

**BY ORDER OF THE COMMANDER  
HQ AIR FORCE PERSONNEL CENTER**

**AFPC INSTRUCTION 90-201**

**14 JULY 2011**

**Special Management**

**AFPC INSPECTION PROGRAM**



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(Mr. Michael K. Gamble)

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The objective of the AFPC Inspection Program is to help AFPC leaders accomplish their mission while sustaining high levels of performance. The Inspection Program enables the center to operate in a band of sustained excellence by establishing a knowledge base for key processes and mission-essential tasks, ensuring compliance with regulatory guidance, documenting any deviations and making lasting corrections. This instruction applies only to AFPC.

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## ***SUMMARY OF CHANGES***

This publication has been revised substantially since its last update in May 2004 and must be reviewed in its entirety.

### ***Section A—The AFPC Inspection Program***

**1. Overview.** The AFPC Inspection Program consists of three primary tools designed to help validate performance and ensure compliance: First, *Self-Inspection (SI)* is a comprehensive tool for ensuring compliance with regulatory guidance, finding and documenting deviations from that guidance, and making lasting corrections when deviations are discovered. Second, *Information Cross Feed (ICF)* draws attention to formal evaluation reports from various government sources for “lessons learned” information. Third, *Special Interest Items (SII)* provide a means to focus management attention, gather data and/or evaluate the status of specific programs and conditions in the field. SIIs also provide feedback from the field that functional staffs use to enhance decision-making and policy adjustments.

**2. Program Management.** The AFPC Operations and Strategic Plans office (AFPC/DSXP) is the office of primary responsibility (OPR) for the AFPC inspection program to include the oversight of Headquarters Air Force (HAF) Core Compliance Inspection (CI) checklists, information cross feeds (ICFs), Air Force Special Interest Items (SIIs), and other pertinent information. AFPC/DSXP serves as the liaison for Higher Headquarters (HHQ) IG inspections and tracks follow-on actions to correct findings.

### ***Section B—Responsibilities***

#### **3. AFPC Operations and Strategic Plans (AFPC/DSXP).**

3.1. Ensures guidelines to foster an effective inspection program consisting of HAF Core CI checklists, and utilization of SIIs and ICFs.

3.2. Serves as inspection liaison for directors/special staff agency chiefs and program managers.

3.3. Maintains file copy of CI and SII checklists.

3.4. Manages SI program.

3.4.1. Ensures program managers conduct AFPC self-inspections. Establishes suspense actions related to inspection procedures.

3.4.2. Reviews and tracks corrective actions for any open items found during self-inspections.

3.5. Manages SII program.

3.5.1. Provides applicable Air Force SII information and monitors compliance when applicable.

3.5.2. Reviews and tracks Air Force SII submissions.

3.6. Manages ICF program.

3.6.1. Provides cross feed information from HHQ IG inspection reports, inspection trends, hot topics, and other information as it becomes available.

3.7. Manages HHQ IG inspections.

3.7.1. Is the OPR for Air Force Inspection Agency (AFIA) IG inspection support preparation.

3.7.2. Plans for and hosts AFIA inspection teams.

3.7.3. Reviews and tracks all AFIA inspection findings.

**4. Directorate/Special Staff Agency POCs and Program Managers.**

4.1. Implement an inspection program to effectively detect discrepancies and ensure prompt corrective/preventive action(s).

4.2. Conduct comprehensive self-inspections, annually at a minimum.

4.3. Manage and track all HHQ IG inspections, AFPC annual self-inspections/spot check inspections, and Air Force SII findings (within respective areas of responsibility).

4.3.1. Document corrective actions for HHQ IG and AFPC annual self-inspection and Air Force SII findings and, utilizing the AFSO21 8-Step Problem Solving Model, monitor until compliance with the standard is achieved.

4.3.2. Review AFPC annual self-inspection and official CI findings for accuracy of corrective actions, POC and estimated completion dates; and coordinate inspection findings through director/special staff agency chief prior to submitting to AFPC/DSXP.

4.3.3. E-mail follow-up updates of AFPC annual self-inspection or official CI findings to the *AFPC/DSXL workflow* mailbox.

4.4. Notify AFPC/DSXP when an HHQ IG, AFPC annual self-inspection, or Air Force SII finding has been corrected and subsequently closed.

4.5. Distribute cross feed information for review to identify similar discrepancies or evaluate commendable/best practice items.

4.6. Monitor currency of inspection program POC appointment letters (attachment 2).

***Section C—Self-Inspection***

**5. Purpose.** AFPC directors/special staff agency chiefs and inspection program POCs measure program compliance IAW applicable regulatory requirements, including but not limited to applicable laws, regulations, instructions, self-inspection checklists, HAF Core CI items, other HHQ IG inspection requirements, and findings from other evaluations. Analysis through self-inspection enables program compliance on a consistent basis. Any discrepancies noted will be resolved utilizing the AFSO21 8-Step Problem Solving Model, accessible at: <https://www.my.af.mil/afknprod/ASPs/CoP/OpenCoP.asp?Filter=OO-TR-AF-43>. The result is intended to reflect “the source” of discrepancies, represent an objective view of priorities, lead to rapid corrective action of the root cause of discrepancies and provide “corporate memory” documentation.

**6. Timing and Methods.** AFPC self-inspections will occur annually at a minimum. Continuous processes will collect data/results as part of normal operations. Program managers may take a phased approach to inspecting certain areas in any month to arrive at a full self-inspection by the end of the self-inspection cycle. Only items which are currently open at the time of the report will be included in the end-of-cycle report. If a HHQ IG inspection occurs during the annual inspection cycle period, the program manager may decide to cancel a self-inspection requirement. Coordinate this action with AFPC/DSXP via e-mail to the *AFPC/DSXL workflow mailbox*.

