



CAP REGULATION 20-3

24 APRIL 2017

Inspector General

INSPECTIONS

This document replaces CAPR 123-3, Civil Air Patrol Compliance Inspection Program. This regulation has been extensively revised and needs to be reviewed in its entirety. Significant changes have been made to Compliance and Subordinate Unit Inspection procedures to reflect recent changes in CAP programs. This regulation is applicable to wing, group, cadet squadron, senior squadron and composite squadron CAP units, but not to Patron and Legislative units.

Several parts of this regulation refer to the Inspection Knowledge Base (IKB) which is published in capmembers.com under CAP National HQ, in the [Inspector General](#) module.

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1. Overview. Inspections are a responsibility of command. CAP commanders must continuously evaluate organizational readiness, efficiency, and effectiveness. The inspection system provides the commander with a credible, independent process to measure effectiveness and ability to comply. The Cooperative Agreement between the United States Air Force (USAF) and the Civil Air Patrol mandates the inspection of CAP units.

1.1. Items subject to review and inspection include, but are not limited to the following:

1.1.1. Implementation of and compliance with policies, procedures, and directives established by statutes, the USAF, the Board of Governors (BoG), the National Commander (CAP/CC), and CAP National Headquarters (NHQ).

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<http://www.capmembers.com/publications/>

1.1.2. Management of CAP members, resources, and CAP programs.

1.1.3. Survey audits conducted in accordance with CAPR 174-1, Property Management and Accountability, are not inspected under this regulation.

2. Roles and Responsibilities.

2.1. Commanders. The inspection program is the commander's program. Commanders at each level, with the support of their IG, are responsible for the success of this program.

2.2. Members. CAP members involved in CAP inspection programs are responsible to understand and comply with CAP directives and ensuring all programs are performed in a safe manner. Safety, security, and accountability are everyone's direct responsibility.

2.3. Inspectors General and inspection team members. During IG inspections it is the responsibility of IGs at all levels, as well as members of IG inspection teams, to take immediate action (up to and including stopping operations) to prevent personal injury, damage to equipment or the release of sensitive information should a potential/actual safety issue or security violation be observed. The inspection team chief shall promptly notify the unit commander of actions taken to correct or mitigate the situation.

2.4. The CAP/IG shall publish inspection worksheets, report templates and Grade Resolution Calculators. The Deputy Inspector General for Inspections (CAP/IGI) shall update and maintain the IKB for the CIs and SUIs. Inspection materials to be used when inspecting units at the wing level and below can be found at [NHQ/IG](#).

3. Waivers. Waivers to this regulation require approval of the Civil Air Patrol Inspector General (CAP/IG). Waiver authority for wing/unit suspensions is the CAP/CC with CAP-USAF/CC concurrence. Routing for waiver requests shall include the following: CAP wing/IG/CC, CAP region/IG/CC, CAP/IG. CAP-USAF Inspector General (CAP-USAF/IG) shall be notified of all units granted waivers. Waiver requests shall be accomplished and approved/disapproved in writing.

4. Operating Instructions and Supplements to this Regulation. Supplements and OIs pertaining to this regulation are not authorized.

5. Inspection Frequency and Scheduling.

5.1. In accordance with the Cooperative Agreement, CAP/IG and CAP-USAF/IG will conduct joint CIs of each CAP wing. The agreed frequency is approximately every 48 months.

5.2. CAP/IG will publish an updated CI schedule no later than 1 June and 1 December of each year. The schedule should project plans as far into the future as practicable. At least the first 12 months of the schedule shall reflect specific inspection dates with the remainder showing at least the month and year of the proposed inspection. Wing commanders are responsible for advising the CAP/IGI of problems or conflicts with the proposed inspection schedule far enough in advance to allow for travel and other planning, but not later than 4 months prior to the scheduled inspection.

5.3. SUIs shall be scheduled in accordance with paragraph 9 of this regulation.

5.4. Any CAP wing receiving an overall Ineffective grade (see paragraph 7.1.2) during a CI shall receive another inspection by the CAP/IG and CAP-USAF/IG within approximately 180 days of receiving the inspection report.

5.5. CAP wing commanders may request additional inspections through coordination with the CAP/IG. The CAP/IG will, in turn, coordinate the request with the appropriate CAP-USAF/IG office if technical assistance is required.

