MEMORANDUM FOR DLA EXECUTIVE BOARD


References: See Attachment 1

Purpose. This DTM supersedes DTM 13-012, published June 12, 2013. The DTM establishes policy and provides procedures on DLA’s MHE operator training, testing and certification requirements. The DTM will be incorporated into the update of DLAI 4214, Support Equipment Management.

Applicability. This DTM applies to all DLA activities and employees.

Definitions.

a. MHE is defined as mechanical devices for the handling of supplies with greater ease and economy. For the purpose of this DTM, it includes all self-propelled equipment normally used in storage and handling operations in and around warehouses, depots and offices. It includes, but is not limited to, warehouse tractors, forklift trucks, platform trucks, pallet trucks, and straddle carrying trucks.

b. Powered Industrial Trucks (PIT) are a subset of MHE and are defined as fork trucks, tractors, platform trucks, motorized hand trucks, and other specialized industrial trucks powered by electric motors or internal combustion engines.

c. United States Government Motor Vehicle Operator’s Identification Card (OF 346) is an identification card that lists the types of government owned vehicles (GOVs), including MHE, that the holder is authorized to operate. The appropriate Service equivalent may be used in lieu of the OF 346 depending on the host installation’s requirements and regulations.

d. MHE Instructor/Certifying Officials are individuals designated in writing by the Commander/Director of a DLA Primary Level Field Activity (PLFA) or other Field Activity to conduct MHE operator training and testing and verify operator performance qualifications. The MHE Instructor/Certifying Official may serve as the Evaluator as defined by References (a) and (b).
Policy. It is DLA Policy that:

a. PLFAs and Field Activities will establish and maintain MHE training and certification programs in accordance with (IAW) References (a) to (i).

b. Supervisors will ensure all subordinate personnel operate MHE safely and responsibly.

c. Supervisors will ensure DLA employees or its contracted employees (who operate MHE on real property controlled by DLA or its contractors, or use MHE owned or leased by DLA) are fully trained, physically qualified IAW Reference (e), technically proficient (as demonstrated by both hands-on evaluation and classroom testing) and licensed and certified as necessary to operate the specific equipment being used. Personnel not meeting these standards will not be permitted to operate MHE. DLA MHE operators may also be subject to additional regulations IAW host military installation policies.

d. MHE operators will receive refresher training and an evaluation of performance IAW Reference (b) in Attachment 1 and renew their OF 346 at least every three years.

e. MHE operators involved in a near miss, unsafe act (as defined in Reference (c), Section VI Training) or mishap will have their operator’s license suspended immediately. If the near miss, unsafe act or mishap investigation validates that the MHE operator was responsible for the incident, the operator will be required to attend refresher training and hands-on evaluation prior to resuming operation of the MHE. Documentation of successful completion of this training and evaluation will be forwarded to the PLFA Commander or Director for review and acknowledgement.

f. MHE Instructor/Certifying Officials will be formally appointed in writing and will meet qualifications IAW Reference (b) in Attachment 1. An MHE Instructor must have the knowledge, training and experience to train others on how to operate the equipment in the workplace safely. The instructor will only be considered to have sufficient experience if he/she has the practical skills and judgment to be able to operate the equipment (himself/herself) safely under prevailing workplace conditions. A copy of the appointment letter will be provided to DLA Installation Support, Occupational Safety & Health Directorate (DS-O), and DLA Human Resources (J1). Electronic copies of the appointment letters will suffice.

g. MHE training program content will be thoroughly reviewed by subject matter experts (SMEs) who are knowledgeable in the particular equipment operation, applicable occupational safety and health regulations and effective training methods to ensure the training is comprehensive, accurate and in compliance with all applicable safety and training requirements.

h. An OF 346 will be issued or updated after certification of training completion. The OF 346 will be issued by the Issuing Official, who will be the PLFA/Field Activity Commander or Director (or official designated in writing by the Commander or Director) after reviewing all documentation indicating the operator has successfully completed requirements. This form is not available online for security reasons. Federal agencies can order it by calling (800) 525-8027 and selecting option 3 on the phone menu. The stock number is 7540-00-634-3999.
Responsibilities. See Attachment 2.

Procedures. See Attachment 3.

Information Requirements. MHE Instructor/Certifying Official appointment letters will be kept on file at user locations with a copy forwarded to J1 and DS-O, as applicable. Copies of safety representative appointment letters will also be provided to DS-O.

