1. PURPOSE. This Instruction:

   a. Reissues and updates DCMA Instruction (DCMA-INST) 304, “Packaging Management” (Reference (a)).

   b. Establishes updated policy and assigns responsibilities for activities involved with the Packaging Management Program (PMP).

   c. Is established in compliance with DoD Directive (DoDD) 5105.64, “Defense Contract Management Agency (DCMA)” (Reference (b)), and all references listed.

2. APPLICABILITY. This Instruction applies to all DCMA activities administering packaging requirements and the Packaging Group (DCMAO-LSP). Exceptions to this Instruction for classified contracts/programs, due to security requirements, shall be processed in accordance with (IAW) supplemental instructions maintained by the Special Programs Directorate.

3. MANAGERS’ INTERNAL CONTROL PROGRAM. This Instruction is subject to evaluation and testing IAW DCMA-INST 710, “Managers’ Internal Control Program” (Reference (c)). The process flowchart is located at Appendix A. and key controls are located on the Resource Web Page.

4. RELEASABILITY – UNLIMITED. This Instruction is approved for public release.

5. PLAS CODE(S).


   b. Programs: ACAT/Other Customers (when applicable).

   c. Other National; Training and Travel; Local Programs (when applicable).

6. POLICY RESOURCE WEB PAGE. https://home.dcma.mil/policy/304r
7. **EFFECTIVE DATE.** By order of the Director, DCMA, this Instruction is effective immediately.

Michael E. Shields, Jr.
Executive Director
Quality Assurance
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(a) DCMA-INST 304, “Packaging Management,” September 2009 (hereby canceled)
(b) DoDD 5105.64, “Defense Contract Management Agency (DCMA),” January 10, 2013
(c) DCMA-INST 710, “Managers’ Internal Control Program,” April 21, 2104
(g) Title 49, Code of Federal Regulations (CFR), “Transportation”
(h) MIL-STD-129, “Military Marking for Shipment and Storage”
(k) International Standards for Phytosanitary Measures (ISPM) 15, Regulation of Wood Packaging Material in International Trade
(m) DCMA-INST 327, “Post Award Orientation Conference – Quality Assurance QA,” April 23, 2103 April 26, 2013
(n) DCMA-INST 209, “Preaward Surveys,” March 22, 2013
(o) DCMA-INST 326, “Risk Assessment - QA,” February 2012
(r) DCMA-INST 305, “Deficiency Reports,” October 10, 2013
CHAPTER 1

POLICY

1.1. POLICY.

1.1.1. The Packaging Management Program (PMP) Instruction establishes policy and procedures for the DCMA packaging group and QA personnel who administer customer requirements for the Preservation, Packing, Packaging and Marking (PPP&M) of material.

1.1.2. The intent/purpose of this Instruction is to ensure that suppliers adequately package and mark items so they are efficiently delivered to the specified location in working condition, that the packaging requirements contractually specified by our customers are met, and when necessary recommend changes to the procuring activity when the defined packaging will not adequately protect the items.

1.1.3. The goal of this Instruction is to ensure the customer receives material preserved, packaged, and marked as required/needed to prevent damage, loss, or delay during shipment and storage.
CHAPTER 2

ROLES AND RESPONSIBILITIES

2.1. QUALITY ASSURANCE (QA) PROCESS MANAGEMENT DIVISION STAFF
PACKAGING SPECIALIST (PS). The QA Process Management Division Staff PS shall:


2.1.2. Provide guidance on the Packaging Training Competency Assessment, as requested.

2.1.3. Provide recommendations on content of the packaging competency training for QA personnel.

2.1.4. Participate in multi-service/agency and industry packaging groups to develop regulatory, procedural, or standardized efforts to enhance the DoD packaging mission.

2.1.5. Assure that DCMA packaging training materials are in alignment with the latest DoD policy and contractual requirements specified.

2.1.6. Review and comment on proposed changes to PPP&M directives, standards, specifications, and procedures.

2.2. PACKAGING GROUP (DCMAO-LSP) DIRECTOR. The Packaging Group Director shall:

2.2.1. Assign a PS who is:

2.2.1.1. The point of contact for this Instruction within the Group and responsible for Group coordination with Quality Assurance Process Management Division (QAA) staff PS.

