COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

This publication implements Air Force Policy Directive (AFPD) 63-1/AFPD 20-1, *Integrated Life Cycle Management* and it is re-designated Department of the Air Force Instruction (DAFI) 20-112 *Logistics Readiness (LR) Quality Assurance Program (QA)*. This instruction establishes the logistics readiness quality assurance policy, procedures and guidelines for a standardized, repeatable assessment and evaluation process throughout the United States Air Force (USAF) logistics readiness community to include supply chain management QA. This publication applies to all civilian employees and uniformed members of the Regular Air Force, the Air Force Reserve (AFR), the Air National Guard (ANG), the United States Space Force (USSF) and those who are contractually obligated to comply with Department of the Air Force (DAF) publications. For assistance with interpreting this instruction, contact your Major Command (MAJCOM) functional policy activity. ANG units should contact the Air National Guard Readiness Center functional policy section for guidance. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using AF Form 847, *Recommendation for Change of Publication*; route AF Form 847s from the field through the appropriate functional chain of command. This publication may be supplemented at any level, but all supplements must be routed to the OPR of this publication for coordination prior to certification and approval as outlined in Department of Air Force Instruction (DAFI) 33-360, *Publications and Forms Management*. The authorities to waive wing/unit level requirements in this publication are identified with a tier ("T-0, T-1, T-2, T-3") number following the compliance statement. See DAFI 33-360 for a description of the authorities associated with the tier numbers. Submit requests for waivers through the chain

of command to the appropriate tier waiver approval authority, or alternately, to the publication OPR for non-tiered compliance items. Ensure all records generated as a result of processes prescribed in this publication adhere to Air Force Instruction 33-322, *Records Management and Information Governance Program*, and are disposed in accordance with the Air Force Records Disposition Schedule, which is located in the Air Force Records Information Management System.

SUMMARY OF CHANGES

This interim change revises DAFI 20-112 by enabling Headquarters Air Force-developed process assessments as mandatory Logistics Readiness Quality Assurance required evaluations. "A margin bar (|) indicates newly revised material."

Chapter 1

GENERAL PURPOSE AND SCOPE

1.1. Purpose. The purpose of the LR QA program is to provide the unit commander/civilian director and senior leadership with an assessment of the unit's ability to perform key logistics processes by ensuring standardized, repeatable, technically compliant process execution, while promoting a culture of professional excellence and personal responsibility. The program's primary focus is on personnel proficiency and adherence to established policy and procedures.

1.2. Scope. The LR QA program is focused on enabling and strengthening commanders' mission effectiveness and efficiency.   QA evaluators should possess the ability to be critical, communicative, creative, and cognitive with the capability to motivate and promote military discipline, improve unit performance, and manage excellence up and down the chain of command at all levels. To identify issues interfering with readiness, economy, efficiency, discipline, effectiveness, compliance, performance, surety and management excellence. Civil service most efficient organizations and contracted organizations shall follow the requirements established in their contract's Performance Work Statement (PWS) and the Quality Assurance Surveillance Plan (QASP) for an accepted quality program.

Chapter 2

ROLES AND RESPONSIBILITIES

2.1. Quality Assurance Evaluator (QAE). Where applicable, QAEs are responsible for coordinating compliance actions for their assigned logistics management function, and will be aligned under individual flights within the LRS. **(T-2).** Commanders have the option to consolidate QA functions within a single office. However, the positions must remain aligned under the individual functional flights. **(T-2).** Evaluations will be accomplished by qualified subject matter experts from the various Air Force Specialty Codes (AFSCs) resident in the LR activity. **(T-2).** AFR and ANG units are authorized to tailor the QAE in order to accomplish the quality assurance function and complete mission requirements.

2.2. Headquarters Air Force Logistics Readiness Division (AF/A4LR) and Headquarters Air Force Logistics, Operations, Plans, and Programs Division (A4LX) will:

2.2.1. Develop, articulate, and clarify all Air Force LR QA guidance.

2.2.2. Develop/maintain/approve Key Task List (KTL) and Routine Inspection List (RIL) pertinent to MAJCOM/AFSC unique requirements via Career Field Education and Training Plan (CFETP).

