatio	on and Arts Group	1800	Inspection, Investigation, Enforcement, Compliance					
0300		Admin, Clerical, e Services Group	1100	Business and Industry Group		1900	Quality Assurance, Inspection, Grading Group					
0400		esources MGMT ogical Science	1200		ght, Patent and emark Group	2000	Sup	oply Group				
0500	i			Physical Sciences Group		2100	Transportation Group					
0600	Medical, Hospital, Dental & Public Health Group			Library an	d Archives Group	2200	Informat	ion Technology Group				
0700	0700 Veterinary Medical Science Group			Mathem	natical Sciences Group							
		EXAMPLE: GS-2	210-13	GS-(Information	ation Technology C	Group) S	eries- Level					

	Federal Wage System Job Grading System (WG) ("Blue Collar Occupational Series")										
WG	Non-Supervisory Positions	WL	Leader Positions	WS	Supervisory Positions						
2500	Wire Communications	4100	Painting and Paperhanging	5800	Transportation/Mobile						
	Equipment Installation		Family		Equipment Maintenance						
	Maintenance Family				Family						
2600	Electronic Equipment	4200	Plumbing and Pipefitting	6500	Ammunition, Explosives &						
	Installation Maintenance		Family		Toxic Materials Work						
2800	Electrical Installation and	4300	Pliable Materials Work	6600	Armament Work Family						
	Maintenance Family		Family								
3100	Fabric and Leather Work	4400	Printing Family	6900	Warehousing and Stock						
					Handling Family						
3300	Instrument Work Family	4600	Wood Work Family	7000	Packing and Processing						
3400	Machine Tool Work Family	4700	General Maintenance &	7300	Laundry, Dry Cleaning &						
			Operations Work Family		Pressing Family						
3500	General Services and	4800	General Equipment	7400	Food Preparation &						
	Support Work Family		Maintenance Family		Serving Family						
3600	Structural and Finishing	5000	Plant and Animal Work	7600	Personal Services Family						
	Work Family		Family								
3700	Metal Processing Family	5200	Miscellaneous Occupations	8200	Fluid Systems Maintenance						
3800	Metal Work Family	5300	Industrial Equipment	8600	Engine Overhaul Family						
			Maintenance Family								

3900	Motion Picture, Radio, Television, Sound Equipment Family	5400	Industrial Equipment Operation Family	8800	Aircraft Overhaul Family
4000	Lens and Crystal Work Family	5700	Transportation/Mobile Equipment Operation	9000	Film Processing Family

Section 6: Quick Start Guide

Step 1: From the QC module find Dive/Parachute related events by setting these parameters: "Event Type = Occupational – Diving (on-duty)/Aerial Delivery (AD)/HRST/C and click Search Event Reports.

Step 2: From the search results QC any Events marked "Final – Awaiting QC Evaluation" by first clicking on the "Data Viewer" button in the Action section.

Step 3: In Data Viewer mode, verify that ALL the sections are filled out based on the criteria stipulated in the DoDI 6055.07, OPNAV-M 5102.1 and other related instructions based on type of event. Criteria includes but not limited to; proper classification, injury type and limitations, cost, equipment associated with event, HFAC and MFAC missing.

Step 4: Verify that there is no PII in the narrative section (i.e., PO2 Jones, ND1, Platoon E, his, hers and names of anyone).

Step 5: If there are changes to be made, reject the report with the following statement: "This message has been rejected by the Naval Safety Command QC Department due to... Verify the following information (list below all discrepancies) and delete and resubmit the original message after all changes are made"

Step 6: Be on the lookout for the new report.