2.2.1.2. A member of the final review team, approving the Instruction.

2.2.1.3. To notify QAA staff PS of any internal or external packaging program management process or procedural changes that may impact this Instruction.

2.2.2. Ensure Packaging Group personnel are familiar with this Instruction and possess the necessary competencies and training to perform the tasks as defined in this Instruction.

2.2.3. Ensure Packaging Group executes training within the Group, and notifies QAA Staff PS of any required changes in PPP&M policy or procedures, as required.

2.2.4. Ensure Packaging Group personnel provide technical assistance and guidance, and develop and present training to DCMA personnel on packaging program issues.
2.2.5. Ensure Packaging Group personnel maintain the Packaging Management Community Portal.

2.3. **PACKAGING SPECIALIST (PS).** The PS shall:

2.3.1. Provide technical assistance, guidance and support to all DCMA personnel on PPP&M related issues.

2.3.2. Develop and present training to DCMA personnel on PPP&M policies, specifications, procedures and requirements.

2.3.3. Interface with external DoD customers to determine customer requirements for packaging and to address DCMA packaging concerns.

2.3.4. Cultivate strategic partnerships with Procuring Activity PS to assist in the correction of systemic contractual errors, ambiguities, or conflicting requirements.

2.3.5. Support QAA staff PS when requested to:

   2.3.5.1. Participate in multi-service/agency and industry packaging groups to develop regulatory, procedural, or standardized efforts to enhance the DoD packaging mission.

   2.3.5.2. Assure that DCMA training materials are in alignment with the latest DoD policy and contractual requirements specified.

   2.3.5.3. Review and comment on proposed changes to PPP&M directives, standards, specifications, and procedures.

   2.3.6. Assist QA personnel with preawards, contract technical reviews, postawards, surveillance, and discrepancies involving PPP&M.

   2.3.7. Maintain and update information, training modules, tools and resources on Packaging Management Community Portal.

   2.3.8. Maintain and update the packaging information on DCMA’s portion of the DoD Packaging, Handling, Storage and Transportation (PHS&T) Community of Practice (CoP).

   2.3.9. Provide assistance and support on the packaging and labeling of HAZMAT.

   2.3.10. Interpret and disseminate information on current, new and/or changes to DoD’s policies that impact PPP&M requirements.
2.4. **QA FIRST-LEVEL SUPERVISOR (FLS).** The QA FLS shall:

2.4.1. Assure assigned QA personnel possess the necessary competencies to perform the tasks defined in this Instruction.

2.4.2. Conduct and document the required packaging on-the-job training (OJT).

2.4.3. Populate the Training Competency Assessment Tool (TCAT) after completion of the identified packaging OJT.

2.5. **QA PERSONNEL.** QA personnel shall:

2.5.1. Perform packaging preaward surveys and postaward orientation conferences.

2.5.2. Identify packaging requirements, perform Government Contract Quality Assurance (GCQA) surveillance planning and conduct performance review.

2.5.3. Investigate and process packaging-related discrepancy reports with assistance from the PS, as needed.
CHAPTER 3

PROCEDURES

3.1. DETERMINING CUSTOMER PACKAGING REQUIREMENTS.

3.1.1 Contract Review/Technical Data Package Review.

3.1.1.1. QA personnel shall conduct and document the results for a Contract Technical Review IAW DCMA-IN325, “Contract Technical Review - QA” (Reference (d)). PPP&M requirements may be specified using various contract clauses and specifications, such as:

- Military preservation and packaging (MIL-STD-2073-1) (Reference (e))
- Commercial packaging (ASTM D3951) (Reference (f))
- Special Packaging Instruction (SPI) or Supplemental Packaging Instructions
- HAZMAT item as defined in Title 49, CFR (Reference (g))
- Marking and labeling (MIL-STD-129) (Reference (h))
- Military Shipping Labels
- Special markings, such as shelf life, project codes, and expedited handling codes
- RFID - DFARS Clause 252.211-7006 (Reference (i))
- Palletization clauses
- Treatment of Wood Packaging Material (WPM) DLAD Clause 52.247.9012
- NASA Procedural Requirements, NPR 6000.1 (Reference (j))
- International Organization for Standardization (ISO) 9001 and Aerospace Standard (AS) 9100 Documents
- Other special contract requirements and Section D packaging clauses