2.2.2.1. Develop process assessment (PA) checklists that will be used by all logistics readiness activities and reported to parent MAJCOMs.

2.2.3. Ensure MAJCOMs utilize Logistics Evaluation Assurance Program (LEAP) as the automated IT/SharePoint to manage all aspects of the program while serving as the central repository.

2.2.4. Review effectiveness of the overall LR QA program through metrics pertinent to AFSC unique requirements.

2.2.5. Provide funding and sustainment for LEAP.

2.3. MAJCOM/A4R will:

2.3.1. Manage QA programs within the command.

2.3.1.1. Report Headquarters Air Force (HAF) process assessment performance to AF/A4LR.

2.3.2. Ensure units are executing PAs, KTLs, and RILs developed by AF/A4LR or AF/A4LX.

2.3.3. Recommend program guidance and administrative changes to AF/A4LR/A4LX.

2.3.4. Ensure units are utilizing LEAP as the repository for the LR enterprise.

2.3.5. Ensure distribution and posturing for LEAP in collaboration with program office and AF/A4LR/A4LX.

2.3.6. Ensure LEAP site managers gain access to the applicable trouble ticketing system.

2.3.7. Monitor all submitted open and queued LEAP trouble tickets tracked to closure within their command.

2.3.8. Ensure records are kept for locally developed KTLs and RILs.

2.4. LR Activities will:

2.4.1. Establish a LR QA program. **(T-1)**. **Note:** Air Mobility Command (AMC) Forward Supply Locations (FSLs) QA program will be part of and under direction of parent air mobility squadron. AMC FSLs will run KTL/RILs and Management Internal Control Toolset (MICT) checklists associated with materiel management.

2.4.1.1. Assign a QA manager. **(T-1)**

2.4.1.1.1. QA manager will manage the unit-level QA program. **(T-1)**

2.4.1.1.2. Ensure quality evaluators are trained IAW **Chapter 3** of this publication. **(T-1)**.

2.4.1.1.3. Ensure the required number of process evaluations are conducted monthly based on the approved QA evaluation and inspection plan, and assessment results are reported to each respective commander, flight chief, superintendent, and the training manager. **(T-1).** Exemptions/exceptions to monthly functional area assessments will be developed in writing and submitted to MAJCOM for approval **(T-2).**

2.4.1.1.4. Track all evaluations rated Fail, Technical Data Violation (TDV), Detected Safety Violation (DSV), or Unsatisfactory Condition Report (UCR) until resolved. Comply with the written response policy defined by the commander, to avoid overdue or overlooked replies. **(T-1).**

2.4.1.1.4.1. The written response policy will be conducted within LEAP for all evaluations tracked within LEAP. Commanders must define what the written response policy will be for all entries input into LEAP.

2.4.1.1.5. Provide a summary of evaluations to unit commanders to include all late replies and repeat findings on a monthly basis. **(T-1).**

2.4.1.1.6. Provide a report summarizing AF/A4LR process assessments and provide to the parent MAJCOM/A4R monthly.

2.4.2. Review reported findings for appropriate corrective actions. **(T-1)**.

2.4.2.1. Determine when additional assessments are required in a specific area based upon findings. **(T-2).**

2.4.3. Review and submit unit developed KTL/RIL items to MAJCOM. **(T-1).**

2.4.4. Utilize LEAP as the repository for the AF LR inspections/evaluations. **(T-1). Note:** QAEs can use the DAF Form 4421, *Logistics Readiness Quality Assurance (LR QA) Assessment Form*, if the LEAP application isn't available.

2.4.5. Utilize MICT to support the unit's self-assessment program in accordance with AFI 90-201, *Air Force Inspection Program.* **(T-1).**

2.5. LR QA Program will:

2.5.1. Evaluate the performance of logistics procedures performed within the organization or falling under the responsibility of the commander/director and report results. **(T-1).**

2.5.2. Make recommendations for improving the effectiveness of all logistics processes. **(T-1).**

2.5.3. Provide functional area inspection and evaluation quotas by type (e.g., Personnel Evaluations (PEs), Quality Verification Inspections (QVIs), Special Interest (SIs), etc.).

