

ORDER

DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

1800.6A

4/17/68

REPRINT Feb. 20, 1975
Includes Change 1

SUBJ: UNSATISFACTORY CONDITION REPORT (RIS: OA 1800-1)

1. PURPOSE. This order redefines the UCR system which was established to quickly identify and correct unsatisfactory conditions.
2. CANCELLATION. Order 1800.6, dated 6/2/66.
3. OBJECTIVE. The Unsatisfactory Condition Report (UCR) provides all agency employees with a direct and simple means of advising management of unsatisfactory conditions. While unsatisfactory conditions may be isolated occurrences, reporting of the same or similar conditions will identify patterns which require more basic corrective action than is apparent from a single occurrence.
4. CONDITIONS TO BE REPORTED. A UCR should be prepared on FAA Form 1800-1 for situations involving safety or efficiency of equipment and operations and when any of the following conditions exist. The UCR shall not be used as a substitute or replacement for any other established report.
 - a. Situations which may cause or contribute to accidents, incidents or present a hazard to personnel and equipment.
 - b. Systems or systems components exhibit chronic unsatisfactory maintenance or operational characteristics.
 - c. Technical publications, aeronautical charts, and engineering drawings or instructions are incomplete, inaccurate, illegible, or inconsistent.
 - d. Supporting equipment (tools, material, etc.) are inadequate, incomplete, or unavailable, and adversely affect performance of work. (Example: Lack of adequate or reliable test equipment, inadequate tools for installation or removal of equipment, defective parts or appliances caused by inadequate manufacturing techniques or lack of adequate inspection at time of manufacture, overhaul, or repair.)
5. CONDITIONS NOT COVERED. The following conditions are not covered under this report:
 - a. Need for routine maintenance and repair work, such as, replacing light bulbs, painting, file cabinet repair, etc.

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Initiated by: AMS-140

A-WX72-7; A-FOF-0(24X)

- b. Grievances, complaints, or personal problems.
- c. Rules or regulations involving housekeeping, administrative practices, or working conditions which can be accomplished through normal action.
- d. Classified information.
- e. Misunderstanding or errors in established administrative systems, procedures, or methods.

6. RESPONSIBILITIES.

- a. Office Heads. Heads of each Washington office and service and Bureau of National Capital Airports, regional and center directors, and area managers are responsible for:
 - (1) Implementing, evaluating, and coordinating as necessary all aspects of the program.
 - (2) Designating an individual who will be responsible for insuring timely completed action on UCRs submitted.
- b. Washington Program Offices. Heads of Washington program offices are responsible for categorizing UCRs of a like nature to highlight those unsatisfactory conditions that indicate a pattern, and instituting appropriate agencywide corrective action when indicated.
- c. Supervisors. Supervisors are responsible for promoting the use of the UCR program. They shall encourage and assist employees to submit UCRs, and shall objectively evaluate UCRs and act upon them promptly.
- d. Employees.
 - (1) All employees are requested to be alert to situations which may result in hazardous conditions or which adversely affect work performance or services provided by the agency. (See paragraph 4 above for conditions to be reported.) Even if a problem appears local, unique, or seems too small, it should be reported--there may be more problems like it in other places.
 - (2) Employees may have a good idea about the corrective action for the unsatisfactory condition and are encouraged to submit a proposed solution if one is readily available. However, the UCR should not be unduly delayed or withheld for this purpose. The main objective is to identify and report as quickly as possible the unsatisfactory condition.

AF SUPPLEMENTAL PAGE

2a-AF1. Original (White). Regional Airway Facilities employees send direct, in window envelope, to the Washington service responsible for the program area (Systems Maintenance Service or Program Engineering Service).

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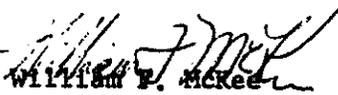
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AF SUPPLEMENTAL PAGE

6a-AF1. Office Heads. The regional Airway Facilities division managers are responsible for:

- a. Implementing, evaluating, and coordinating as necessary all aspects of the program.
- b. Designating an individual who will be responsible for insuring timely completed action on UCRs submitted.

