COMNAVCRUITCOM INSTRUCTION 5040.2S

From: Commander, Navy Recruiting Command

Subj: COMMAND INSPECTION PROGRAM

Ref: (a) SECNAVINST 5040.3A
(b) BUPERSINST 5040.2G
(c) COMNAVCRUITCOMINST 5200.1
(d) COMNAVCRUITCOMINST 5040.3
(e) SECNAV M-5210.1
(f) COMNAVCRUITCOMINST 5213.J

Encl: (1) Sample Inspection Summary Report
(2) Sample NAVCRUITDIST Post-Inspection Status Report

Report Control Symbol 5040-1

1. Purpose. To promulgate Navy Recruiting Command (NAVCRUITCOM) policies and procedures for the Command Inspection Program per references (a) through (f). This instruction is a complete revision and should be reviewed in its entirety.

2. Cancellation. COMNAVCRUITCOMINST 5040.2R.

3. Discussion. The Command Inspection Program shall:

   a. Evaluate material readiness, efficiency, and standardization of Navy Recruiting Districts (NAVCRUITDISTs).

   b. Assist Navy Recruiting Regions (NAVCRUITREGs) and NAVCRUITDISTs improve performance, efficiency, and effectiveness through mission-relevant evaluations and objective recommendations.

   c. Capture and disseminate best practices, lessons learned and incorporate relevant material into training continuums.

   d. Establish procedures for NAVCRUITDIST annual self-assessments.
4. **Policy**

   a. Command inspections are conducted to ensure NAVCRUITDISTs are properly organized, trained, and supported to accomplish assigned missions. The NAVCRUITCOM Inspector general (NAVCRUITCOM 00IG) shall have oversight of the National Inspection program. The NAVCRUITCOM Training and Quality Assurance National Inspection Team (NIT) Director (NAVCRUITCOM (N7) shall have primary responsibility for inspections and shall conduct at least 12 command inspections each year to maintain compliance with Manager’s Internal Control (MIC) Program requirements per reference (c).

   b. NAVCRUITDISTs shall be selected for short-notice inspection by the Commander, Navy Recruiting Command (COMNAVCRUITCOM). NAVCRUITCOM N7 shall provide COMNAVCRUITCOM a recommended NAVCRUITDIST for selection each month approximately two to three weeks prior to the inspection start date. NAVCRUITREG commanders shall advise COMNAVCRUITCOM regarding any additional factors for consideration in NAVCRUITDIST selection, such as regionally identified problem areas, special needs or issues, exigent circumstances, etc. Every effort shall be made throughout the selection process to safeguard recommendation information and avoid advance disclosure or notice to NAVCRUITDISTs prior to official selection and notification.

   c. Upon COMNAVCRUITCOM selection, NAVCRUITCOM N7 shall notify the NAVCRUITDIST commanding officer of selection for inspection via e-mail and phone two weeks before the inspection. The NIT shall complete an initial evaluation of the NAVCRUITDIST using data reports in the Physical Readiness Information Management System (PRIMS), Fleet Training Management and Planning System (FLTMPS), Web Recruiting Tools (RTOOLS), Funds Administration and Standardized Document Automation System (FASTDATA), and other official systems. This evaluation shall be used in determining programs, departments, and divisions or stations for the on-site inspection. These areas should be included in the inspection on-site in-brief conducted by the Senior Inspector (normally NAVCRUITCOM N7).

   d. The on-site inspection shall begin with an in-brief by the Senior Inspector for the NAVCRUITDIST commanding officer and designated personnel, and end with an inspection out-brief. A sample Inspection Summary Report is provided in enclosure (1).
The NIT shall grade each functional area and the overall NAVCRUITDIST as either "Satisfactory" or "Unsatisfactory". A NAVCRUITDIST Post-Inspection Status Report (enclosure (2) shall be provided to the NAVCRUITDIST commanding officer by NAVCRUITCOM N7 as part of the out-brief. Schedules permitting, the NAVCRUITREG commander or deputy commander shall attend the out-brief in-person, via telephone or video teleconference. The detailed written inspection report shall be submitted to COMNAVCRUITCOM, NAVCRUITREG commander, NAVCRUITCOM 00IG, the NAVCRUITDIST commanding officer, NAVCRUITCOM department heads, special assistants and Officer in Charge (OIC) NAVCRUITCOM Orientation Unit (NAVCRUITCOM ORIENT UNIT) within one week of inspection completion.

