

**1 March 1999**

**Command Policy**

**ASSISTANCE VISITS PROGRAM**



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### **SUMMARY OF REVISIONS**

This revision provides an overall update, facilitates sharing of information between NAFs (paragraph [3.2.](#)), separates SAVs and IG inspections in identity, purpose, and scheduling (paragraph [3.3.](#)), and updates metric to identify unit continuous improvement trend ([Attachment 1](#)).

**1. Purpose .** Readiness, Staff, and Functional Assistance Visits complement organizational management and enhance readiness through continuous process improvement. This directive establishes Air Force Reserve Command (AFRC) policy for providing support or assistance to an organization, fulfilling the requirements of the ultimate customer, the organizational commander.

**2. Customer-Oriented Program .** AFRC Numbered Air Forces (NAFs) provide a customer-oriented program that responds to assigned organizations, functional areas, or individuals with feedback on the effectiveness of their work processes.

2.1. This review encompasses processes for meeting unit customer, continuous improvement, and performance requirements.

2.2. Data collected should provide a measure of continuous improvement and overall system performance.

**3. Responsibilities :**

3.1. The AFRC Assistant Vice Commander establishes program policy.

3.2. AFRC NAF commanders develop implementing instructions, share information, and benchmark from each other's organizations.

3.3. Staff Assistance Visits (SAVs) maintain a separate purpose and identity from the unit compliance inspection (UCI) conducted by the IG. Scheduling SAVs should not be dependent upon the IG UCI

visit schedule, but treated as a separate entity. The AFRC Gatekeeper (AFRC/IGI) will be apprised of each NAF's visit schedule.

3.4. Wing and unit commanders identify assistance visit requirements.

JAMES E. SHERRARD III, Maj Gen, USAF  
Commander

**Attachment 1**

**SAMPLE METRIC**

Sample metric identifies trends of unit performance levels, leading to overall continuous unit improvement.

**NAF ASSISTANCE VISITS**

**UNIT CONTINUOUS IMPROVEMENT TRENDS**

**VISITS CONDUCTED CY XX**

**NAF ASSISTANCE VISIT PROGRAM  
UNIT CONTINUOUS IMPROVEMENT TREND  
LEVEL OF PERFORMANCE  
FY 99-1 99-4**