Internal Controls. DS-O will audit site-level MHE training programs and records on a periodic basis.

Releasability. This DTM is approved for public release and is available on the DLA Issuances Internet Website at http://www.dla.mil/DLAPS.

Point of contact for this action is Ms. Deborah Elliot, DS-IS, (703) 767-3522, DSN 427-3522, or email: Deborah.elliot@dla.mil.

Attachments:
As stated
ATTACHMENT 1

REFERENCES

(a) Part 1910 of title 29, Code of Federal Regulations (CFR), Occupational Safety and Health Standards

(b) 29 CFR 1910.178, “Powered Industrial Trucks”

(c) Final Rules (FRs) 63:66237-66274, “Powered Industrial Truck Operator Training,” March 1, 1999


(e) 5 CFR 339, Medical Qualification Determinations


(i) American National Standards Institute/Industrial Truck Standards Development Foundation (ANSI/ITSDF), B56-Series Standards
ATTACHMENT 2

RESPONSIBILITIES

1. PLFA Commanders and Heads of Field Activities will:

   a. Establish a training, testing and certification program that provides for the safe operation of all MHE within their area(s) of responsibility. MHE training course material must satisfy the standards of References (a) to (i) listed in Attachment 1.

   b. Submit training, testing and certification program documentation to DS and J1 for review.

   c. Designate a senior leader responsible to oversee the MHE operator training, testing, and certification program for the PLFA or Field Activity.

   d. As part of the program ensure:

      (1) MHE operators are fully trained and have a valid OF 346, as defined in Attachment 1, Reference (h), to operate a specific type of MHE. OF 346s must be renewed at least once every three years. The appropriate Service equivalent may be used in lieu of the OF 346 depending on the host installation’s requirements and regulations.

      (2) MHE operators are medically qualified to operate government owned or leased vehicles without undue risk to themselves or others.

      (3) DLA Form 12, Physical Fitness Inquiry for Material Handling Operators, is completed as required on an annual basis by personnel with MHE operator duties specified in their Position Descriptions (PDs).

      (4) Optional Form (OF) 178, Certificate of Medical Examination, is completed as required, for those MHE operators who are referred for medical examinations.

      (5) Procedures are in place to process and handle OF 178 and DLA Form 12 IAW requirements to protect and safeguard Personally Identifiable Information (PII).

      (6) MHE operators receive refresher training at least once every three years.

      (7) Requirements related to MHE Instructor/Certifying Official duties are included in Position Descriptions and as Critical Elements in the employee’s Performance Plan.

      (8) Training packages are obtained or established for all newly procured equipment.
(9) Refresher training and hands-on evaluation occur when an employee is involved in a near miss, unsafe act or mishap (and the investigation validates that the employee involved was responsible for the incident).

(10) Refresher training occurs when an employee has not operated MHE within 60 consecutive days.

(11) Ensure training is conducted, when workplace changes occur that could affect the safe operation of MHE.

2. **Director, Human Resources (J1) will:**
   a. Assist in the development of MHE operator and instructor training and certification.
   b. Deliver the Instructional Skills Workshop, which is designed to enhance instructor skills, and track successful course completions in the DLA Learning Management System (LMS).
   c. Where required, DLA Training will review, assess and recommend approval of MHE training to ensure it is structurally sound, meets objectives and that testing instruments are appropriately aligned and properly written.
   d. Provide a system to track enterprise-wide MHE operator training, qualifications, and certifications.

3. **Director, DLA Installation Support (DS) will:**
   a. Provide guidance for developing and implementing comprehensive MHE training, testing and certification programs in conjunction with PLFA Commanders, Field Activity Directors, J1 Director, DS Site Directors, and DS Staff Directors.
   b. Review MHE training, testing and certification programs to ensure they comply with References (a) to (i).
   c. Provide safety policy and guidance on MHE training and use.
   d. Validate the technical requirements for new equipment.
   e. Provide MHE safety-related information and compliance guidance.

4. **Occupational Safety and Health Staff will:**
   a. Ensure personnel designated as MHE Instructor/Certifying Officials are knowledgeable of applicable Occupational Safety and Health Administration (OSHA), DoD, DLA, and other MHE-related safety directives and are qualified to provide training to DLA MHE operators.
   b. Monitor PLFA MHE training programs to ensure they meet all applicable safety-related statutory, regulatory, and/or policy guidance.
c. Conduct periodic site visits for audit purposes.

d. Review Requests for Proposal, Statements of Work and other acquisition-related documents (that solicit services involving use of MHE) to ensure they contain clauses and safety language that specify operators must meet applicable training, testing, and certification requirements for the specific type(s) of equipment they will operate.