3.1.1.2. QA provisions for PPP&M shall be IAW the contract.

3.1.1.3. There is no one single clause for the treatment of WPM used by all buying activities. This requirement may be called out directly or referenced in another requirement in the contract. When contractually required, all lumber, pallets, and containers produced entirely or in part of WPM shall be constructed from heat treated (HT) material and certification/marking by an accredited agency recognized by the American Lumber Standard Committee is required. For reference documentation, see ISPM 15 (Reference (k)).

3.1.1.4. RFID tags may be required for orders that contain DFARS, Clause 252.211-7006 (Reference (i)). This clause may be called out directly or referenced in the Master Solicitations for Defense Logistics Agency contracts.
3.1.1.5. **Contract Deficiency Report (CDR).** When contract deficiencies for packaging are discovered, report deficiencies IAW DCMA-INST 118, “Contract - Initial Receipt and Review” (Reference (l)). Examples of packaging deficiencies which require a CDR are:

- Missing packaging or marking requirements
- Conflicting packaging requirements
- Incomplete or incomprehensible requirements
- HAZMAT not sufficiently identified
- Electrostatic Discharge (ESD) packaging materials not cited when required
- Specified packaging materials may harm the item
- Unit container not adequate to protect the item
- Erroneous Packaging Requirements Code/s (PRC)
- Outdated or superseded specification or clauses
- Insufficient or excessive packaging cited in the contract
- Code “ZZ” in the PRC but no supplemental instructions included
- Commercial packaging cited for outside the continental U.S. shipments
- ASTM D 3951-98 cited but no reference to MIL-STD-129 for Military Marking
- Inadequate packing level specified
- Shelf-Life codes erroneous or missing
- WPM heat treatment not identified
- Incorrect Quantity per Unit Pack (QUP)

3.1.2. When a postaward orientation conference (PAOC) is required, PPP&M requirements shall be discussed with the supplier IAW DCMA-INST 327, “Post Award Orientation Conference - Quality Assurance” (Reference (m)). QA personnel shall consult or seek assistance from a PS on any unclear, unfamiliar or complex PPP&M requirements for clarification prior to the postaward conference.

**3.2. EVALUATE SUPPLIER'S PACKAGING CAPABILITY.**

3.2.1. **Packaging Preaward Surveys (PAS).** When requested by the Contract Management Office (CMO) Preaward Survey Manager, QA personnel shall conduct a review of the PPP&M requirements to assure the prospective supplier has the capability to perform those requirements. Past performance, previous Contractor Packaging Capability Review, discrepancy reports, and other documentation are some factors to consider and incorporate into the review. Information on the different types and processing of a PAS is found in DCMA-INST 209, “Preaward Surveys” (Reference (n)).

3.2.2. **Risk Assessment.** QA personnel shall consider PPP&M processes when developing/updating the facility process list and conduct risk assessment IAW DCMA-INST 326, “Risk Assessment - QA” (Reference (o)).
3.2.3. **Surveillance.** Surveillance planning of PPP&M is part of the overall quality surveillance plan and shall be IAW DCMA-INST 309, “GCQA Surveillance Planning” (Reference (p)). PPP&M considerations include but are not limited to:

3.2.3.1. Contractor’s performance of QA provisions IAW MIL-STD-2073-1, Appendix G (Reference (e)):

   3.2.3.1.1. Visual examination of applicable preservative, wrap, cushioning, unit containers, desiccant, unit pack marking, and QUP, etc. IAW Table G.I.

   3.2.3.1.2. Applicable leak tests and heat-seal seam tests IAW Table G.II (Methods 30, 40, and 50).

   3.2.3.1.3. Inspection of shipping containers for proper construction, closure, and marking IAW paragraph G.5.1.

3.2.3.2. Contractually-required packaging tests, such as first article testing.

3.2.3.3. Regulatory-mandated performance-oriented packaging tests for containers used to ship HAZMAT.

3.2.4. **Corrective Actions Process.** Corrective Action Requests for PPP&M noncompliance shall be IAW DCMA-INST 1201, “Corrective Action Process” (Reference (q)).