7. PROCEDURE. Instructions for processing the UCR, FAA Form 1800-1, are contained in Appendix 1.
8. RECOGNITION.
 - a. UCRs submitted with proposed solutions which are adopted, may qualify as suggestions under the provisions of the Employee Suggestion Program. UCRs submitted without a proposed solution may also qualify for recognition or an award when the corrective actions result in substantial benefits to the agency.
 - b. The office taking final action on the UCR shall submit qualifying UCRs, with recommendations, to its Recognition and Awards Coordinator.
 - c. When substantial savings are realized, the completed UCRs should also be submitted as Cost Reduction Projects in accordance with applicable directives.
9. INFORMATION PROGRAM. Each managerial level shall establish procedures to insure that information is disseminated periodically to actively promote all aspects of the UCR program. Copies of publicity and promotional material shall be sent to the Office of Management Systems.
10. RECOMMENDATIONS. Offices, services, regions and centers shall periodically review the UCR program and submit to the Office of Management Systems any suggestions or recommendations to increase the effectiveness of the program.
11. FORMS. An initial supply of revised FAA Form 1800-1 will be sent to all offices and services, regions, centers, area offices, and field offices and facilities. Additional supplies of forms may be obtained from normal supply sources; when ordering, refer to FSN 0052-643-2000. The current form should be used until the revised form becomes available. A sample of the revised UCR form (original and copy) is shown in Appendix 2.


William T. McKee
Administrator

INSTRUCTIONS FOR PROCESSING FAA FORM 1800-1, UNSATISFACTORY CONDITION REPORT

1. REPORT FORM. Use FAA Form 1800-1 to identify and describe unsatisfactory conditions. If additional space for items on the form or other supplementary pages are required, use white bond paper and carbons, showing UCR serial number, name of preparer, routing symbol and date.
2. DISTRIBUTION OF COMPLETED UCRs BY EMPLOYEE.
 - a. Original (White). Employee sends direct, in window envelope, to the Washington office or service responsible for the program area in which the initiator is employed. This copy of the form is pre-addressed except for designation of the appropriate office or service director. Attach the original of each supplemental page to the form.
 - b. First copy (Pink), Second (Green), and Third (Buff). Employee sends this set to immediate supervisor for initial action. (Do not remove inside carbons or top stub.) Attach three copies of each supplemental page to the back of the UCR set.
 - c. Fourth Copy (Yellow). Employee initiating the UCR keeps this copy.
3. UCR FORM FOR REGION OR CENTER. The third copy (buff) of the UCR is provided for regional or center use. Regions and centers shall prescribe in implementing instructions the processing and disposition of this copy of the UCR.
4. PROCESSING PROCEDURES.
 - a. Each level of management, beginning with the immediate supervisor, shall evaluate the UCR and take action as appropriate within 10 days following the date of receipt. This action should insure that all concerned offices at each level are part of a positive effort to resolve the problem prior to transmitting the UCR to the next higher level. If the UCR will require an extended period of time to resolve, the originator should be notified.
 - b. Space on the form is provided for the evaluation of the immediate supervisory level (item 10a), area level (item 10b), regional or center evaluation (item 10c), and the level at which final corrective or other action is taken (item 11). Supplemental pages should be used for intermediate evaluations not provided on the form.
 - c. The pink (#1) copy and the green (#2) copy are used to record and transmit the results of each evaluation. These copies are forwarded to successively higher levels until a level is reached at which a decision or other corrective action is taken. When that occurs:

- (1) The pink copy (#1) with attachments shall be forwarded through supervisory channels (for example, field office to area office to regional office) to the Washington office or service shown in item 6 of the form. This will provide for the association of the original (white) with the pink copy of the UCR form.
 - (2) The green copy (#2) with attachments shall be returned by the final action office, down through the supervisory chain, to the initiator of the UCR advising him of the action taken.
- * d. When the regions or centers are not in position to make a decision or resolve the condition reported, the pink (#1) and green (#2) copies of the UCR will be forwarded to the director of the Washington office or service having staff responsibility for the program involved. This is usually the addressee shown in item 6 of the form. UCRs dealing with national support functions at the Centers (AC and NAFEC) are NOT treated as exceptions. To illustrate, the pink and green copies of UCRs relating to operations of the FAA Depot at the Aeronautical Center will be transmitted to the Director, Logistics Service, LG-1. In this example, LG will coordinate as necessary with AC to evaluate the UCR and take corrective action when indicated.
- e. Tenant organizations at the Aeronautical Center (AC) and National Aviation Facilities Experimental Center (NAFEC) shall process UCRs as indicated in paragraphs 4a and 4c above. If the condition is a center responsibility, however, the action copies (pink and green) shall be sent to the director of the center for action and processing in accordance with paragraph 4c.
- f. The original of the UCR initiated in an element under the director of AC or NAFEC shall be forwarded to the Washington office or service as indicated in paragraph 2a. The pink and green copies shall be forwarded through supervisory channels to the director of the center for action and processing in accordance with paragraph 4c. *
- g. If the originator of the UCR is recommended for an award, the office taking final action will attach its recommendation to the pink UCR and send a copy of the complete case file to its Recognition and Awards Coordinator. The attachment should be entitled "UCR No. ___ Recommended for Award" and show the name and routing symbol of the UCR originator. The statement should be signed by the preparer, show his routing symbol and date the recommendation is forwarded to the R&A Coordinator. Instructions for processing recommendations for awards are contained in Recognition and Awards Handbook, 3450.7.
- h. If the Washington organization receiving the original of the UCR (white copy) does not have jurisdiction over the condition involved, it shall forward the white copy to the office of primary concern within four days after receipt. White copies of UCRs received in Washington and pertaining to functional responsibilities of the FAA Depot will be forwarded to the Director, Logistics Service.

