

**BY ORDER OF THE COMMANDER  
AIR MOBILITY COMMAND**

**AIR MOBILITY COMMAND  
INSTRUCTION 20-1**

**1 APRIL 2002**

**Logistics**



**LOGISTICS STANDARDIZATION  
AND EVALUATION PROGRAM**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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Pages: 6  
Distribution: F

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This instruction establishes policy and practices for the Logistics Standardization and Evaluation Program (LSEP) for all AMC units and AMC gained Air Force Reserve Command (AFRC) Reserve Associate personnel that perform aircraft maintenance, supply, transportation, contracting, aerial port, and logistics plans functions. It does not apply to AFRC unit-equipped (UE) units or Air National Guard (ANG) units or personnel. This instruction applies to contractor and civil service logistics functions as specified in the contract Performance Work Statement (PWS). It implements AFD 21-1, *Managing Aerospace Equipment Maintenance*. This instruction requires collecting and maintaining information protected by the Privacy Act of 1974, as authorized by 10 U.S.C. 8013, Secretary of the Air Force; powers and duties; delegation by; AFI 21-101 *Aerospace Equipment Maintenance Management*, AFI 36-2232, *Maintenance Training*, and Executive Order (EO), 9397. System of Records notice F021 AF IL A applies. Use AF Form 847, **Recommendation for Change of Publication**, to send comments and suggested improvements for this instruction through channels to HQ AMC/LGML, 402 Scott Drive, Unit 2A2, Scott AFB IL 62225-5308.

## Chapter 1

### PROGRAM PURPOSE

**1.1. Introduction:** The purpose of the Logistics Standardization and Evaluation Program (LSEP) is to evaluate key logistics processes throughout Air Mobility Command (AMC) logistics units thereby ensuring standardized, repeatable, technically compliant process execution. The LSEP is applicable to all aircraft maintenance, supply, transportation, contracting, aerial port, and logistics plans personnel and processes throughout AMC. The LSEP is a three-tiered evaluation program consisting of:

- 1.1.1. Unit Self Evaluation (USE): Accomplished at squadron/logistics staff agency level to assess the unit's ability to execute logistics processes in accordance with existing directives.
- 1.1.2. Group Self Evaluation (GSE): Accomplished at group level to validate subordinate logistics units/staff agencies USE effectiveness in ensuring technical compliance.
- 1.1.3. HQ AMC/LG Logistics Standardization and Evaluation Team (LSET) Visits: Conducted at command level to validate group level evaluation effectiveness.

**1.2. Evaluation Areas:** All evaluations focus on six key areas.

- 1.2.1. Accurate Written Guidance: Ensuring the workforce has access to current technical data and policy guidance required to accomplish their work.
- 1.2.2. Proper Tools and Equipment: Ensuring the workforce has the proper tools, equipment and information systems necessary to perform their duties.
- 1.2.3. Qualified and Proficient Workforce: Ensuring there is a properly trained workforce to accomplish the work.
- 1.2.4. Organizational Alignment: Ensuring the unit is organized according to policy directives.
- 1.2.5. Execution: Ensuring the workforce is accomplishing their work according to technical data and policy directives.
- 1.2.6. Management Oversight: Ensuring the supervisors and commanders know and enforce compliance with technical data and policy directives.

## Chapter 2

### GENERAL CONDUCT

#### 2.1. Scope: The LSEP applies to the following organizations:

2.1.1. Wing Level: Wing Staff (Logistics Plans function and Maintenance Operations Center (MOC)).

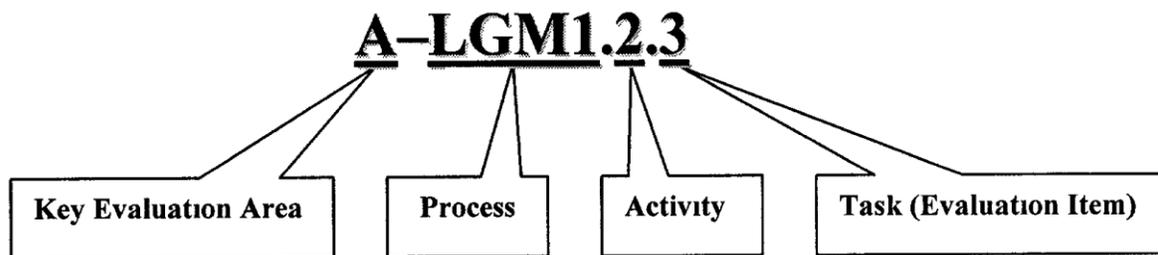
2.1.2. Group Level: Logistics groups, operations groups with assigned maintenance personnel/functions, and OCONUS air mobility operations groups.

2.1.3. Squadron Level: Supply squadrons, contracting squadrons, aircraft generation squadrons, equipment maintenance squadrons, component repair squadrons, maintenance squadrons, logistics support squadrons, flying squadrons with assigned flight line maintenance, operations support squadrons with maintenance staff functions assigned (MOC, Plans and Scheduling and Documentation), OCONUS air mobility squadrons, transportation squadrons, aerial port squadrons, and logistics readiness squadrons.

2.1.4. The LSEP does not add any additional requirements or workload on those logistics functions accomplished by contractors. In those cases, the LSEP will focus on evaluating the contract quality assurance representative (QAR) effectiveness.

2.2. **Supporting Checklist:** LSEP supporting checklists are developed and published by each HQ AMC logistics function division. Checklists are organized around the six key evaluation areas, their processes, activities, and tasks. (See [Figure 2.1](#)).

