



NEWS

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CAP, CAP-USAF Streamline Compliance Inspection Reporting

MAXWELL AIR FORCE BASE, Ala. — Civil Air Patrol Compliance Inspection (CI) reports are supposed to be returned to inspected wings within 30 days, with 14 days as the goal. Instead, the process has been taking much longer than that.

Representatives of Civil Air Patrol's national staff and its Air Force partner, CAP-USAF, want to change that. They met last week at National Headquarters to streamline the compliance inspection process by simplifying and standardizing reporting requirements.

The results of their four-day Rapid Improvement Event of the inspection process were presented Friday morning to Col. Jay Updegraff, CAP-USAF vice commander. As Updegraff was told, the participants arrived at a new, streamlined approach by using tested industry tools – such as value stream mapping, Pareto analysis, pick charts and root cause analysis – to evaluate the existing process.

Under the proposed new system, rather than producing a lengthy report detailing findings and observations, inspectors will produce yes-and-no responses to an online checklist covering mission critical aspects of wing operations. While the revised inspection process will feature online response, inspectors will continue to visit wings as part of their evaluation.

As the new process is implemented, it will be monitored to ensure reports are actually being delivered back to the wings shortly after the CI inspectors leave, and that manpower savings are realized. The goal is that manpower savings and timely reporting will enable improvements in wings' mission readiness.

Until this week's session, "we all knew it was broken, we just never had the means to fix it," said one of the session's participants, Capt. Brianne Rahn, CAP-USAF's staff judge advocate.

Rahn's CAP-USAF colleague, IG Assistant Norma Moreno, said the meeting is producing "a roadmap to wellness" for the CI reporting process.

"We are getting a more efficient CI process that should be faster," said Col. Steve Miller, CAP assistant inspector general. "We're taking the redundant and superfluous elements out of it, streamlining it and making it less painful for the members."

Col. Ken Parris, CAP inspector general, said participants are "working to build a culture of compliance in CAP that allows all members and wings to be mission-ready at all times."

"We also recognize the CI process has been challenging and onerous for wing commanders," Parris added. "This process looks to improve our ability to conduct CIs and give (Maj.) Gen. (Chuck) Carr (CAP national commander) and (Air Force) Col. (Paul) Gloyd (CAP-USAF commander) a more clear and timely snapshot of the compliance of the wings and make it easier to bring noncompliant areas into compliance."

For Col. Jack Schupp, assistant inspector general, the meetings were focused on “trying to make it easier for both the inspector and the inspectee ... in performing our missions for America.”

Lt. Col. Tom Kettell, assistant inspector general, called the CI process “critical to the mission-readiness of CAP” and “a tool that shows wing commanders the health and state of their organization and what they do well and what they need to improve.”

“We are trying to make the process efficient and effective,” Kettell concluded.

During an out brief this week, CAP’s National Commander Maj. Gen. Chuck Carr commended the IG working group for its outstanding efforts: “CAP and CAP-USAF joined forces to conduct a thorough review of the CI process and to generate comprehensive recommendations for moving the program forward. The new procedures will streamline Compliance Inspections and, in the process, save our members valuable time that can be used to perform our missions and other important service to our nation. I know I represent the sentiments of all members in offering my congratulations and thanks for a job well done.”

Gloyd echoed Carr’s sentiments: “CAP-USAF’s partnering with CAP to produce a lean process for compliance inspections is a great achievement. The new streamlined process will allow the Air Force and CAP to focus attention on those areas that are critical to both organizations.”

Civil Air Patrol, the official auxiliary of the U.S. Air Force, is a nonprofit organization with more than 60,000 members nationwide, operating a fleet of 550 aircraft. CAP, in its Air Force auxiliary role, performs 90 percent of continental U.S. inland search and rescue missions as tasked by the Air Force Rescue Coordination Center and is credited by the AFRCC with saving an average of 80 lives annually. Its unpaid professionals also perform homeland security, disaster relief and drug interdiction missions at the request of federal, state and local agencies. The members play a leading role in aerospace education and serve as mentors to nearly 26,000 young people currently participating in the CAP cadet programs. CAP received the World Peace Prize in 2011 and has been performing missions for America for nearly 72 years. CAP also participates in Wreaths Across America, an initiative to remember, honor and teach about the sacrifices of U.S. military veterans. Visit www.gocivilairpatrol.com or www.capvolunteernow.com for more information.

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