**7. Self-Inspection Checklists.** The minimum baseline for AFPC self-inspections are the applicable HAF Core CI checklists and applicable Air Force SIIs. The most up-to-date HAF Core CI checklists may be accessed at: <https://webapps.afrc.af.mil/afia/home.aspx>.

#### *Section D—Information Cross Feed (ICF)*

**8. Purpose.** Cross feed is the sharing of knowledge and evaluation results and learning from both positive and negative aspects of other agencies' experiences. Sources include inspection reports, audit reports, staff assistance visit (SAV) reports, The Inspector General (TIG) Brief magazine articles, exercise reports, best practices, and other related guidance, directives, and policy letters. AFPC/DSXP's emphasis is on searching for cross feed information and disseminating it throughout the organization. Program managers should periodically visit prime cross feed sources for their functional area in order to contribute to a viable cross feed program.

#### *Section E—Special Interest Items (SII)*

**9. Overview.** SIIs are designed to achieve their purpose by enabling tasked MAJCOMs/FOAs/DRUs to determine the degree of compliance with published directives, policies and procedures; gather information on known or suspected problems; identify specific deficiencies or confirm a problem has been resolved. The majority of SIIs are compliance-oriented.

ALFRED J. STEWART, Maj Gen, USAF  
Commander

## Attachment 1

## GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

*References*

AFI 33-119, *Air Force Messaging*, 24 January 2005

AFI 33-129, *Web Management and Internet Use*, 3 February 2005

AFI 33-332, *Air Force Privacy Program*, 16 May 2011

AFI 90-201, *Inspector General Activities*, 17 June 2009

AFI 90-201, AFGM 1.1, *Inspector General Activities*, 10 February 2011

DoD 5400.11-R, *Department of Defense Privacy Program*, 14 May 2007

**Prescribed Forms.** No prescribed forms

**Adopted Forms.** AF Form 847, *Recommendation for Change of Publication*

*Abbreviations and Acronyms*

**AFI**—Air Force Instruction

**AFMAN**—Air Force Manual

**AFRIMS**—Air Force Records Information Management System

**CI**—Compliance Inspection

**DoD**—Department of Defense

**ECD**—Estimated Completion Date

**FOUO**—For Official Use Only

**HAF**—Headquarters Air Force

**HHQ**—Higher Headquarters

**ICF**—Information Cross Feed

**IG**—Inspector General

**MAJCOM**—Major Command

**OPR**—Office of Primary Responsibility

**PA**—Privacy Act

**PII**—Personal Identifying Information

**POC**—Point of Contact

**RDS**—Records Disposition Schedule

**RIA**—Recommended Improvement Area

**SAV**—Staff Assistance Visits

**SI**—Self-Inspection

**SII**—Special Interest Item

**TIG**—The Inspector General

### *Terms*

**Best Practices**— Superior methods or innovative practices which contribute to improved performance.

**HAF Core Compliance Inspection (CI) Checklists**— Represent key processes, procedures and requirements based on by-law requirements; executive orders; DoD directives; and Air Force, MAJCOM, and applicable Air National Guard instructions. Checklists typically cover requirements not identified in other Air Force checklists.

**Comply (COM)**— In compliance with applicable directives. Few, if any, discrepancies noted. Best practices and information of cross feed value may exist.

**Compliance Checklist Items**— Key result areas for successful mission accomplishment including but not limited to items where non-compliance could result in serious injury, loss of life, excessive cost, or litigation.

**Comply With Comments (CWC) (AREAS FOR IMPROVEMENT)**— In compliance with intent of directive, but improvement required. This item has cross feed value.

**Cross Feed**—An item or observation (positive or negative) from which other units within the Air Force can learn. Additionally, Cross Feed is information or inspection reports which enable units to cross-utilize data and identify strengths and weaknesses of their own unit.

**Does Not Comply (DNC)-Not in compliance**— Could result in injury, loss of life, excessive cost, litigation, or adverse mission impact. Cross feed value exists.

**Finding(s)**— Core problems within the scope of the unit's authority, having significant mission impact requiring formal attention to resolve. For CIs, inspection reports will only include write-ups categorized as Strengths, Deficiencies, and Recommended Improvement Areas (RIAs).

**Inspection Program**— Establishes and implements an objective evaluation to detect discrepancies and ensure prompt preventative or corrective action. The inspection program includes HHQ inspections, CCCA, SII, and utilization of Information Cross Feed as a minimum.

**Recommended Improvement Areas (RIAs)**— One possible element of findings during official CIs. RIAs will not be used to document procedural deviations or non-compliance; they are only used to recommend a more efficient or effective course of action.

**Special Interest Item (SII)**— Any item/program which provides Air Force leadership a means to communicate their concerns to, and obtain feedback from, the field. SIIs are used to determine the degree of compliance with directives, policies, and procedures. They are also used to gather information on known or suspected problems, to identify specific deficiencies, or to confirm that a problem has been resolved.

**Attachment 2**

**SAMPLE, POC APPOINTMENT MEMORANDUM**

Date

MEMORANDUM FOR AFPC/DSXP

FROM: Office Symbol

SUBJECT: Appointment for AFPC Inspection Program POCs for (*agency name*)

1. IAW Air Force Personnel Center Operating Instruction (AFPCI) 90-201, paragraph 4, the following individuals are appointed as AFPC inspection program POCs.

Primary POC: TSgt Martin, Stephen /office symbol/duty phone

Alternate POC: TSgt Lewis, Jerry/office symbol/duty phone

2. This letter supersedes all others, same subject.

UN O. WHO, Col, USAF  
Director