5.6. All CAP units, programs, and resources are subject to no notice inspections, graded or non-graded, at the discretion of the BoG, CAP/CC or CAP-USAF/CC.

6. Notification of Inspection. CAP units to be inspected will be notified in writing by the inspecting agency in advance, except for a no notice inspection. The notice will include:

6.1. The estimated dates and duration of the inspection.

6.2. The purpose and scope of the inspection.

6.3. Additional information that will enable the commander to prepare for and expedite the inspection.

6.4. Any special requirements or requests.

7. Inspection Grade Definitions.

7.1. Overall Unit Grades.

7.1.1. Effective. Performance or operation **meets** mission critical requirements. Procedures and activities are carried out in an effective and competent manner. Resources and programs are efficiently managed. Minor deficiencies may exist but do not impede or limit mission accomplishment.

7.1.2. Ineffective. Performance or operation **does not meet** mission critical requirements. Procedures and activities are not carried out in an adequate manner. Resources and programs are not adequately managed, or personnel or resources are endangered. Significant deficiencies exist that preclude or seriously limit mission accomplishment.

7.2. Individual Tab Grades.

7.2.1. Highly Effective. Performance or operation **exceeds** mission critical requirements, all CI worksheet areas rated as compliant. Procedures and activities are carried out in a superior manner. Resources and programs are very efficiently managed and free of deficiencies.

7.2.2. Effective. Performance or operation **meets** mission critical requirements. Procedures and activities are carried out in an effective and competent manner. Resources and programs are efficiently managed. Minor deficiencies may exist but do not impede or limit mission accomplishment.

7.2.3. Ineffective. Performance or operation **does not meet** mission critical requirements. Procedures and activities are not carried out in an adequate manner. Resources and programs are not adequately managed, or personnel or resources are endangered. Significant deficiencies exist that preclude or seriously limit mission accomplishment.

7.2.4. Not Applicable. Some SUIs may have tabs that are not applicable, i.e., a Senior Squadron does not require a B-1 Cadet Programs inspection, units without vehicles do not require a D-8 Transportation inspection.

8. Compliance Inspection.

Table 8.1 Compliance Inspection Events

Onsite Day	Event
Day -90	Wing notified by CAP/IGC of inspection date and requirements
Day -45	In-Brief by CAP-USAF Team Chief to principals at wing, all deliverables are due by this time
Day -1	CI Team arrives for inspection
Day 0	First day of onsite interviews
Day +1	Second day of interviews, grade resolution, write draft report, Out-Brief to wing staff, draft report given to wing command and his/her commanders
Day +14	Final draft of CI report delivered to all wing and region commanders
Day +90	First response to every discrepancy is due
Day +150	Next response to every open discrepancy is due and every 60 days after until the discrepancy is closed
Month +14	All discrepancies must be closed

8.1. Prior to the inspection.

8.1.1. The CAP/IGC will provide wings to be inspected details pertinent to the visit in a 90-day notification, except for no notice inspections.

8.1.2. CAP wing commanders and directors shall confirm the scheduled on-site CI interview times and dates are accurate and provide contact information no later than 65 days prior to the inspection.

8.2. During the inspection.

8.2.1. No later than 45 days prior to the inspection the CAP wing representatives shall provide completed CI worksheets, unit details, data and other deliverables, as specified in the CI Worksheets and “XXWG CI Information – Vehicles, Aircraft and Inspected Units” email. All CI documents shall be uploaded using the “Documentation” link in eServices/IG. The CI begins with the teleconference In-Brief and ends when the last discrepancy is closed in the Discrepancy Tracking System (DTS).

8.2.2. In accordance with the Cooperative Agreement, the survey audit conducted in conjunction with the CI by a CAP-USAF/LR director of logistics (CAP-USAF/LR/LG) will be the basis for the communications, supply and transportation tabs in the CI report.

8.2.3. All wing directors should be available or present to answer inspector's questions. Should a director be unavailable, someone knowledgeable in the functional area needs to represent the absent director. Any pertinent wing files and/or documentation shall also be available for inspection, as well as all Eyes-On-Hands-On (EOHO) requested by the inspection team.