3.3. **SUPPLY DISCREPANCY REPORT (SDR).**

3.3.1. QA personnel shall investigate and process SDRs and other customer discrepancy reports relating to PPP&M IAW DCMA-INST 305, “Deficiency Reports” (Reference (r)).

3.3.2. Once it is determined that a packaging deficiency may be the cause of the item discrepancy, PS shall provide packaging assistance as necessary and maintain documentation to track recurring types of packaging errors or deficiencies.

3.3.3. Additional guidance for SDR may be found in the DLMS Manual, 4000.25-M, Volume 2, Chapter 17, May 19 2009, Change A (Reference (s)).

3.4. **PACKAGING ASSISTANCE.**

3.4.1. **Determining need for assistance.** A PS shall be contacted when packaging requirements, specifications, or procedures are:

   - Complex
   - New/unfamiliar
   - Contradictory
   - Not clearly understood
- Identified as a training need

3.4.2. Depending upon the circumstances, the assistance/support may be provided through phone calls/ e-mails, teleconferences, classroom training, or coordinated site visits.

3.4.2.1. Routine assistance/support may be requested by contacting a PS directly.

3.4.2.2. Requests for more extensive assistance/support shall be approved by the Packaging Group Director.

3.4.3. Operational assistance/support provided by a PS shall be in concert with CMO personnel. The PS:

3.4.3.1. May interface directly with the customer.

3.4.3.2. May interface directly with suppliers on general PPP&M information; however, the cognizant CMO personnel shall be informed and/or coordinated with on contract compliance issues.

3.4.3.3. Shall notify and coordinate with cognizant CMO personnel prior to visiting supplier’s facilities.

3.4.3.4. Shall coordinate all request for formal training with the FLS and Packaging Group Director.

3.4.4. Types of Assistance/Support. The Packaging Group provides various types of assistance and support to Headquarters, Centers, and CMO personnel. Assistance/support provided consists of but is not limited to:

3.4.4.1. Developing, maintaining, and providing PPP&M training.

3.4.4.1.1. Types of training include formal, informal, and OJT. The training may be presented to a group, one-on-one, in person, or through webcasts or other electronic means.

3.4.4.1.2. The training may be tailored to specific audiences such as QA personnel, contracting, interns, or other DCMA personnel and/or to specific topics such as:

- New or changing packaging requirements
- New employee or refresher training
- Packaging Competency or Functional specific

3.4.4.2. Providing technical expertise, guidance and assistance on PPP&M requirements, policies and procedures as follows:

- Interpretation and clarification of PPP&M policies, procedures, specifications, and requirements
• Assist with HAZMAT packaging and marking
• Clarification and interpretation of PPP&M requirements to DoD suppliers through Procurement Technical Assistance Centers organized training sessions, supplier’s site visits, meetings, telephone conversations, and e-mail
• Packaging prescriptions for Government Furnished Material, Property and Equipment being returned to the Government or shipped to other facilities
• Assist with PAS and PAOC involving significant PPP&M requirements and/or HAZMAT
• Assist with investigation and resolution of packaging-related discrepancy reports
• Assist with the performance of capability reviews
• Provide technical assistance to analysts conducting reviews of the packaging portion proposals for Technical Support to Negotiations and analysts conducting the Packaging portion of Contractor Purchasing System Reviews

3.4.4.3. Maintaining and updating the Packaging Management Community Portal which contains:

• Training modules
• Links for packaging sites/information (RFID, WPM, and Procuring activities)
• Packaging library
• Resources and tools such as RFID class of supply look-up
• Information on latest policies, procedures, and requirements
• Other packaging and group information

3.4.4.4. Interfacing with Procurement and Buying Activity PS(s) to:

• Prevent packaging-caused delay in shipments
• Identify and assist with the correction of systemic contractual errors, ambiguities, or conflicting requirements
• Obtain SPIs and non-routine packaging specifications
• Obtain latest information and changes in their packaging specifications, procedures and requirements

3.4.4.5. Maintaining and updating DCMA’s packaging portion of the DoD PHS&T’s CoP.

3.4.4.6. Disseminating changes in packaging policy and specifications.
CHAPTER 4

PACKAGING COMPETENCIES, CERTIFICATIONS, AND TRAINING

4.1. HAZARDOUS MATERIALS (HAZMAT) TRAINING.

4.1.1. DCMA personnel affected by the DCMA HAZMAT training plan are QA personnel (General Schedule (GS)-1910), Traffic Management Specialists (GS-2130), Packaging Specialists (GS-2032), and supervisors/technical team leads, and training coordinators of above employees.