2.5.4. Incorporate Special Interest Items (SII) resulting from cross-tells or determined by commander driven metrics or other concerns. Ensure SIIs are reviewed, maintained, and appropriate action(s) taken.

2.5.5. Employ HAF developed PA/RIL/KTL items. Units may create locally developed RIL/KTL to improve effectiveness of logistics processes.

2.5.6. Utilize appropriate training records (i.e., CFETP, Training Business Area [TBA], etc.), policy and procedural guidance to evaluate and inspect flights. **(T-1)**.

2.5.7. Determine when job guides and manuals associated with assessments, evaluations and inspections are current and available. Notify the appropriate organization (HAF, MAJCOM, wing, and group) when deficiencies are found. **(T-1)**.

2.5.8. Enter observations, inspections, and evaluation reports into LEAP. **(T-1)**.

2.5.9. Track all failed assessments, TDV, DSV, or UCR until resolved within LEAP. **(T-1)**.

2.5.10. Schedule customer assistant visits as requested by installation customers, at soonest availability with Logistics Readiness Squadron Commander (LRS/CC) or respective LR activity unit commander's approval and without impacting required inspection schedules.

2.5.11. Provide a developed monthly QA evaluation and inspection plan. The plan must show the areas, types, and number of assessments, inspections and evaluations that must be conducted over the course of the month. The plan will provide QA clear direction for assessing and measuring compliance. Consult with the agencies below to develop inspection plans: **(T-1)**.

2.5.11.1. The local legal counsel and ensure compliance with federal, state, and local environmental laws/regulations and AF publications. At overseas locations, ensure compliance with Final Governing Standards (FGS) or the Overseas Environmental Baseline Guidance Document (OEBGD) in the absence of the FGS. **(T-0)**.

2.5.11.2. The installation Environmental Protection Committee (EPC), base environmental manager, base civil engineer, base bioenvironmental engineer, wing safety, staff judge advocate, unit environmental coordinators and the Environmental Management System (EMS) cross-functional team semiannually to stay current on local environmental rules, restrictions, and regulations. **(T-1)**.

2.5.12. Gain access to the applicable trouble ticketing system for LEAP.

2.5.13. Input all potential LEAP issues into the trouble ticketed system.

2.5.14. Monitor all trouble tickets until closure.

2.6. Contracted Functions. Contracted functions will be evaluated by the contract officer representative IAW the contract's PWS using the QASP. **(T-1)**. IAW AFI 63-138, *Acquisitions of Services*, QA can act as the subject matter experts (SMEs) for the contract officer representative.

2.7. Munitions Activities. Munitions activities assigned to an LRS are responsible to the LRS/ CC for quality assurance, will follow the quality assurance program requirements prescribed by AFMAN 21-200, *Munitions and Missile Maintenance Management*. **(T-1).** Munitions quality assurance reporting will be through the QA leadership to the LRS/CC. **(T-1)**.

2.8. Fuels Activities. Fuels activities are responsible to the LRS/CC & DoD for quality assurance/quality surveillance, thus are required to follow the quality compliance program requirements prescribed by AFI 23-201, *Fuels Management*. **(T-1).**

Chapter 3

EVALUATION REQUIREMENTS AND METHODOLOGY

3.1. Program Guidance. The LR QA representative will perform analysis, surveillance, and trend identification of LR processes through evaluations of personnel on all duties assigned within their functional area to include personnel and inspections of processes. Commanders must ensure oversight is provided for all LR processes. **(T-1)**.

3.2. Personnel Requirements. Personnel assigned QA duties within LR activities must be impartial, objective, and consistent in all evaluations. Leadership is encouraged to select qualified personnel that are considered SMEs.

3.2.1. Military QAEs must hold the same AFSC of those being evaluated on technical tasks contained in the applicable CFETP. General evaluations or observations must be conducted by any qualified evaluator. **(T-1).**

3.2.2. Civilian QAEs must have experience in the functional discipline they are responsible for evaluating. Evaluator duties must be included in the individual's position description and their performance plan. **(T-1)**. For those QA inspectors who perform QA duties as an additional duty, those duties will be added to their performance plan only.