8.2.4. The focus of the CI is on items contained in the published CI worksheets, but may include items determined pertinent to CAP mission accomplishment by the NHQ staff. The requirements found in directives published after the issuance of a CI worksheet may be reviewed but will not cause a discrepancy for non-compliance.

8.3. After the on-site inspection.

8.3.1. At the conclusion of the CI the CI teams will assign grades to the tabs and an overall CI grade. The applicable grade definitions are located in paragraph 7, above. The team chiefs shall provide an out-briefing to include: the wing's nominated superior performer, highlights, area of concerns, individual tab grades, and the overall grade. If requested and time permitting, the team chiefs may provide a more detailed review to the wing commander.

8.3.2. A draft inspection report shall be provided to the wing and region commanders prior to the departure of the CI team.

8.3.3. The inspected wing shall use the [IKB](#) to begin preparing responses to the discrepancies listed in the draft inspection report presented at the conclusion of the inspection.

8.3.4. Any wing receiving an overall grade of [Ineffective](#) will be required to be inspected again in approximately 180 days.

9. Subordinate Unit Inspections. Each CAP wing should update an inspection program plan of action (PoA) (see Attachment 2) for its subordinate units each year.

Table 9.1 Subordinate Unit Inspection Events

Onsite Day	Event
Day -60	Unit notified by Team Chief of inspection date and requirements
Day -10	All deliverables are due by this time
Day 0	Onsite interviews
Day +14	SUI Report delivered to unit commander and his/her commanders
Day +30	First response to every discrepancy is due
Day +60	Second response for every open discrepancy is due and every 30 days after until all discrepancies are closed
Month +6	All discrepancies must be closed

9.1. The wing IG shall administer the SUI program and is responsible for coordinating with unit commanders for all SUIs conducted below the wing level.

9.2. Inspections of subordinate units are expected to occur every 24 months. If a unit exceeds 27 months without a completed and valid SUI, the wing IG shall inform the wing commander, who shall suspend the unit's activities until the SUI is complete. Any excess interval between SUIs beyond 24 months will be subtracted in computing the next SUI due date. For example, an SUI is due in June, but doesn't get completed until August. The unit's next SUI will be 24 months from June.

9.3. An up-to-date schedule of SUIs will be viewable in eServices in the Commander's Dashboard.

9.4. The wing IG, in coordination with the wing CC, shall appoint a sufficient number of Inspector General Assistants (IGA) and Inspection Augmentees to conduct the required SUI program inspections. Qualified personnel from throughout the wing may be used to assist in the manning of the SUI teams.

9.4.1. At no time will a SUI be performed with a team of fewer than two members (IGs, IGAs or Inspection Augmentees).

9.4.2. An Inspection Augmentee (other than a formally appointed IG) cannot provide any form of Protected Communications coverage to a member of CAP. The attorney-client privilege for Legal Officers is not restricted by participating in a SUI.

9.5. Prior to the inspection.

9.5.1. Except for no notice inspections, the unit to be inspected will be provided details pertinent to the visit in a 60-day notification.

9.5.2. CAP unit commander shall confirm the scheduled on-site SUI interview times and dates are accurate and provide contact information no later than 30 days prior to the inspection.

9.5.3. Ten days prior to the on-site date the subordinate unit commander shall provide completed SUI worksheets, unit details and data and other deliverables specified in the SUI worksheets. All SUI documents shall be uploaded using the "Documentation" link in eServices/IG. The SUI begins 10 days before the on-site date.

9.6. During the inspection.

9.6.1. All unit staff officers should be available or present as required for the unit's SUI. Should a staff officer be unavailable, someone knowledgeable in the functional area shall represent the absent staff officer. Any pertinent unit files and/or documentation must also be available for inspection, as well as all EOHO items requested by the inspection team.

9.6.2. The SUI will focus attention on items contained in the published SUI worksheet, but may include items determined pertinent to CAP mission accomplishment by the wing staff. The requirements found in directives published after the issuance of a SUI worksheet may be reviewed but will not cause a discrepancy for non-compliance.

9.7. The SUI worksheets developed by the CAP/IG will be used to conduct the SUI.

9.8. An SUI shall not be considered complete and valid until all items on the SUI Quality Assurance Checklist have been completed and all discrepancies are closed.