4.1.2. Designated DCMA personnel who perform functions in support of contracts that involve the shipment of HAZMAT are required to complete HAZMAT training every 2 years to meet the frequency requirements of the joint document Air Force Manual 24-204 IP (Interservice) (Reference (t)) and the training requirements of Title 49, CFR, paragraph 172.704 (Reference (g)).

4.1.2.1. General awareness/familiarization training is designed to provide familiarity with the requirements of Title 49, CFR (Reference (g)), and to enable the employee to recognize and identify HAZMAT consistent with the hazard communication standards.

4.1.2.2. Specific Hazardous Training is specifically applicable to the employee’s job function. This may include Multi-Modal Regulations such as the International Air Transportation Association/International Civil Aviation Organization for commercial air and International Maritime Dangerous Goods for international water shipments.

4.1.2.3. Safety training includes the following:

4.1.2.3.1. Emergency response information.

4.1.2.3.2. Measures to protect the employee from the hazards associated with HAZMAT to which they may be exposed in the workplace, including specific measures the HAZMAT employer has implemented to protect employees from exposure.

4.1.2.3.3. Methods and procedures for avoiding accidents, such as the proper procedures for handling packages containing HAZMAT.

4.1.2.4. Security awareness training which provides an awareness of security risks associated with HAZMAT transportation and methods designed to enhance transportation security. This training must also cover how to recognize and respond to possible security threats.
4.2. SURVEILLANCE.

4.2.1. DCMA QA personnel performing surveillance of PPP&M processes must meet the requirements found in DCMA-INST 318, “QA Development” (Reference (u)).

4.3. PACKAGING CERTIFICATION.

4.3.1. Packaging is a specialized skill set and may be obtained when QA personnel have demonstrated competency with the packaging functions. Competency and Certification requirements for all QA personnel are addressed in DCMA-INST 318 (Reference (u)) and TCAT.

4.3.2. Computer-based training and resident courses are available through the Defense Ammunition Center (DAC), McAlester, Oklahoma.

- PACK-1A-DL: Military Preservation and Packaging for Storage and Shipment
- PACK-1B: Military Preservation and Packaging for Storage and Shipment
- PACK-2: Packaging Design (under development, project availability Fiscal Year (FY)-13)
- AMMO 62: Technical Transportation of Hazardous Materials
- AMMO-67-DL: HAZMAT Familiarization and Safety in Transportation
- AMMO-37-DL: General Transportation of Hazardous Materials

4.3.3. The Defense Acquisition University (DAU) provides several continuous learning courses on DoD packaging-related topics. The DAU College of Contract Management is in the process of developing a Packaging Class for QA personnel, with expected availability in FY-14.

4.3.4. The Packaging Management Community Portal contains numerous power point training modules developed and maintained by PSs on various packaging management-related topics.

4.4. PACKAGING SPECIALIST TRAINING AND CERTIFICATION.

4.4.1. Defense Acquisition Workforce Improvement Act (DAWIA) Certification. Packaging Specialists (GS-2032) are required to obtain DAWIA certification in Life Cycle Logistics.

- Level I: Basic Entry Level, GS-5 through GS-8
- Level II: Intermediate Level, GS-9 through GS-12
- Level III: Advance Level, GS-13 and above

4.4.2. Packaging Functional Training Requirements (GS-2032) 5/7/9/11/12.

4.4.2.1. The Packaging training requirements for a Keystone PS (GS-2032) Trainee position shall consist of Core and Elective courses that are available through the DAC. Core courses are:
• PACK-1A-DL: Military Preservation and Packaging for Storage and Shipment
• PACK-1B: Military Preservation and Packaging for Storage and Shipment
• PACK-2: Packaging Design (under development, project availability
  FY-13)
• AMMO 62: Technical Transportation of Hazardous Materials

4.4.2.2. OJT in the areas listed below and a thorough knowledge and understanding of
the Packaging power point training modules on the DCMA Packaging Management Portal are
also required.