3.2.3. AFR LR activities may utilize traditional members not on extended active duty as QAE.

3.2.4. Those component LR activities (active, guard and reserve), which are collocated, are encouraged to integrate QAE functions to facilitate diversity and experience while consolidating and streamlining workload. ANG LRS/CCs must request to waive the AFSC requirement only in manning shortage situations and after total force integration opportunities have been exhausted. **(T-2).**

3.3. QA Personnel Training Requirements.

3.3.1. All QA personnel must be trained to perform quality assurance evaluator functions **(T-1)**. Training must cover evaluator responsibilities, inspection and evaluation techniques, metrics analysis, inspection worksheet documentation, report writing, problem-solving, publications management, and actions to prevent personnel injury or equipment damage. Personnel performing QA duties must complete the following mandatory requirements to become fully qualified: **(T-1)**.

3.3.1.1. Air Force Institute of Technology Logistics Readiness Squadron Quality Assurance Evaluator Course (AFIT LOG 143). This course is designed to educate LR evaluators on the concept, policies and responsibilities of the LR Quality Assurance Program contained in this DAFI. It will ensure a standardized method is used to evaluate a unit's compliance with Air Force, command and local directives and policies. Completion of this course is mandatory to qualify as an evaluator.

3.3.1.2. Nuclear Weapons Related Materiel (NWRM) Fundamentals Course IAW applicable CFETPs. This course can be found on The Griffin website **https://367trss.cce.af.mil/**.

3.3.1.3. Evaluators must pass three Evaluator Proficiency Evaluations (EPE) within 120 days of appointment (the first EPE will be accomplished within 40 days). **(T-2).** EPEs will be conducted by a qualified evaluator to ensure the member can execute the proper steps to conduct an evaluation. Each quality evaluator, must pass the EPEs prior to performing unsupervised evaluations and inspections. AFR evaluators must accomplish mandatory training and pass three EPEs within 210 days of appointment (the first EPE will be accomplished within 90 days). **(T-2).**

3.3.2. For military personnel, a master training plan will be created in TBA using LR QA Air Force Job Qualification Standard (AFJQS) and document QAE training in individual training plans. **(T-2)**. Civilian training must be documented on the member's *Supervisor's Employee Brief*. **(T-2)**.

3.4. Assessment Methodology. Assessments are the formal avenue to ensure the effectiveness of logistics procedures and identify areas for improvement. They provide leadership with factual information about the health and effectiveness of the unit and training. Accurate assessments of personnel proficiency and processes are critical to gauging unit effectiveness. This program enhances cross-tell and facilitates benchmarking, while allowing latitude to adapt it for local needs. QAE assessments will be conducted through the use of evaluations, inspections, and observations. **(T-2)**.

3.4.1. Evaluations. Represent the direct evaluation of a logistics action, inspection, or training conducted/performed by an individual or team. Evaluations are used to assess job proficiency, degree of training, and compliance with technical data or instructions. Any individual performing, supervising, or evaluating logistics tasks is subject to a direct evaluation. Evaluations include:

3.4.1.1. Personnel Evaluations (PE). A PE is the direct evaluation of an individual or team conducting/performing a logistics action. PEs may be conducted on task-oriented functions such as equipment maintenance as well as process-oriented functions such as vehicle dispatch. Task performance standards are trained and qualified as "Go" level. "Go" means the individual can perform the task without assistance and meets local demands for accuracy, timeliness, and correct use of procedures ("Go" level equates to 3c and the Specialty Training Standard proficiency code key). Referenced in proficiency code key table 4.5 within DAFI 33-2670, *Total Force Development*.

3.4.1.2. Evaluator Proficiency Evaluation (EPE). An EPE is the direct evaluation of QA or any individual performing a quality/compliance assurance function in a unit.

3.4.1.3. Trainer Proficiency Evaluations (TPE). A TPE is the direct evaluation of a unit instructor/trainer or certifier to determine their ability to teach accurately and sufficiently. TPEs also assess weapon system, equipment or process knowledge; teaching methods and techniques; the ability to operate trainers; and adequacy and effectiveness of training programs. Any individual training or certifying personnel on a task or process is subject to a TPE.

