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Services



SERVICES AND QUALITY OVERSIGHT

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This checklist reflects Command requirements for Commanders/Directors of Services and Quality Oversight to prepare for and conduct internal reviews.

SUMMARY OF REVISIONS

This checklist has been revised to update references and add commander and supervisor responsibilities. AFI references were added to Services Training. Services Facilities and Construction has changed the reporting date for project status reports as well as offices maintaining information. A bar (|) indicates a revision from the previous edition.

1. References have been provided for each critical item. Critical items have been kept to a minimum and are related to public law, safety, security, fiscal responsibility, and/or mission accomplishment. While compliance with non-critical items is not rated, these items help gauge the effectiveness/efficiency of the functions.
2. This publication establishes a baseline checklist. The checklist will also be used by the Command IG during applicable assessments. Use the attached checklist as a guide only. **AFSPC checklists will not be supplemented.** Units produce their own standalone checklists as needed to ensure an effective and thorough review of the unit program. Units are encouraged to contact the Command Functional OPR of this checklist to recommend additions and changes deemed necessary. See **Attachment 1**.

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Director of Mission Support

ATTACHMENT 1

SERVICES AND QUALITY OVERSIGHT CHECKLIST

Table A1.1. Checklist.

| | | | |
|---|------------|-----------|------------|
| MISSION: Contribute to readiness and improve productivity of the Services Squadron/Division (SV) through commander/director, deputy, flight chief, and activity manager oversight of SV Programs. | | | |
| | | | |
| SECTION 1: SERVICES SQUADRON/DIVISION | | | |
| | | | |
| 1.1. CRITICAL ITEMS: | YES | NO | N/A |
| None | | | |
| | | | |
| 1.2. NON-CRITICAL ITEMS: | YES | NO | N/A |
| 1.2.1. Are the Services programs tailored to take advantage of programs in the local area, and to complement rather than compete with, off base commercial programs? (AFI 34-262, <i>Services Programs and Use Eligibility</i> , para 1.4.4.) | | | |
| 1.2.2. If the installation commander has closed a Services activity, was the request routed through HQ AFSPC/SV and approved by HQ USAF/ILV, and is the approval on file? (AFI 34-262, para 2.5.) | | | |
| 1.2.3. Has the installation commander evaluated Services resale activities biennially to determine whether to continue operating them and is the evaluation on file? (AFI 34-262, para 2.6.3.) | | | |
| 1.2.4. Has the Services organization used the eligibility and use priority information contained in Attachment 2 of AFI 34-262 and other appropriate instructions to help develop local policies and market strategies? (AFI 34-262, para 3.1.1.) | | | |
| 1.2.5. Is there an annual plan and is it focused on the short-term (less than 2 years) and identify key goals and strategies that are tied to projections of future customers and their requirements? (AFI 34-262, para 4.2.) | | | |
| 1.2.6. Does the long-term (3-5 year) plan provide a listing of projected equipment requirements, facility improvements and construction, and other documented improvements that help meet customer and stakeholder needs? (AFI 34-262, para 4.3.1.) | | | |

| NON-CRITICAL ITEMS Cont: | YES | NO | N/A |
|--|------------|-----------|------------|
| 1.2.7. When Services Morale, Welfare, & Recreation (MWR) facilities cannot accommodate all authorized patrons, has the installation commander determined specific use priorities based on Tables A2.1 and A2.2., AFI 34-262? (AFI 34-262, Attachment 2) | | | |
| 1.2.8. Does the commander monitor the implementation of and compliance with the Air Force Dram Shop Liability, Drunk and Drugged Driving, and Alcohol Deglamorization programs? (AFI 34-219, <i>Alcoholic Beverage Program</i> , para 1.3., 1.4., and 1.5.) | | | |
| | | | |
| SECTION 2: HUMAN RESOURCES OFFICE (HRO) | | | |
| | | | |
| 2.1. CRITICAL ITEMS | YES | NO | N/A |
| 2.1.1. Does the HRO perform a self-assessment of all program areas (i.e., program management, position classification, records administration, affirmative employment, labor management relations, employee training and development, and systems management) at least annually to determine program effectiveness and takes corrective action on all deficiencies found? (AFM 34-312, <i>Human Resources Assessment of Personnel Management and Administration</i> , para 5.) | | | |
| 2.1.2. Does the HRO ensure pre-employment Investigative/Reference checks are completed prior to scheduling the employee for work for employees hired into positions of trust and employees in child care services and other positions that deal with children under the age of 18? (AFM 34-310, <i>Nonappropriated Fund Personnel Program Management and Administration Procedures</i> , paras 4.3.6. and 4.3.7.) | | | |
| | | | |
| 2.2. NON-CRITICAL ITEMS | YES | NO | N/A |
| 2.2.1. Has the Services commander/director established basic policies for the payment of night differentials and Sunday premium pay for pay-banded employees? (AFM 34-310, para 18.16.1. and 18.17.1.2.) | | | |
| 2.2.2. Does the HRO perform on-site visits to activity worksites to meet with managers, supervisors, and/or employees to observe work environments and practices, to review employee work folders and to foster cooperative working relationships in accordance with AF Services Agency Quality Assessment Guide for Human Resources Management and Administration, 27 Mar 2001, Sec II, para a (7)? (AFM 34-312, para 5.2.1.) | | | |