e. Standard inspection checklists shall be used in assessing compliance with established NAVCRUITCOM directives and evaluating the effectiveness of NAVCRUITCOM-wide policy and support mechanisms. The checklists do not set forth COMNAVCRUITCOM policy; rather they are guidelines for assessing compliance with referenced existing policy. The checklists are available to download from the NAVCRUITCOM Directives Web site: http://www.cnrc.navy.mil/nrc_directives.htm/.

f. NAVCRUITCOM N7 shall meet with NAVCRUITREG commanders as part of the monthly Planning Board for Training (PBFT) to discuss command inspection trends, Plans of Actions and Milestones (POA&Ms) progress, upcoming training schedules, and NAVCRUITREG training recommendations.

g. NAVCRUITDISTS shall complete an annual Command Inspection Self-Assessment per reference (d), utilizing the approved command inspection checklists. Command inspection by the NIT does not replace the requirement for each NAVCRUITDIST to conduct a self-assessment every year. Self-assessments should be used as an ongoing evaluation process with portions conducted throughout the year. NAVCRUITDIST leadership has broad flexibility in determining the "best fit" scheduling practices in compliance with reference (d), as long as a complete self-assessment of all functional areas is accomplished within the twelve-month period. To count toward the annual self-assessment requirement, each functional requirement, each area must be assessed in the twelve-month period beginning 1 October and concluding 30 September of the current fiscal year. NAVCRUITDIST commanding officers shall provide annual
self-assessment results no later than 30 September via e-mail to the respective NAVCRUITEM commander and provide a copy to NAVCRUITCOM N7 and NAVCRUITCOM 00IG.

5. Responsibilities

a. The NAVCRUITCOM Inspector General (IG) is responsible for oversight of the Command Inspection Program and will ensure effective controls are in place for programs and procedures of the organization. NAVCRUITCOM IG shall:

   (1) Review the overall National Inspection results to determine compliance by the NAVCRUITDISTs and their personnel with Navy Recruiting Command directives and directives from higher authority.

   (2) On specific items of interest or areas of concern review the individual inspection checklists and reports to ensure completeness, independence, timeliness and accountability for programs being inspected.

   (3) Provide recommendations to AVCRUITCOM N7 to improve the assessment and inspection process to ensure compliance with the Manager’s Internal control (MIC) Program per reference (c).

   (4) Overall NAVCRUITCOM IG is to ensure NAVCRUITCOM N7 is conducting a sound integrity program which provides for the most effective performance of both staff and field recruiting operations.

b. The Director of Training and Quality Assurance (NAVCRUITCOM N7) has primary responsibility for the command inspection program and shall:

   (1) Implement the command inspection program.

   (2) Review the command inspection instruction frequently and update as necessary to reflect current NAVCRUITCOM policies and procedures.

   (3) Ensure all inspection personnel are properly qualified and trained to conduct inspections utilizing command inspection checklists.
(4) Conduct an inspection out-brief with the Senior Inspector when not officially serving in that capacity. Applicable NAVCRUITCOM and NAVCRUITREG inspection personnel should be included in the out-brief. Inspectors may be included telephonically as needed and determined by the Senior Inspector. The command inspection out-brief shall be used to assist with determining follow-on training requirements, including specific requests for national training team assistance.

(5) Coordinate with the applicable NAVCRUITDIST and NAVCRUITREG to schedule approved follow-on training as determined during the command inspection and the out-brief. This training should be completed within 90 days of the inspection.

(6) Coordinate with appropriate NAVCRUITCOM department heads or special assistants regarding inspection data that indicates a need to review or revise Navy recruiting policies or procedures in their functional areas of responsibility.

(7) Provide inspection reports and training plans to NAVCRUITDIST commanding officers and NAVCRUITREG commanders to disseminate best practices and lessons learned.

(8) Ensure inspection results are briefed to NAVCRUITREG personnel and NAVCRUITCOM ORIENT UNIT subject matter experts to discuss discrepancy trends, provide appropriate field training, and develop or revise curricula as needed.

(9) Maintain copies of all completed inspections for three years and monitor recent results for trends.

(10) Maintain "best practices" derived from inspection and training events, utilizing Recruiting Quarterdeck and other social media, as appropriate. The Recruiting Quarterdeck is available for electronic access via the following site: https://rq.cnrc.navy.mil/.