3.4.2. Inspections. Utilized to identify deficient products, processes or equipment while ensuring compliance with established standards. Inspections are rated as "Pass/Fail." Inspections include:

3.4.2.1. Quality Verification Inspection (QVI). A QVI is an inspection of equipment condition or a process after an inspection, repair action or process that has been completed by a technician or supervisor to assess if it was properly completed. The QVI finding should reflect deficiencies by the individual who accomplished the task and identify specific discrepancies.

3.4.2.2. Special Inspections (SI). SIs are inspections not covered by QVIs or evaluations and may include, but are not limited to, inspections of: equipment forms, document control procedures and file plans, inventory controls, Technical Order (T.O.) files, vehicle inspections, housekeeping, safety practices, and other interest items identified by HAF and MAJCOMs. SIs may be compliance or proficiency oriented.

3.4.3. Observations. Defined as the observed events or conditions with safety implications or technical violations not related to an evaluation or inspection that are considered unsafe, not in accordance with established procedures, or in the case of equipment, unfit to operate. Observations include:

3.4.3.1. Detected Safety Violation (DSV). A DSV is an observed unsafe act by an individual. The QAE must stop the unsafe act immediately **(T-0)**. Do not document a separate DSV on an individual undergoing a direct evaluation since the unsafe act automatically results in a "Fail" rating. Annotate the failure with "Safety" when a safety violation is committed during an evaluation. Report all safety incidents to the squadron safety representative IAW local safety policy.

3.4.3.2. Technical Data Violation (TDV). A TDV is an observation of any person performing maintenance or another logistics process inconsistent, contradictory, or without the required technical data present at the job site when mandatory use is required. The technician must have knowledge of all general directives associated with the job prior to performing the task. **(T-1)**. Do not document a separate TDV on an individual undergoing a direct evaluation since failure to use technical data automatically results in a "Fail" rating. Annotate the failure with "Tech Data" when a TDV is committed during an evaluation.

3.4.3.3. Unsatisfactory Condition Report (UCR). A UCR is an unsafe or unsatisfactory condition, other than a DSV, chargeable to the work center supervisor. UCRs will be documented even when it is not possible to determine who created the condition. **(T-1)**.

3.5. Acceptable Quality Levels (AQLs). An AQL denotes the maximum allowable number of minor findings that a process or product may be charged for the task to be rated "Pass." It must be strict enough that the task, process or product meets an acceptable level of quality, but is not so strict that a pass rating is unattainable. Task issuing authorities (e.g., HAF, MAJCOM, LRS/CC) establish/approve AQLs. Discrepancy codes are IAW AFI 90-201.

3.6. Key Task List (KTL). The KTL is a HAF, MAJCOM or unit developed list of required inspections. The KTL is designed to cover tasks that are complex and those affecting critical logistics processes, nuclear surety and/or safety as designated by leadership. All logistics actions/functions listed on the KTL require mandatory call-in to QA each time the logistics action/function is accomplished. QAE will respond and perform an inspection **(T-3)**. The QAE must review and update unit KTLs as required to ensure they encompass those logistics actions/functions directly affecting quality of complex critical logistics processes. **(T-1).**

3.6.1. Process Assessment (PA). The PA is a HAF developed list of required process assessments. PAs are areas of focus for management used to gather data and assess the status of specific programs and conditions in the field. There should be no more than five active PAs at any given time.

3.7. Routine Inspection List (RIL). The RIL is a HAF, MAJCOM or unit developed list of routine inspections that must be performed with an identified frequency. The QAE shall consolidate inputs provided by flight leadership for suggested RIL items/frequency and obtain LRS/CC or respective LR activity unit commander's approval. Tasks shall not be removed from the RIL without issuing authorities' approval (e.g., HAF, MAJCOM, LRS/CC). **(T-1)**.

3.8. Assessment Finding Procedures.

3.8.1. The QAE will notify the LRS/CC or LR activity unit commander immediately of all major findings or failures related to safety, security, or nuclear surety. **(T-1)**. Additionally, the QAE will suspense evaluations/inspections receiving a fail rating, DSV, TDV, or UCR to the appropriate flight commander/ Noncommissioned Officer In Charge (NCOIC) or appropriate LR activity representative for corrective action(s). **(T-1)**.