9.8.1. Should time constraints prevent a complete inspection during a single visit, the remaining inspection items must be completed within 30 days of the first visit.

9.8.2. If multiple visits are required to complete the SUI, the date of the first visit shall be used to calculate the due date for the next SUI.

9.9. Wing commanders shall establish an SUI travel budget as part of the Annual Training Plan and submit it to region by July 31 via Web Mission Information Reporting System (WMIRS). The SUI program requirements must be met regardless of the availability of reimbursement funds.

9.10. The SUI Team Chief will fill out and forward to the wing IG/IGA the Quality Assurance Checklist along with the SUI report for uploading into eServices.

9.11. All SUI discrepancies shall be closed within six months of the inspection first visit with responses to each discrepancy required at least every 30 days. Units not correcting all discrepancies within six months shall be suspended from all unit activities, except those required to close discrepancies, until all discrepancies are closed.

9.12. The inspected unit will respond to all discrepancies using the DTS module in the eServices Inspector General module. Units shall reference the [IKB](#) for discrepancy closures guidance.

9.12.1. The Wing IG will evaluate the unit's response and, if sufficient, close the discrepancy.

9.12.2. Each discrepancy shall have a response posted at least every 30 days until the discrepancy is closed.

9.13. Any subordinate unit receiving an overall ineffective grade during an inspection will receive another SUI within 180 days of the original inspection.

10. Reports.

10.1. A report will be prepared for each inspection. Team Chiefs will use the version of the CI and SUI worksheets and report template current on the day the initial notification is sent to the wing or unit. The documents are to be kept on capmembers.com under the Inspector General module.

10.2. Disclaimer. All inspections and reports, and associated correspondence containing discrepancy reporting, will include the following statement:

"This is a PRIVILEGED DOCUMENT that cannot be released in whole or part to persons or agencies outside the Civil Air Patrol or USAF, nor can it be republished in whole or part in any publication not containing this statement, including the Civil Air Patrol magazines and general use pamphlets, without the express approval of the National Commander of the Civil Air Patrol and Commander of CAP-USAF."

"FOR OFFICIAL CAP USE ONLY"

10.3. Special Report Mission Rating Entry – Commendable. A Commendable indicates a highly effective process implemented over a sufficient period of time that results in exceeding mission requirements. Commendables must apply directly to a mission critical compliance

question. A commendable must be process oriented; it should save money, manpower and have a benefit for the members and/or mission. The unit must provide supporting documentation to verify that their process does in fact save money, man-hours and present benefits to members and/or mission.

10.4. Special Report Compliance Entry - "Discrepancy": A discrepancy is any deficiency that is a violation of a directive that results or could result in significant mission impact or widespread mission impact or failure. Discrepancies require a written response submitted as outlined in the [IKB](#). Units shall use the [IKB](#) information to close discrepancies. The discrepancy verbiage shall be copied directly from the worksheets to the report and the DTS.

10.5. Compliance Inspection reports.

10.5.1. In accordance with the Cooperative Agreement, CAP/IG and CAP-USAF/IG shall receive a copy of the inspection report as designees for their commanders for their review and signature.

10.5.2. Following edits to the report, it shall be finalized and electronically sent via Sertifi to the inspected unit commander and electronic distribution shall be accomplished for the remainder of the distribution list. The report will be uploaded into eServices, the official repository for CI reports.

10.5.3. Inspection discrepancies.

10.5.3.1. All CI discrepancies are to be closed within 14 months after the out brief of the inspection. If wings have not corrected all discrepancies within 14 months, the CAP/IG will elevate this out of compliance issue to the CAP/CC and CAP-USAF/CC for remedial action.

10.5.3.2. The inspected wing shall respond to all discrepancies using the DTS module in the eServices Inspector General module. Regions shall reference the [IKB](#) for discrepancy closure guidance. A representative of the inspected wing shall contact the Verification Team member from wing's region to obtain a "recommendation for closure."

10.5.3.3. CAP-USAF LR/LG will recommend closure for C-2 (Communications), D-7 (Supply) and D-8 (Transportation) tabs.

10.5.3.4. Primarily the region IGs will recommend closure for all other discrepancies. However, the CAP-USAF/LR Commanders, CAP-USAF/LR Director of Operations, CAP-USAF/LR/Assistant Director of Operations, CAP-USAF/LR LG, CAP Region Commander (CC) and Vice Commanders (CV) are alternate verification team members.

