

ARMY REGULATION
No. 600-91

HEADQUARTERS
DEPARTMENT OF THE ARMY
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PERSONNEL—GENERAL

HERALDIC QUALITY CONTROL SYSTEM POLICY

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1. Purpose. This regulation establishes the Heraldic Item Quality Control System to improve the appearance of the Army by controlling the quality of heraldic items purchased from commercial sources.

2. Definitions. *a. Controlled heraldic items.* Those authorized items of symbolism listed in paragraph 5 and worn on the uniform or civilian clothing by Army personnel.

b. Commercial sources. For the purposes of this regulation the Army-Air Force Exchange Service, or any outlet other than the Quartermaster Sales Stores, is considered a commercial source.

3. Responsibility. *a.* The Institute of Heraldry, U.S. Army, is responsible for the implementation of the Heraldic Item Quality Control System policies. It will issue Certificates of Authorization to those manufacturers of heraldic items engaged in the manufacture of quality controlled items, defined in paragraph 2*a*, who have been determined capable, and who have agreed to manufacture such controlled items in accordance with applicable specifications or purchase descriptions. The certificate will be supplemented by documentation showing the specific heraldic items which the manufacturer is authorized to produce. A Certificate of Authorization may be revoked or suspended under the procedures prescribed in paragraph 6.

b. All Army service personnel who wear quality controlled heraldic items which were purchased from commercial sources will be responsible for insuring that the item was produced by a certified manufacturer. Items manufactured by certified manufacturers will be identified by a hallmark and/or a certificate label certifying that the item

was produced in accordance with specifications. Any heraldic item currently in the possession of individuals may be worn if it is of the quality and design covered in specifications, until it is unserviceable or until the basic design is changed. A list of certified manufacturers will be furnished the Army and Air Force Exchange Service, and upon request, the Army commanders.

c. Commanding officers will insure that only those heraldic items which are of quality and design covered in specifications and which have been produced by certified manufacturers are worn by personnel under their command.

4. Phaseout period of current heraldic items. The Army-Air Force Exchange Service may continue to sell insignia and other heraldic items, provided they are of the design and quality specified in Government specifications, which may be in stock or procured prior to the dates, as announced by The Institute of Heraldry, U.S. Army, on which Government tools are available for use by manufacturers. After Government tools are available to the manufacturers, all heraldic items must be manufactured with the use of these tools. The use of the word "tools" includes hubs, cartoons, specifications, and purchase descriptions as applicable.

5. Controlled heraldic items. The following is a list of items controlled under this system:

a. Badges and bars, both regulation and miniature sizes (when authorized)

b. Miniature replicas of decorations and service medals, including miniature ribbons.

c. Department of the Army General Staff identification.

d. Distinguished unit badges.

*This regulation supersedes AR 600-91, 22 August 1962.

e. Fourrageres.

f. Insignia.

g. Lanyards.

h. Lapel buttons pertaining to decorations and service medals and those indicating Army service.

i. Ribbon devices, regulation and miniature sizes (Oak Leaf clusters, service stars, arrowheads, V-devices, and clasps).

j. Ribbons pertaining to Department of the Army decorations and service medals.

k. Rosettes for decorations.

6. Procedures for processing complaints of alleged breach of heraldic item quality control policies. *a. General.* The Institute of Heraldry, U.S. Army is responsible for monitoring the performance of manufacturers who have been issued Certificates of Authorization under the provisions of paragraph 3.

b. Purpose. This paragraph establishes procedures for revocation or suspension of Certificates of Authorization for breach of quality control policies by manufacturers. As used in this paragraph, the term "quality control policies" includes the obligations of a manufacturer under his "Agreement to Manufacture" and the quality control provisions of this regulation and other applicable Army directives.

c. Initial processing.

- (1) Complaints and reports of an alleged breach of quality control policies will be forwarded to the Commanding Officer, The Institute of Heraldry (hereinafter referred to as Commanding Officer).
- (2) The Commanding Officer may direct that an informal investigation of the complaint or report be conducted.
- (3) If such investigation is initiated, it will be the duty of the investigator to ascertain the facts in an impartial manner. Upon conclusion of the investigation, the investigator will submit a report to the appointing authority containing a summarized record of the investigation together with such findings and recommendations as may be appropriate and warranted by the facts.
- (4) The report of investigation will be forwarded to the Commanding Officer for review. If he determines that a possible breach of quality control policies has

occurred, he will follow the procedures outlined below.

d. Voluntary performance. The Commanding Officer will transmit a registered letter to the manufacturer advising him of the detailed allegations of breach and requesting assurances of voluntary compliance with quality control policies.

e. Refusal to perform.

- (1) If the manufacturer fails to reply within a reasonable time to the letter authorized by *c* above or refuses to give adequate assurances that his future performance will conform to quality control policies, or indicates by subsequent conduct that his breach is continuous or repetitive, or disputes the allegations of breach, the Commanding Officer will direct that a public hearing be conducted on the allegations.
- (2) A hearing examiner will be appointed by appropriate orders. The examiner may be either a commissioned officer or a civilian employee above the grade of GS-7.
- (3) The specific written allegations together with other pertinent material will be transmitted to the hearing examiner for introduction as evidence at the hearing.

f. Public hearing by examiner.

- (1) Within a 7-day period following the receipt by the examiner of the allegations and other pertinent material, the examiner will transmit a registered letter of notification to the manufacturer informing him of—
 - (a) The specific allegations against him.
 - (b) The directive of the Commanding Officer requiring the holding of a public hearing on the allegations.
 - (c) The examiner's decision to hold the public hearing at a specific time, date, and place which will be not earlier than 30 days from the date of the letter of notification.
 - (d) The ultimate authority of the Commanding Officer to suspend or revoke the certificate of authorization should the record developed at the hearing so warrant.
 - (e) The manufacturer's right to—
 1. A full and fair public hearing.
 2. Be represented by counsel at the hearing.



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3. Request a change in the date, time, or place of the hearing for purposes of having reasonable time in which to prepare his case.
 4. Submit evidence and present witnesses in his own behalf.
 5. Obtain, upon written request filed before the commencement of the hearing, at no cost to holder, a verbatim transcript of the proceedings.
- (2) At the time, date, and place designated in accordance with (1)(c) above, the examiner will conduct the public hearing.
- (a) A verbatim record of the proceedings will be maintained.
 - (b) All previous material received by the examiner will be introduced into evidence and made a part of the record.
 - (c) The Government may be represented by counsel at the hearing.
- (3) Subsequent to the conclusion of the hearing, the examiner will make specific findings on the record before him concerning each allegation.
- (4) The complete record of the case will be forwarded to the Commanding Officer
- g. Action by Commanding Officer.*
- (1) The Commanding Officer will review the record of the hearing and either approve or disapprove the findings.
 - (2) Upon arrival of a finding of breach of quality control policies, the manufacturer will be so advised.
 - (3) After all prescribed procedures have been completed, the Commanding Officer may revoke or suspend the certificate of authorization. In this event he will—
 - (a) Notify the manufacturer of the revocation or suspension.
 - (b) Inform the Army and Air Force Exchange Service of his action.
- h.* The Commanding Officer may, upon receipt of adequate assurances that the manufacturer will comply with quality control policies, reinstate a certificate of authorization which has been suspended or revoked.

[AGAH]

By Order of the Secretary of the Army:

Official:

J. C. LAMBERT,
*Major General, United States Army,
The Adjutant General.*

HAROLD K. JOHNSON,
*General, United States Army,
Chief of Staff.*

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