3.8.2. Work centers will provide a corrective action plan to all findings by the 10th duty day, stating the action taken to resolve the identified problem(s) to include an implementation date or estimated completion date. **(T-2)**. Root cause analysis will be conducted by the evaluated work center for all major findings to determine underlying causes and appropriate corrective action **(T-2)**. The LR QAEs may assist with conducting root cause analysis. Unit commanders will be briefed on open/closed items. **(T-2)**. AFR units will submit replies by the end of the next scheduled unit training assembly/regularly scheduled drill. **(T-2).**

3.8.3. Evaluators will provide the following:

3.8.3.1. Introductory and post-evaluation feedback to personnel, as appropriate to the evaluation. **(T-1).**

3.8.3.2. Offer guidance/suggestions as needed during the post-evaluation feedback session. **(T-1).**

3.8.3.3. Tracking number assigned to each evaluation within LEAP. **(T-1).**

3.8.3.4. Use specialty training standard to evaluate authorized areas. **(T-1).**

3.8.3.5. Maintain all specialty training, i.e., hazardous materials, joint inspections, etc. **(T-1).**

3.8.3.6. Review all individuals' records, where applicable, for those evaluations receiving a fail, DSV or TDV to verify training documentation. **(T-1).**

3.8.3.7. Identify discrepancies in documentation to the individual's supervisor with follow-up action to the unit training manager. **(T-1).** At no time will the evaluation ratings be changed based On the Job Training (OJT) record documentation discrepancies alone.

3.8.4. Findings are validated deficiencies and will be tracked at the unit level within LEAP until resolved. The following are the two types of findings:

3.8.4.1. Major finding. A critical or significant deficiency that results or could result in widespread or significant mission impact or failure.

3.8.4.2. Minor finding. A deficiency that is procedurally incorrect, but only has minor mission impact.

3.8.4.3. All findings (e.g., failed evaluation/inspection or observation) will include a reference to the TO, instruction, and/or command standard individually violated. QAE will review results with the individual(s) and supervisor upon completion of each evaluation. **(T-1)**.

WARREN D. BERRY, Lt General, USAF
DCS/Logistics, Engineering & Force Protection

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFPD 63-1, 20-1, *Integrated Life Cycle Management,* 7 August 2018

AFI 33-322, Records *Management and Information Governance Program,* 23 March 2020

AFI 90-201, *Air Force Inspection System,* 29 January 2021

DAFI 33-360, *Publications and Forms Management,* 21 July 2021

DAFMAN 90-161, *Publishing Processes and Procedures,* 18 October 2023

DAFI 36-2670, *Total Force Development*, 12 October 2021

AFMAN 21-200, *Munitions and Missile Maintenance Management,* 9 August 2018

AFI 23-201, *Fuels Management*, 9 August 2021

AFI 63-138, *Acquisitions of Services,* 30 September 2019

Prescribed Forms

AF Form 4421, *Logistics Readiness Quality Assurance Assessment Form*

Adopted Forms

DAF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

AF—Air Force

AF/A4LR—Headquarters Air Force Logistics Readiness Division

AF/A4LX—Headquarters Air Force Logistics, Operations, Plans, and Programs Division

AFI—Air Force Instruction

AFIT LOG 143—Air Force Institute of Technology Logistics Readiness Squadron Quality Assurance Evaluator Course