• MIL-STD-2073-1D
• MIL-STD-2073-1E
• MIL-STD-129 Marking
• Military Packaging Requirements Code Interpretation
• ESD
• Packaging Instructor Training
• RFID
• Technical Writing
• WPM

4.4.2.3. OJT that includes active participation in the below functions with a CMO
representative or a review of completed functions with a Packaging Group (DCMAO-LSP) PS is
required.

• Packaging Preaward Surveys
• Packaging Contract Review
• Packaging Discrepancy Reports
• Contractor Packaging Assessments (Packaging Capability Reviews)
• Packaging Corrective Actions
• Review of Draft Specifications and/or Standards
• Technical Support to Negotiations
• Contractor Purchasing System Reviews
• Packaging Training

4.4.2.4. The experience and knowledge of the journeyman Packaging Group (DCMAO-
LSP) PSs who are designated Military Packaging Professionals (MPP) by the School of Military
Packaging Technology and National Institute of Packaging, Handling, and Logistics Engineers
has been incorporated into the Packaging Training Modules. The MPP designation is now
administered by the DPPG. The MPP designation process is under revision; however,
completion of the above-listed courses/training will be a major part of attaining the certification.
## GLOSSARY

### ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>AS</td>
<td>Aerospace Standard</td>
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<td>ASTM</td>
<td>American Society for Testing and Materials</td>
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<td>CDR</td>
<td>Contract Deficiency Report</td>
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<td>CFR</td>
<td>Code of Federal Regulations</td>
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<td>CMO</td>
<td>Contract Management Office</td>
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<td>CoP</td>
<td>Community of Practice</td>
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<td>DAC</td>
<td>Defense Ammunition Center</td>
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<td>DAU</td>
<td>Defense Acquisition University</td>
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<td>DAWIA</td>
<td>Defense Acquisition Workforce Improvement Act</td>
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<td>DCMA-INST</td>
<td>DCMA Instruction</td>
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<td>DCMAO-LSP</td>
<td>DCMA Packaging Group</td>
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<td>DFARS</td>
<td>Defense Federal Acquisition Regulation Supplement</td>
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<td>DLMS</td>
<td>Defense Logistics Management System</td>
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<td>DoD Directive</td>
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<td>DPPG</td>
<td>Defense Packaging Policy Group</td>
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<td>ESD</td>
<td>Electrostatic Discharge</td>
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<td>FLS</td>
<td>First-Level Supervisor</td>
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<td>FY</td>
<td>fiscal year</td>
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<td>GCQA</td>
<td>Government Contract Quality Assurance</td>
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<td>general schedule</td>
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<td>HAZMAT</td>
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<td>HT</td>
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<td>ISPM</td>
<td>International Standards for Phytosanitary Measures</td>
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<td>MIL-STD</td>
<td>Military Standard</td>
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<td>MPP</td>
<td>Military Packaging Professional</td>
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<td>NASA</td>
<td>National Aeronautics and Space Administration</td>
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<td>OJT</td>
<td>on-the-job training</td>
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<td>PAOC</td>
<td>postaward orientation conference</td>
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<td>Acronym</td>
<td>Description</td>
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<td>PAS</td>
<td>Preaward Survey</td>
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<td>PHS&amp;T</td>
<td>Packaging, Handling, Storage and Transportation</td>
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<td>PLAS</td>
<td>Performance Labor Accounting System</td>
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<td>PMP</td>
<td>Packaging Management Program</td>
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<tr>
<td>PPP&amp;M</td>
<td>preservation, packing, packaging and marking</td>
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<td>PRC</td>
<td>Packaging Requirement Code</td>
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<td>PS</td>
<td>packaging specialist</td>
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<td>QA</td>
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<td>QUP</td>
<td>Quantity per Unit Pack</td>
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