**Figure 2.1. Evaluation Item Numbering:**



#### 2.3. Rating Process:

2.3.1. Activity Rating: Evaluations are conducted at the task levels within the various activities. Activities are rated based on the results of these evaluations in one of three categories:

2.3.1.1. Fully Compliant: Activity accomplished in accordance with (IAW) prescribed directives.

2.3.1.2. Compliant with Minor Findings: Activity is accomplished IAW prescribed directives with only minor findings noted.

2.3.1.3. Non-Compliant: Activity is not accomplished IAW prescribed directives due to one or more major findings which degrades the activity's overall quality, endanger personnel, or jeopardize equipment.

2.3.2. Process Rating: Processes are rated no higher than the lowest rated activity contained within the process.

**2.4. Reporting Guidelines:** In addition to listing team members and key personnel contacted, LSEP written reports and out-brief will, contain the following sections:

2.4.1. Team Chief Overall Assessment: This section is where the team chief provides an overall assessment of the evaluation results. Additionally, the team chief will comment about the correlation between team findings and previously conducted evaluations.

2.4.2. Key Evaluations Areas Summary: For each of the key evaluations areas document the number of processes found fully compliant, compliant with minor findings, and non-compliant.

2.4.3. Process Findings: List all evaluated processes and their ratings. For those processes rated non-compliant document the following: (1) activities found non-compliant with major findings, (2) sections where the findings were observed.

2.4.4. Other Significant Findings: This section includes any significant findings that were outside the scope of the evaluation.

2.4.5. Best Practices and Noteworthy Performers: This section contains specific comments regarding observed best practices and exceptional performers.

## Chapter 3

### EVALUATIONS

**3.1. Unit Self Evaluations:** Squadron commanders and wing staff chiefs will conduct and document USEs semi-annually. These evaluations will assess the unit's level of technical compliance and are accomplished by a dedicated team appointed by unit leadership. Evaluations are accomplished by using the HQ AMC LSEP checklist, supplemented as desired, throughout the entire squadron or staff function within a 30-day period. Team chiefs will out brief their squadron commanders or staff chiefs within 5 duty days of completing the USE and publish a written report within 10 duty days. Those flights or sections with non-compliant activities will develop lasting corrective actions and forward their response to their squadron commander or staff chief. Squadron commanders or staff chiefs will track open findings until closure.

3.1.1. Fuels Management Flights: As their portion of the USE, fuels management flights will continue to conduct their compliance program IAW AFI 23-201, *Fuels Management*, Chapter 8. At the completion of a semi-annual cycle, fuels flight supervision will roll up all of the reports to mirror the overview portion of Para 2.4. of this AMCI.

**3.2. Group Self Evaluation:** Once a year, group commanders will validate USEs' effectiveness for all squadrons or wing staff functions tasked by this AMCI. This evaluation is accomplished with a dedicated team established by the group commander using the same procedures established for the USEs.

**3.3. Logistics Standardization and Evaluation Team Visit:** Every 18 months, HQ AMC will conduct a LSET visit to evaluate GSE effectiveness. HQ AMC/LG conducts this evaluation with augmentation from the NAF/LG staff and AMC field units. The LSET visit is accomplished expeditiously using AMC/LG approved LSET visit checklists. The LSET team chief will out brief group commanders, squadron commanders, and wing staff chiefs. Group commanders will out brief their wing commander. The NAF/LG team member will out brief their NAF. The LSET team chief will also out brief the HQ AMC/LG and provide a written report to the visited unit. Group commanders are responsible for establishing a system for implementing corrective actions for all non-compliant findings listed in this report. HQ AMC/LG will provide quarterly feedback on LSET visit findings.

PETER J. HENNESSEY, Brig Gen, USAF  
Director of Logistics

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI 21-101, *Aerospace Equipment Maintenance Management*

AFI 23-201, *Fuels Management*

AFI 36-2232, *Maintenance Training*

***Abbreviations and Acronyms***

**AMC**—Air Mobility Command

**GSE**—Group Self Evaluation

**LSEP**—Logistics Standardization and Evaluation Program

**LSET**—Logistics Standardization and Evaluation Team

**MOC**—Maintenance Operations Center

**NAF**—Numbered Air Force

**QAR**—Quality Assurance Representative

**USE**—Unit Self Evaluation

***Terms***

**Activity**—A unit of work that has identifiable starting and ending points that produces a specific output.

**Evaluation Item (Task)**—A specific element of action required to accomplish a distinct event within an activity. LSEP evaluations are conducted at the task level.

**Key Evaluation Area**—Groupings of actions required to achieve technical compliance.

**Logistics Standardization and Evaluation Program (LSEP)**—A three-tiered program that evaluates key logistics processes throughout AMC logistics units.

**Logistics Standardization and Evaluation Team (LSET)**—The MAJCOM team (HQ AMC/LG with augmentation from the NAF/LG staff and AMC field units) that evaluates GSE effectiveness.

**Process**—A set of logically related activities done to achieve a defined outcome.

**Quality Assurance Representative (QAR)**—Individual who monitors a contractor on a daily basis, is involved in every aspect of the contract, and ensures the contractor complies with that contract.

**Team Chief**—Individual in charge of the LSET.

**Technical Compliance Construct**—Technical compliance is the cornerstone of the LSEP. Technical compliance is a synthesis of five major evaluation areas supported by an effective management oversight system.