AFJQS—Air Force Job Qualification Standard

AFMAN—Air Force Manual

AFPD—Air Force Policy Directive

AFR—Air Force Reserve

AFSC—Air Force Specialty Code

ANG—Air National Guard

AQL—Acceptable Quality Level

CFETP—Career Field Education and Training Plan

DAF—Department of the Air Force

DAFI—Department of the Air Force Instruction

DSV—Detected Safety Violation

EMS—Environmental Management System

EPE—Evaluator Proficiency Evaluation

EPC—Environmental Protection Committee

FGS—Final Governing Standards

FSL—Forward Supply Locations

HAF—Headquarters Air Force

KTL—Key Task List

LEAP—Logistic Evaluation Assurance Program

LR—Logistics Readiness Activities

LRS—Logistics Readiness Squadron

LRS/CC—Logistics Readiness Squadron Commander

MAJCOM—Major Command

MICT—Management Internal Control Toolset

NCOIC—Noncommissioned Officer In Charge

NWRM—Nuclear Weapons Related Materiel

OJT—On the Job Training

OPR—Office of Primary Responsibility

OEBGD—Overseas Environmental Baseline Guidance Document

PA—Process Assessment

PE—Personnel Evaluation

PWS—Performance Work Statement

QA—Quality Assurance

QAE—Quality Assurance Evaluator

QASP—Quality Assurance Surveillance Plan

QVI—Quality Verification Inspection

RIL—Routine Inspection List

SAF/AQD—Office of the Deputy Assistant Secretary of the Air Force for Logistics and Product Support

SECAF—Secretary of the Air Force

SI—Special Inspection

SII—Special Interest Item

TBA—Training Business Area

TDV—Technical Data Violation

T.O.—Technical Order

TPE—Trainer Proficiency Evaluation

UCR—Unsatisfactory Condition Report

USAF—United States Air Force

USSF—United States Space Force

Terms

Acceptable Quality Levels (AQLs)—An AQL denotes the maximum allowable number of minor findings that a process or product may be charged for the task to be rated "Pass." It must be strict enough that the task, process or product meets an acceptable level of quality, but isn't so strict that a pass rating is unattainable.

Assessment—Assessments are the formal avenue to ensure the effectiveness of logistics processes and identify areas for improvement.

Detected Safety Violation (DSV)—An observed unsafe act by an individual.

Evaluations—Represent the direct evaluation of a logistics action, inspection, or training conducted/performed by an individual or team. Evaluations are used to evaluate job proficiency, degree of training, and compliance with technical data or instructions. Any individual performing, supervising, or evaluating logistics tasks is subject to a direct evaluation.

Evaluator Proficiency Evaluations (EPE)—An EPE is the direct evaluation of QAE or any individual performing a quality/compliance assurance function in a unit.

Inspections—Represents inspections of products, processes, and equipment to ensure compliance standards. Inspections are rated as Pass/Fail.

Key Task List (KTL)—The KTL is a HAF, MAJCOM or unit developed list of required inspections. The KTL is designed to cover tasks that are complex and those affecting critical logistics processes, nuclear surety and/or safety as designated by leadership. All logistics actions/functions listed on the KTL require mandatory call-in to QA each time the logistics action/function is accomplished.

Logistics Evaluation Assurance Program (LEAP)—A dynamic web application designed to provide the Logistics Quality Assurance the capability for direct input of the quality assurance evaluation results.

LR activities include—Air Force Sustainment Center; Air Logistics Complex; Air Force Installation and Mission Support Center.

Major finding—A deficiency that results or could result in widespread or significant mission impact or failure.

Management Internal Control Toolset (MICT)—Is an interactive application designed to assist in managing self-assessment programs.

Minor Finding—A deficiency that is procedurally incorrect but only has minor mission impact.

Observations—Represents observed events or conditions with safety implications or technical violations not related to an evaluation or inspection that are considered unsafe, not in accordance with established procedures, or in the case of equipment, unfit to operate.

Process Assessment (PA) —The direct evaluation of specific logistics programs using HAF-generated checklists as a baseline for evaluations. HAF/A4LR uses PAs to gather data and assess the status of specific programs and conditions in the field

Personnel Evaluation (PE)—The direct evaluation of an individual or team conducting/performing a logistics action. PEs may be conducted on task-oriented functions such as equipment maintenance as well as process-oriented functions such as vehicle dispatch.

Quality Verification Inspection (QVI)—An inspection of equipment condition or a process after an inspection, repair action, or process that has been completed by a technician or supervisor to assess if it was properly completed. The QVI finding should reflect deficiencies by the individual who accomplished the task and identify specific discrepancies.