5. **MHE Instructor/Certifying Officials will:**

   a. Complete required instructor training listed in Attachment 3.

   b. Demonstrate their technical and tactical proficiency to teach required blocks of instruction.

   c. Develop and assist in developing an MHE training program that will ensure their activity meets all applicable safety-related statutory, regulatory and/or policy guidance.

   d. Conduct testing and evaluation to ensure that trained MHE operators are fully qualified to operate MHE.

   e. Serve as the PLFA/Field Activity official for ensuring MHE operators complete individual, annual physical self-evaluation assessments (using the DLA Form 12) during the MHE operator’s birth month. Review, certify and sign the DLA Form 12 as the Designated Official.

   f. Complete Part B of the OF 178, as the Appointing Officer, for those employees whose self-evaluation assessments warrant referral for a medical examination.

   g. File Parts D and E of the OF 178 in the employee’s MHE training record when this paperwork is complete.

   h. Certify to the senior on-site PLFA/Field Activity representative that the operator has been tested and is qualified to operate assigned equipment.

   i. Verify that proper training and qualifications have been accurately annotated in the MHE operator’s training record.

   j. Review and assess equipment training packages and operator manuals before new MHE is operated by site personnel.

6. **MHE Operators will:**

   a. Complete required MHE training for each type of MHE they operate.

   b. Operate MHE only as authorized and in a safe manner IAW regulatory requirements, local procedures, and training provided.

   c. Obtain and maintain GOV Operator’s Identification Card (OF 346), as required, to operate specific types of MHE.
d. Obtain and maintain a valid state operator’s license if operating MHE on public roads and/or if required by the host installation regulations.

e. Carry applicable licenses on their person while operating MHE if working at a location that is supervised by someone unfamiliar with the employee’s certifications. If DLA is a tenant on a host installation, DLA employees are required to follow the host installation’s requirements with regard to carrying licenses.

f. Use the Personal Protective Equipment (PPE) required by the applicable Job Hazard Analysis (JHA).

g. Read and follow the employee’s responsibilities documented in all Standard Operating Procedures, JHA reports, and other issuances pertaining to MHE operations and safety.

h. Participate fully in the medical qualification determination process.

i. Complete an individual, annual physical self-evaluation (using the DLA Form 12) during the MHE operator’s birth month. Provide the signed DLA Form 12 to their activity’s Designated Official. The Designated Official will typically be that activity’s MHE Certifying Official.

j. If self-evaluation results warrant referral for a medical examination, complete and submit Part A of the OF 178 to the activity’s Appointing Officer. The Appointing Officer will typically be that activity’s MHE Certifying Official.

k. If referred for medical examination, attend the examination as instructed.

l. Notify supervisors, as soon as possible, if health and/or physical condition deteriorates to a degree that might impact the ability to safely operate MHE.

(1) Complete and submit an out-of-cycle DLA Form 12 if this is the case.

7. Supervisors and Managers at all levels will:

a. Ensure the safe operation of all MHE within their area(s) of responsibility.

b. Ensure MHE operators are appropriately trained and certified as required to operate the specific type of MHE used and that no unqualified personnel operate MHE under their control.

c. Ensure duty requirements related to MHE Operator and/or Instructor/Certifying Official duties are included in Position Descriptions and are entered as Critical Elements in the employee’s Performance Plan.

d. Ensure subordinate employees, designated as MHE Instructors/Certifying Officials, are appropriately certified and/or fully capable of providing MHE training and/or certification (by specific asset class) to DLA personnel.
e. Review and assess equipment training packages and operator manuals prior to fielding new MHE.

f. Review each MHE Operator’s OF 346 and training records to ensure they are qualified to operate each specific type of assigned MHE.

g. Ensure MHE Operators participate fully in the medical self-evaluation and subsequent examination processes, as and if required, so that they are medically qualified to operate assigned MHE without undue risk to themselves or others.

h. Ensure MHE Operators complete refresher training and receive a complete hands-on evaluation of performance and recertification at least every three years.

i. Ensure MHE Operators renew their OF 346 every three years.

j. Ensure refresher training and hands-on evaluation occurs when an employee is involved in a near miss, unsafe act, or mishap before resuming operation of MHE (if the investigation validates that the employee involved was responsible for the incident). Forward certification of completion of refresher training and evaluation to the site-level safety representative and the senior on-site manager within the chain of command.