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ORIGINAL (White)

Appendix 2
Page 1 (and 2)

UNSATISFACTORY CONDITION REPORT		Reports Identification Symbol OA 1800-1	
1. NAME OF ORIGINATOR (Last, first, middle initial)		DOCUMENT NUMBER UCR-	
2. OFFICE ADDRESS OF ORIGINATOR		ROUTING SYMBOL	3. DATE CONDITION OBSERVED
4. CONDITION REPORTED <input type="checkbox"/> PROCEDURE <input type="checkbox"/> EQUIPMENT <input type="checkbox"/> WORKING ENVIRONMENT <input type="checkbox"/> SERVICES <input type="checkbox"/> PUBLICATIONS <input type="checkbox"/> OTHER (Specify in Item 7)			
5. (Check if applicable) <input type="checkbox"/> PROPOSED SOLUTION ATTACHED (See item 4 on reverse)		6. ORIGINAL FORWARDED TO WASHINGTON OFFICE OR SERVICE	ROUTING SYMBOL DATE
7. DESCRIPTION OF UNSATISFACTORY CONDITION (Refer to item 2 of instructions for conditions to be reported.)			
8. SIGNATURE OF ORIGINATOR		9. DATE SUBMITTED BY ORIGINATOR	

DO NOT WRITE BELOW THIS LINE

PLEASE COMPLY WITH THE FOLLOWING:

- Read instructions on reverse of last copy of set before completing.
- Make sure all copies are legible - use typewriter or print firmly with hard pencil or ball point pen.
- Do not separate top stub or inside carbons after removing original and last (employee) copy.
- Complete address below AFTER detaching original and BEFORE mailing (addressee same as item 6 above).
- If window envelope is used, fold twice on lines in margin with address out.

Federal Aviation Administration
800 Independence Avenue, S.W.
Washington, D.C. 20590
Attn:

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COPY (Pink) (Green) (Buff) (Yellow)

UNSATISFACTORY CONDITION REPORT		Reports Identification Symbol OA 1800-1	
1. NAME OF ORIGINATOR (Last, first, middle initial)		DOCUMENT NUMBER UCR-	
2. OFFICE ADDRESS OF ORIGINATOR		ROUTING SYMBOL	3. DATE CONDITION OBSERVED
4. CONDITION REPORTED <input type="checkbox"/> PROCEDURE <input type="checkbox"/> EQUIPMENT <input type="checkbox"/> WORKING ENVIRONMENT <input type="checkbox"/> SERVICES <input type="checkbox"/> PUBLICATIONS <input type="checkbox"/> OTHER (Specify in Item 7).			
5. (Check if applicable) <input type="checkbox"/> PROPOSED SOLUTION ATTACHED (See Item 4 on reverse)		6. ORIGINAL FORWARDED TO WASHINGTON OFFICE OR SERVICE	ROUTING SYMBOL DATE
7. DESCRIPTION OF UNSATISFACTORY CONDITION (Refer to Item 2 of instructions for conditions to be reported)			
8. SIGNATURE OF ORIGINATOR		9. DATE SUBMITTED BY ORIGINATOR	
10. EVALUATIONS AND REVIEWS (Continue on attached sheets as needed - show UCR No., office, name, and date)			
10a. IMMEDIATE SUPERVISOR			
SIGNATURE (Print or type and sign)		ROUTING SYMBOL	DATE
10b. AREA OFFICE			
SIGNATURE (Print or type and sign)		ROUTING SYMBOL	DATE
10c. REGION OR CENTER			
SIGNATURE (Print or type and sign)		ROUTING SYMBOL	DATE
11. OFFICE TAKING FINAL ACTION			
11a. RESULTS OF EVALUATION (Check appropriate block and describe)		<input type="checkbox"/> CONDITION CORRECTED	<input type="checkbox"/> ACTION NOT POSSIBLE <input type="checkbox"/> OTHER (Specify)
11b. REMARKS			
SIGNATURE (Print or type and sign)		ROUTING SYMBOL	DATE