10.5.3.5. Once the verification team member contacted has verified the discrepancy has been corrected, the member will recommend closure to CAP/IG, CAP/IGI, CAP-USAF/IG, or CAP-USAF/IGA using the DTS system accessed through the eServices Inspector General module.

10.5.3.6. CI discrepancy responses will be submitted at the intervals shown in the table below.

1st Response is Due	2nd Response is Due	All Subsequent Responses are Due
<u>90 Days</u> after Out-Brief	<u>60 Days</u> after 1 st response (150 days after Out-Brief)	<u>60 Days</u> after previous response

11. Maintenance and Disposition of CI and SUI Reports. The official repository for final CI and SUI reports is eServices.

JOSEPH R. VAZQUEZ
Major General, CAP
Commander

Attachment 1

COMPLIANCE ELEMENTS

Worksheet and Tab	#	Compliance Question	How to Verify Compliance	Discrepancy Write-up	How to Clear Discrepancy
E-1 SUI	07	Are all SUI worksheets, unit details and data and other deliverables provided IAW CAPR 20-3?	Review of all worksheets, unit details and data, and other deliverables provided.	(Discrepancy): [xx] (E1 Question 7) Unit did not provide all worksheets, unit details and data, and other deliverables as required IAW CAPR 20-3 para 9.5.3.	Discrepancy is normally closed during SUI and documented in the SUI report
E-1 CI	09	Are SUIs accomplished IAW CAPR 20-3? In review of the wing's SUIs, did the wing CC take appropriate action on any subordinate unit that received an overall grade of "Ineffective"?			
		a) If any subordinate unit received an overall Ineffective grade was it reinspected within 180 days of the original inspection?	a) Review SUIs of subordinate units receiving an overall grade of Ineffective.	a) (Discrepancy): [xx] (E1 Question 9) Wing did not complete a reinspection within 180 days of any subordinate unit(s) that received an overall grade of Ineffective IAW CAPR 20-3 para 9.13.	a) Complete an SUI on the offending subordinate unit(s) and update in the DTS. Attach a copy of SUI to this discrepancy in the DTS.
		f) If a subordinate unit exceeded the 27-month limit for accomplishing SUIs was the unit suspended?	f) Review eServices Commanders Dashboard to determine if SUIs exceeded 27-month limit. If a unit did exceed the limit was it referred to command for suspension or was a waiver obtained? Wing will provide copies of documentation.	f) (Discrepancy): [xx] (E1 Question 9) Subordinate unit exceeded the 27-month limit between SUIs and was not referred to command for suspension IAW CAPR 20-3 para 9.2. List each subordinate unit affected	f) Recommend to the wing CC that the unit be suspended until an SUI has been accomplished. Complete the required SUI. Attach a PoA, approved by Wing/CC, to prevent reoccurrence to the discrepancy in the DTS.
		g) Was the unit referred to command for remedial action if its SUI was determined to be invalid before the time limit expired without the necessary waiver?	g) Review eServices/Commanders Dashboard to determine if SUI reports are valid. If a unit did exceed the limit between SUIs, was it referred to command for remedial action or was a waiver obtained? Wing will provide copies of documentation.	g) (Discrepancy): [xx] (E1 Question 9) Subordinate unit XXXX has an invalid SUI report and was not referred to command for remedial action IAW CAPR 20-3 para 9.2.	g) Recommend to the wing CC that the unit be suspended until a valid SUI has been accomplished. Attach a PoA, approved by Wing/CC, to prevent reoccurrence to the discrepancy in the DTS.