(11) Recommend training for appropriate personnel as part of the NAVCRUITCOM training plan on recruiting deficiencies, lessons learned and best practices from NAVCRUITDIST command inspections.

   c. Senior Inspector shall:
(1) Be responsible for the overall conduct of the NIT.

(2) Conduct a formal in-brief with the applicable NAVCRUITDIST commanding officer and a formal out-brief with the NAVCRUITREG commander and NAVCRUITDIST commanding officer at the conclusion of the command inspection.

(3) Provide a summary report to COMNAVCURUCITCOM discussing overall findings, significant deficiencies, and the follow-on training plan.

(4) Ensure the applicable NAVCRUITDIST commanding officer is provided the summary command inspection report prior to departure of the NIT and complete the detailed inspection report within one week of inspection completion.

d. NAVCRUITCOM Department Heads shall:

(1) Provide subject matter experts to serve as NIT functional area inspectors as required.

(2) Review relevant departmental and functional area inspection results, trends and best practices to identify areas for improvement at NAVCRUITCOM and the applicable NAVCRUITDIST and NAVCRUITREG.

(3) Provide data, as requested by NAVCRUITCOM N7, for NIT command pre-assessment; analyze pre-assessment data; and, provide analysis results and recommendations regarding on-site inspector requirements.

e. NAVCRUITREG Commanders shall:

(1) Advise COMNAVCURUCITCOM each month on particular NAVCRUITDIST issues and concerns to be considered by the Commander in the inspection selection decision such as special circumstances, identified problem areas, unusual issues, and any exigent circumstances.

(2) Track corrective action POA&Ms for initial submission to NAVCRUITREG, NAVCRUITCOM N7, NAVCRUITCOM 00IG; required interim reports; and, required completion of corrective actions.
(3) Work with NAVCRUITDISTs on identifying desired training to correct identified deficiencies and submit NAVCRUITREG approved training requests to NAVCRUITCOM N7 for assignment of training resources.

(4) Submit follow-up reports as directed by COMNAVCRUITCOM.

f. NAVCRUITDIST Commanding Officers shall:

(1) Contact the Senior Inspector for additional guidance upon notification of command inspection.

(2) Ensure all informational technology (IT) systems and administrative requirements are in place prior to the arrival of the NIT.

(3) Ensure Navy Recruiting Station (NAVCRUITSTA) Division Officers (DIVOs) and Division Leading Chief Petty Officers (DLCPOs) being inspected, accompany team inspectors.

(4) Develop a post-inspection POA&M to document and ensure appropriate action is taken to correct identified deficiencies, with particular attention to immediately addressing any critical items. Submit POA&Ms and POA&M updates to NAVCRUITREG commander and a copy to NAVCRUITCOM N7 and NAVCRUITCOM 00IG4 (MIC Program Manager) within 30 days of inspection.

(5) Ensure corrective actions are taken on all areas graded as unsatisfactory, and report the status to NAVCRUITREG commander and a copy to NAVCRUITCOM N7 and NAVCRUITCOM 00IG4, within 90 days of the inspection. At a minimum, the report shall address the status of all discrepancies and the progress of ongoing training to correct deficiencies. Enclosure (2) provides a sample post-inspection letter report. Report Control Symbol 5040-1 has been assigned to this reporting requirement per reference (f).

(6) Within 90 to 120 days after completion of command inspection or assessment, coordinate with NAVCRUITCOM N7 via NAVCRUITREG to conduct follow-up visit(s), as necessary, to verify progress of corrective actions. One inspector shall be assigned for each NAVCRUITDIST Headquarters (HQ) department,
division, program or area graded "unsatisfactory" during the initial inspection.

(7) Submit training requests addressing identified deficiencies to applicable NAVCRUITREG for approval and submission to NAVCRUITCOM N7.

(8) Maintain copies of all completed command inspection reports and POA&Ms for three years, continuously monitoring for trends and best practices.

(9) Conduct required annual self-assessments per reference (d).

6. Records Management. Records created as a result of this instruction, regardless of media and format, shall be managed per reference (e).

7. Reports. Reporting requirements for NAVCRUITCOM recruiting activities are listed in reference (f).

/s/
A. B. ANDREWS

Distribution:
Electronic only, via Navy Recruiting Command Web site
http://www.cnrc.navy.mil/nrc_directives.htm/