INSTRUCTIONS FOR UNSATISFACTORY CONDITION REPORT SYSTEM

1. **GENERAL.** The Unsatisfactory Condition Report (UCR) System is open to all employees of FAA, and provides the employee a direct means of communicating to top management conditions or practices which, in his judgment, are hazardous, ineffective, or inefficient.
2. **CONDITIONS TO BE REPORTED.** A UCR (FAA Form 1800-1) should be prepared for situations involving safety or efficiency of equipment and operations and when any of the following conditions exist. UCR is not a substitute for an existing report.
 - a. Situations which may cause or contribute to accidents, incidents, or present a hazard to personnel and equipment.
 - b. System or systems components exhibit chronic unsatisfactory maintenance or operational characteristics.
 - c. Technical publications, aeronautical charts, engineering drawings or instructions are incomplete, inaccurate, illegible, or inconsistent.
 - d. Supporting equipment (tools, material, etc.) are inadequate, incomplete, or unavailable, and adversely affect performance of work. (Example: Lack of adequate or reliable test equipment, defective parts or appliances caused by inadequate manufacturing techniques or lack of adequate inspection at time of manufacture, overhaul or repair.)
3. **CONDITIONS NOT COVERED.** The following conditions are NOT covered under this report.
 - a. Need for routine maintenance and repair work, such as replacing light bulbs, painting, file cabinet repair, etc.
 - b. Grievances, complaints, or personal problems.
 - c. Rules or regulations involving housekeeping, administrative practices, or working conditions which can be accomplished through normal action.
 - d. Classified information.
 - e. Misunderstanding or errors in established administrative systems, procedures, or methods.
4. **SOLUTIONS TO PROBLEM.**

Employee is not required to propose a solution or corrective action. If, however, a proposed solution is readily available, and will not unduly delay the UCR, the employee is encouraged to submit his recommendation.
5. **DISTRIBUTION OF COMPLETED UCRA.**
 - a. **Original (White), All Employees.** Send direct to the Washington office or service responsible for the program area in which the initiator is employed. This copy of the form is preaddressed, except for designation of the appropriate office or service director, for mailing in window envelope.
 - b. **First Copy (Pink), Second Copy (Green) and Third Copy (Buff).** Send to immediate supervisor for initial action. (Do not remove carbon or top stub. Attach three copies of each supplemental page to back of this set.)
 - c. **Fourth Copy (Yellow).** To be retained by the employee initiating the UCR.

In the event that additional narrative space is required to describe the unsatisfactory condition or to propose a solution, a plain sheet of white bond paper and four copies should be used to supplement the form. Each supplemental page should show UCR serial number, name of preparer, routing symbol, and date; and should be attached to the UCR and distributed as specified in item 5 above.

SUPPLEMENT

ASM-11
 DEPARTMENT OF TRANSPORTATION
 FEDERAL AVIATION ADMINISTRATION

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Cancellation

Date: Retain

SUBJ: UNSATISFACTORY CONDITION REPORT (RIS: OA 1800-1)

1. PURPOSE. This supplement delegates the Airway Facilities regional responsibilities for the management of the UCR program to the Airway Facilities division manager.
2. DISTRIBUTION. This supplement is distributed to division level in the Office of the Associate Administrator for Airway Facilities and branch level in the Systems Maintenance Service and Program Engineering Service in Washington headquarters; to branch level in the regional Airway Facilities divisions; and to all Airway Facilities field offices.
3. DISPOSITION OF TRANSMITTAL. After filing the attached pages, this transmittal shall be retained.

PAGE CONTROL CHART

Remove Pages	Dated	Insert Pages	Dated
None		Page 2-AF1 (and AF2) (facing page 2)	10/12/89
None		Appendix 1-AF1 Page 1-AF2 (facing page 1, Appendix 1)	10/12/89

Edwin S. Harris
 Edwin S. Harris
 Associate Administrator for
 Airway Facilities

Distributions: A-W(AF)-2; A-W(SM/PS)-3; A-X(AF)-3;
 A-FAF-O (LTD)

Initiated by: ASM-12