Worksheet and Tab	#	Compliance Question	How to Verify Compliance	Discrepancy Write-up	How to Clear Discrepancy
		h) Did the Wing establish an SUI travel budget as part of the Annual Training Plan and submit it to Region?	h) Check WMIRS for a SUI travel mission.	h) (Discrepancy): [xx] (E1 Question 15) Wing failed to develop a travel budget for the Annual Training Plan and load it into WMIRS IAW CAPR 20-3 para 9.9.	h) Develop a SUI travel budget for the Annual Training Plan and load it into WMIRS. Attach a copy of the Annual Training Plan to the discrepancy in the DTS. Attach a copy of a PoA, approved by the Wing/CC, to prevent reoccurrence to the discrepancy in the DTS.
E-3 CI	05	Are SUIs conducted within the maximum 27 months as required?	Review uploaded SUIs to ensure SUIs are accomplished within the maximum 27 months as required.	(Discrepancy): [xx] (E3 Question 5) Wing failed to ensure SUIs were conducted within the maximum 27 months as required IAW CAPR 20-3 para 9.2. NOTE: List each subordinate unit affected.	Ensure each unit has been inspected. Attach a PoA, approved by Wing/CC, to prevent reoccurrence to the discrepancy in the DTS.

Worksheet and Tab	#	Compliance Question	How to Verify Compliance	Discrepancy Write-up	How to Clear Discrepancy
E-3 CI	07	a) Were SUI inspections conducted with at least two qualified inspectors?	a) Provide listing of qualified SUI team inspectors from eServices Member reports for IG Course Completion.	a) (Discrepancy): [xx] (E3 Question 7) SUI inspections were not conducted with at least two qualified inspectors IAW CAPR 20-3 para 9.4.1.	a) Attach a PoA, approved by Wing/CC, to prevent reoccurrence to the discrepancy in the DTS.
		b) Was there any unit graded Ineffective which did not receive a reinspection?	b) Review SUIs and any re-accomplished SUIs.	b) (Discrepancy): [xx] (E3 Question 7) Subordinate unit graded Ineffective did not receive a reinspection IAW CAPR 20-3 para 9.13.	b) Another SUI must be accomplished. Attach a PoA, approved by Wing/CC, to prevent reoccurrence to the discrepancy in the DTS.
		c) Are the last two SUIs for each unit loaded in eServices	c) Review eServices Commanders Dashboard/Inspector General for wing. Verify each unit has the two most recent SUIs loaded.	c) (Discrepancy): [xx] (E3 Question 7) All SUIs were not loaded in eServices IAW CAPR 20-3 para 10.	c) Load last two SUIs into eServices. Attach a screen shot of uploaded SUIs to the discrepancy in the DTS. Attach a PoA, approved by Wing/CC, to prevent reoccurrence to the discrepancy in the DTS.
E-3 CI	08	Were all applicable SUI sections inspected IAW CAPR 20-3?	Review sampling of SUIs taken from eServices. Review SUI reports and commander's dash board for IG information.	(Discrepancy): [xx] (E3 Question 8) All applicable TAB areas were not inspected during SUI IAW CAPR 20-3 para 9.8.	Another SUI must be accomplished. Attach a copy of the completed SUI report to the discrepancy in the Discrepancy Tracking System (DTS).
E-3 CI	09	Are SUI discrepancies closed within 6 months as required?	Review DTS files for SUIs that took more than 6 months to close all discrepancies.	(Discrepancy): [xx] (E3 Question 9) Wing failed to ensure DTS items were closed within 6 months as required IAW CAPR 20-3 para 9.11. NOTE: List each subordinate unit affected.	Ensure each unit has closed all DTS items. Attach a PoA, approved by Wing/CC, to prevent reoccurrence to the discrepancy in the DTS.

Attachment 2**SAMPLE PLAN OF ACTION****For the (Insert the name of the Wing)****Prepared by: (Insert the name of the Wing Inspector General)**

(The Wing IG PoA needs to provide answers to those deemed actionable. The PoA is a flexible document amendable and subject to change as circumstances warrant. Areas in bold face are compliance issues in CAPR 20-3. Italicized text areas are policy guidance and best practices at the discretion of the Wing/Region IG or Commander. Delete this explanatory paragraph from your report.)

Mandatory Compliance Issues based on the CAPR 20-3:

Wing IG appointed SUI Team members and training requirements met (attach or link to eServices Member Reports)

Schedule set up that meets the regulatory requirements.

Develop a recruiting policy and goals to assure sufficient staff to prosecute the SUI schedule.

Discretionary Policy by a Wing/Region Commander or IG

Required and optional or additional training of team members

SUI Team Uniform standards during inspections of subordinate units

Make a prudent plan to conduct inspections that do not conflict with the wing calendar, federal holidays, and unit meetings, etc.

FOR THE COMMANDER

Name and rank of author Title