k. Ensure employees who have not operated MHE within 60 consecutive days complete refresher training before operating MHE.

l. Ensure training is conducted when workplace changes occur that could affect the safe operation of MHE.

m. Maintain Equipment Operator Training Records for supervised employees.
ATTACHMENT 3

PROCEDURES

1. MHE Instructor/Certifying Official Training:
   
a. DLA MHE Instructor/Certifying Officials must complete the 40-hour DLA Instructional Skills Workshop within 1 year of becoming an authorized instructor to be qualified to effectively deliver and provide MHE training to MHE operators. Instructor/Certifying Officials must complete the MHE Instructor course, developed by the PLFA/Field activity, prior to conducting any instruction. These courses, aimed at improving instructor presentation and assessment skills, will include information on prerequisite safety instructions, methods to develop and administer effective written examinations and instructions on how to conduct performance qualification tests.

   b. MHE Instructor/Certifying Officials must also have completed training, be certified and demonstrate proficiency to operate the specific type of MHE they will provide instruction on. Most equipment manufacturers provide operator training. Whenever possible, MHE Instructor/Certifying Officials should attend this training.

   c. MHE Instructor Training Course content is enterprise-wide with local supplementation and must be reviewed and approved by applicable DLA Training and Safety personnel to ensure the content meets training and safety standards. Instructor Training Course content must contain the following topics, at a minimum:

      (1) Documentation/certification procedures
      (2) Operator recertification procedures
      (3) Review applicable regulations and industry standards (OSHA, Federal Registers)
      (4) Classroom and practical instructional techniques
      (5) Equipment pre-operational inspection (hands-on) / and basics in preventive maintenance and checks
      (6) Driving course set-up
      (7) Practical training exercises (hands-on)
      (8) Practical evaluation skills
      (9) Establish a site and equipment-specific operator training program and lesson plan
(10) Accident reporting using the Enterprise Safety Application Management System (ESAMS)

(11) Seatbelt training

(12) Identification of the seven classes of PIT

(13) PIT hazards

(14) Stability of PIT

(15) Arm and hand signals

d. MHE Instructor/Certifying Officials must demonstrate both their technical and operational proficiency on each specific MHE asset class prior to teaching the related block(s) of instruction.

e. If MHE Instructor/Certifying Officials have previously received training and the requirements of Paragraph 1 a., b. and c. above are satisfied, they may be evaluated directly by a PLFA certification board without retaking the training, as discussed in Paragraph 2 below.

2. Instructor/Certifying Official Certification:

a. Upon successful completion of the DLA-approved MHE Instructor Training Course, MHE Instructor/Certifying Officials will be certified by the PLFA/Field Activity Commander or Director (or official designated in writing by the Commander or Director) upon recommendation of a certification board comprised of two or more fully qualified MHE Instructor/Certifying Officials. If required due to a shortage of qualified personnel, members of the board can be host installation Instructor/Certifying Officials or Agency/PLFA Headquarters level Instructor/Certifying Officials. Operational level Installation Support (DS) personnel may assist DLA Field Commands, as deemed appropriate by Agency/PLFA Headquarters, in evaluating initial certifications. Site-level safety representatives should augment the certification board.

b. The certification board will ensure that the Instructor/Certifying Official applicant has demonstrated both technical and tactical proficiency on each specific MHE asset class they will teach prior to beginning instructor training classes and subsequently receiving certification to teach. Certification is a formal process to ensure Instructor/Certifying Officials are fully capable and qualified to train, test, evaluate and certify MHE operators.

c. Once certified, the PLFA/Field Activity Commander or Director will sign a memo stating the Instructor/Certifying Official has successfully met the certification requirements. This memo will be placed in the employee’s official records.

d. Once certified, and as part of follow up actions, the Instructor/Certifying Official’s supervisor will conduct a review with the instructor to identify any instructional shortfalls. The review will be conducted within 30 days of certification and on an as-needed basis thereafter. Any shortfalls will be documented and submitted to the certification board for review and possible action. Shortfalls may result in instructor de-certification.
e. MHE Instructor/Certifying Officials will be recertified once every three years and/or upon confirmed instance of near miss, unsafe act, or mishap while operating MHE. Confirmed instances of near miss, unsafe act, or mishap will be reported within 24 hours (two hours for serious mishaps) via the ESAMS Safety Management System.