| SECTION 3: SERVICES TRAINING | | | |
|--|------------|-----------|------------|
| | | | |
| 3.1. CRITICAL ITEMS: | YES | NO | N/A |
| 3.1.1. Are Unit Education and Training managers (UETM) and Services Supervisors familiar with responsibilities outlined in AFI 36-2201, V3, <i>Air Force Training Program On The Job Training Administration</i> , Chapters 4 and 5? | | | |
| 3.1.2. Is Training and Education Automated Management System (TEAMS) used to document all Services personnel document training? (AFI 34-254, <i>Services Education and Training</i> , para 1.3.1.1.) | | | |
| 3.1.3. Does the UETM have a training plan which meets the minimum standards outlined in the Air Force Services Agency (AFSVA) Golden Eagle Standards? (AFI 34-254, 4.6. and HQ AFSVA Golden Eagle Standards) | | | |
| 3.1.4. Does the UETM identify training recourses and coordinate training for supported work centers with other units, and training providers? (AFI 36-2201, V3, para 5.2.3.) | | | |
| | | | |
| 3.2. NON-CRITICAL ITEMS: | YES | NO | N/A |
| 3.2.1. Are all Services personnel military personnel attending annual Home Station Training (HST) as identified in the Career Field Education and Training Plan? (AFI 10-214, <i>Air Force Prime Ribs Program</i> , para 3.2.) | | | |
| 3.2.2. Are the Services Unit Type Code (UTC) teams scheduled for Services Combat Training (SCT) using the “team training” concept? (AFI 10-214, para 3.3.3.) | | | |
| 3.2.3. Does the UETM conduct unit training meetings at least quarterly? (AFI 36-2201, 5.2.10) | | | |
| 3.2.4. Are supervisors developing individual training records using TEAMS? (AFI 34-254, para 4.8.) | | | |
| 3.2.5. Do new Services Nonappropriated Fund (NAF) employees receive unit orientation training so they understand the overall unit mission and various Services activities before focusing on their specific jobs? (AFM 34-310, para 11.3.4.1.) | | | |

| SECTION 4: MARKETING | | | |
|---|------------|-----------|------------|
| | | | |
| 4.1. CRITICAL ITEMS: | YES | NO | N/A |
| 4.1.1. Does the legal office, NAF and Appropriated Funds (APF) contracting officers both review agreements to ensure that solicited and unsolicited offers are not accepted from barred contractors and are not in conflict with existing contracts, memos of agreement or understanding, or other business agreements? (AFI 34-407, <i>Air Force Commercial Sponsorship Program</i> , para 2.8. and 2.10.) | | | |
| 4.1.2. Is the commercial Sponsorship program being used to help finance enhancements for MWR elements of Services events, activities, and programs? (AFI 34-407, para 1.1.) | | | |
| 4.1.3. Is the dollar threshold for sponsorship approval being followed? (AFI 34-407, para 8.1.) | | | |
| | | | |
| 4.2. NON-CRITICAL ITEMS: | YES | NO | N/A |
| 4.2.1. Has the Services commander/director, flight chiefs, and marketing director developed an annual Services marketing plan? (AFI 34-104, <i>Services Marketing and Publicity Program</i> , para 2.6.2.) | | | |
| 4.2.2. Have activity managers developed annual promotional campaigns based on Corporate Prism? (AFI 34-104, para 2.6.3.) | | | |
| 4.2.3. Has an annual customer satisfaction survey been conducted? (AFI 34-104, para 2.5.1.) | | | |
| 4.2.4. Has the marketing director trained the Services flight chiefs, activity managers, and marketing personnel to use the Corporate Prism software and interpret the search data? (AFI 34-104, para 2.3.1.) | | | |
| 4.2.5. Are the Services MWR programs the only activities using the commercial sponsorship program? (AFI 34-407, para 1.2.) | | | |
| 4.2.6. Is a quarterly commercial sponsorship report being submitted to HQ AFSPC/SVPB in a timely manner containing all the required information? (AFI 34-407, para 5.) | | | |
| 4.2.7. Has the Services Commander/Director appointed, in writing, a single point of contact within the Services organization to solicit and manage the Commercial Sponsorship program? (AFI 34-104, para 4.2.2. and AFI 34-407, para 2.6.1.) | | | |

| SECTION 5: SERVICES CONSTRUCTION | | | |
|--|------------|-----------|------------|
| | | | |
| 5.1. CRITICAL ITEMS: | YES | NO | N/A |
| 5.1.1. Does the Resource Management Flight keep separate funding records for each NAF construction project approved for Air Force Base Capital Improvement Funds (AFBCIF)? (AFI 34-105, <i>Programming For Nonappropriated Fund Facility Requirements</i> , paras 7.5. to 7.12.) | | | |
| | | | |
| 5.2. NON-CRITICAL ITEMS: | YES | NO | N/A |
| 5.2.1. Is there a current Air Force Services Long Range Capital Improvement Plan (LRCIP) and does it contain all the known facility improvement and capital equipment requirements for the next five years? (AFI 34-105, para 2.1.) | | | |
| 5.2.2. Has a current copy of the LRCIP been forwarded to MAJ-COM/SV after each fiscal year update? (AFI 34-105, para 2.3.7.4.2.) | | | |
| 5.2.3. Has the annual Air Force Services Facilities Inventory report been annotated with all facility changes and forwarded to HQ AFSPC/SV in Dec of each year? (AFI 34-105, para 6.) | | | |
| 5.2.4. Does the resource management flight maintain up-to-date Services construction program folder(s) on all approved NAF, Military Construction Program (MILCON), and Operations and Maintenance (O&M) projects that are prepared for projects in the Long-Range Capital Improvement Plan (LRCIP)? (AFI 34-105, para 2.3.7.3.5.) | | | |
| 5.2.5. Does the Services Deputy Commander submit a monthly AFB-CIF project status report, as instructed by HQ AFSPC/SVXF, for each approved NAF construction project no later than the 10 th of each month? (AFI 34-105, para 8.) | | | |