Routine Inspection List (RIL)—The RIL is a HAF, MAJCOM or unit developed list of routine inspections that must be performed with an identified frequency. The QA Section shall consolidate inputs provided by flight leadership for suggested RIL items/frequency and obtain Logistics Readiness Squadron Commander (LRS/CC) approval. Tasks shall not be removed from the RIL without issuing authorities' approval (e.g., AF, MAJCOM, LRS/CC).

Special Inspections (SI)—SIs are inspections not covered by QVIs or Evaluations and may include, but are not limited to, inspections of: equipment forms, document control procedures and file plans, inventory controls, Technical Order (T.O.) files, vehicle inspections, housekeeping, safety practices, and other interest items identified by Headquarters Air Force and MAJCOMs. SIs may be compliance or proficiency oriented.

Technical Data Violation (TDV)—A TDV is an observation of any person performing maintenance or another logistics process inconsistent, contradictory or without the required technical data present at the job site when mandatory use is required. The technician must have knowledge of all general directives associated with the job prior to performing the task. Do not document a separate TDV on an individual undergoing a direct evaluation since failure to use technical data automatically results in a "Fail" rating. Annotate the failure with "Tech Data" when a TDV is committed during an evaluation.

Trainer Proficiency Evaluations (TPE)—The direct evaluation of a unit instructor/trainer to determine their ability to teach accurately and sufficiently. TPEs also assess weapon system, equipment or process knowledge; teaching methods and techniques; the ability to operate trainers; and adequacy and effectiveness of training programs. Any individual training personnel on a task or process is subject to a TPE.

Unsatisfactory Condition Report (UCR)—An unsafe or unsatisfactory condition, other than a DSV, chargeable to the work center supervisor.

Attachment 2

LOGISTICS READINESS FUNCTIONAL ASSESSMENT REQUIREMENTS

Table A2.1. Logistics Readiness Functional Assessment Requirements.

Logistics Readiness Functional Assessment Requirements	Minimum Personnel Assessments
Distribution	
Passenger Movement Element	20%
Cargo Movement Element	25%
Personal Property Section	20%
Applicable 2T2 Activity	15% / 4% **See Notes: 1 & 2**
Vehicle Operations Element	20%
Plans and Integration Section	5%
Fuels Management	**See Note: 3**
Fuels Operations	20%
Fuels Information Service Center	20%
LRS Materiel Management	
Central Storage Element	20%
Flight Service Center (FSC)	15%
Aircraft Parts Store (APS)	20%
Hazardous Materiel Pharmacy (HAZMAT)	10% **See Note: 4**
Physical Inventory Control Section	15%
Inspection Section	10%
Individual Protective Equipment (IPE)/ Individual Equipment Element (IEE)	20%. **See Note: 4**
Customer Support Liaison Element	15%
Equipment Accountability Element	15%
Decentralized Materiel Support	15%
SCOW Materiel Management	*****See Note: 5**
Stock Control	5%
Records Maintenance	5%
General Support Division (GSD) Stock Fund	5%
Centralized Equipment Management	5%
MICAP Support Activities	5%
Enterprise Mobility Equipment & Clothing	5%
ILS-S Computer Operations	5%
Weapons System Support	5%
LR Activities	
*****Assign elements and % as mission requirements deviate from listed requirements	**See Note: 6**
Vehicle Management	
Vehicle Vehicular Equipment Maintenance	15%
Materiel Handling Equipment Maintenance	15%

Refueling Maintenance	15%
Fire Truck Maintenance	15%
Allied Trades	15%
Customer Service	10%
Vehicle Management & Analysis	10%
Materiel Control	10%

Note 1: 15% for combat mobility flight (added to air transportation function and/or unilateral aircrew training)

Note 2: 4% for Airlift Support Functions (i.e., and AMC aerial port exists on base)

Note 3: Refer to AFI 23-201, Chapter 8 *Fuels Quality Compliance Requirements*

Note 4: This applies to those LRS squadrons that do not have the function outsourced.

Note 5: 635 SCOG/735 SCOG percentages will be conducted during annual assessments.

Note 6: LR Activities include: Cryptologic and Cyber Systems Division; Air Force Sustainment Center; Air Logistics Complex and Air Force Installation and Mission Support Center.