3. Minimum MHE Operator Training Requirements:

   a. MHE operator training will be conducted in four phases: Basic, Intermediate, Advanced and Refresher. All MHE operators must complete Basic MHE operator training. Employees who are assigned to only operate large, complex equipment, such as Rough Terrain Container Handlers (RTCHs), may skip Intermediate training as long as they do not operate any equipment in that class. All MHE operator training must satisfy the minimum requirements set forth in applicable references listed in Attachment 1.

      (1) Workplace specific information and truck-related topics, IAW Reference (b) in Attachment 1, will be addressed during all phases of training. An annual or change-driven evaluation of the workplace will take place, as required, and information resulting from the evaluation will be included in MHE training provided to operators.

      (2) Basic MHE operator training must be at least 40 hours in length. It will include classroom and hands-on practice for small equipment such as 8K or smaller forklifts.

      (3) Intermediate MHE operator training will focus on midsized MHE such as forklifts between 10K and 25K capacity, stock/order selectors, and straddle trucks, and will include at least eight hours of classroom work and 16 hours of hands-on practice.

      (4) Advanced MHE operator training will be at least 40 hours in length (eight hours of classroom work and 32 hours of hands-on practice) to address large, complex equipment such as 25K or larger forklifts and RTCHs.

      (5) Refresher MHE operator training will be at least four hours in length and will be given to individuals who are renewing their certifications or have been involved in a near miss, unsafe act, or mishap (where the MHE operator is found to have been responsible for the incident). Refresher MHE training will include classroom work and a hands-on demonstration of the ability to operate assigned equipment safely.

4. MHE Testing and Certification Program Administration:

   a. Testing should consist of two parts, written examination and operational performance evaluation, and be administered by approved Instructor/Certifying Officials. Written exams should be consistent across the enterprise although organizations may supplement the testing and certification process to address their unique environments and/or unique MHE equipment. Tests should cover the operating characteristics of MHE used by the PLFA/Field Activity and address the guidelines published in References (b) and (c).

      (1) Courses, for which DLA controls the content, will have a passing score of 75% with an open book examination. Employees who score below the required percentage will
be required to retake the classroom training and will be retested. Employees who fail the test will be allowed a maximum of three opportunities to retake the test.

(2) The latest graded examination will be filed in the operator certification file and will not be returned to the applicant; however, the applicant should be notified of the grade attained and all incorrect answers critiqued.

(3) Performance evaluation allows a qualified MHE Instructor/Certifier to evaluate the operating skills of an applicant. It should be conducted on the specific piece of equipment to be operated by the employee and in the same or similar operating environment to the employee’s worksite.

b. Certification Issuance, Renewal, Suspension and Revocation.

(1) Certification Issuance. An OF 346 will be issued or validated only when all requirements for the specific certification are complied with and attested to, in writing, by an authorized Instructor/Certifying Official.

(2) Renewal.

(a) Expiration and Renewal Frequency. The OF 346 will be renewed every three years for all equipment types the individual is authorized to operate.

(b) Procedure. The certification office of the activity holding the operator's certification file will make arrangements for renewal examinations and tests to be conducted early enough to enable all items to be cleared before the expiration date.

(c) Other requirements for Renewal. MHE operators must be medically qualified to operate MHE. The Agency will use the DLA Form 12 (and, if necessary, Parts D and E of the OF 178) to make this medical qualification determination.

(3) Suspension and Revocation. Certification may be suspended or revoked for cause at any time when the operator is charged with a reportable mishap and found to have been responsible for the incident. In cases of suspension for chargeable mishaps, the renewal examination and evaluation will be given no later than 15 days after suspension where practical. If an operator’s state driver’s license is revoked or suspended, the operator will report this information to the immediate supervisor on the next duty day following the revocation or suspension (if a state driver’s license is required due to the operation of MHE on public roads or if required by the host installation regulations).

c. Equipment Operator Training Record. All relevant forms and supporting data will be kept in the operator's training record. An individual record will be kept for each applicant and operator, which will contain the following, at a minimum:

(1) MHE Operator Certification Record
The most current DLA Form 12, Physical Fitness Inquiry for Material Handling Operators, used by MHE operators to self assess their physical fitness on an annual basis.

Parts D and E of the OF 178, Certificate of Medical Examination, stating operator is qualified for duty. Care must be taken to ensure that PII is protected.

MHE Training/Certification/Performance Testing Records

Refresher training certification(s), if applicable