

**ORDER**

**U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION**

**1800.14H**

02/06/02

**SUBJ: AIRWAY FACILITIES EVALUATION PROGRAM**

1. **PURPOSE.** This order outlines Airway Facilities (AF) Evaluation Program guidelines and responsibilities under the direction of the Director of Airway Facilities.
2. **DISTRIBUTION.** This order is distributed to the division level in AF in Washington; to the branch level in the regional AF divisions; to director level at the FAA Technical Center and the Aeronautical Center; and all AF field offices with a maximum distribution.
3. **CANCELLATION.** Order 1800.14G, Airway Facilities Management Consulting and Evaluation Program, dated June 7, 1996, is canceled.
4. **EXPLANATION OF CHANGES.** This order reflects AF requirements based on organizational and functional changes in the AF Evaluation Program. This order:
  - a. Changes the title of the Management Consulting Staff, AAF-20, to the Evaluation Staff, AAF-20. This change is due to reorganization.
  - b. Includes requirement for action item tracking, status reporting, and associated timeframes.
  - c. Includes a topics list of regional guidelines for comprehensive management evaluations.
5. **DEFINITIONS.**
  - a. **Consulting.** A service for resolving or improving program processes and organizational performance. Through this service, mutually derived solutions and alternative processes are developed through objective analysis, two-way communication, and identification of subject matter expertise.
  - b. **Program Evaluation.** A formal management assessment of programs, activities, or functional areas utilizing specific objectives, standards, and policies to identify program strengths, deficiencies, and trends.
  - c. **Special Study.** A focused evaluation of a specific topic or area of unique interest or concern to management. It is generally requested by management as a result of special or unusual situations or circumstances, such as findings from other evaluations or a change in key management or structure of an organization.

**d. Follow-Up Evaluation.** An onsite visit to review and validate the status of the initial evaluation recommendations. This includes customers' perspectives of the effectiveness and value of the initial evaluation recommendations.

**e. Tracking System.** A method of monitoring the status of evaluation recommendation action items.

**6. GENERAL GUIDELINES.** The following general guidelines govern the AF Evaluation Program:

**a.** Every AF program is designed to provide reliable service to the user and is subject to evaluation. Evaluations are constructive, emphasizing recognition of organizational accomplishments and successes, as well as pointing out areas that need improvement. Sharing improved methods, techniques, or procedures for program management will be a goal and natural product of the evaluation process.

**b.** The AF Evaluation Program is designed to provide AF management with an independent assessment regarding the effectiveness and efficiency of AF managed programs and activities.

**c.** All evaluations and special studies conducted outside of AAF-20, but within the AF organization, shall be coordinated with AAF-20 to prevent possible duplication of effort, resource use, and conflict in scheduling.

**d.** Schedules for evaluations shall be projected and coordinated as far in advance as possible to avoid conflicts with other scheduled activities.

**e.** Evaluation findings and recommendations shall be utilized as vehicles to provide AAF-1 and other customers with constructive feedback.

**7. RESPONSIBILITIES.** The Director of Airway Facilities is responsible for evaluating AF activities and programs to assure effective and efficient program accomplishment.

**a. The Evaluation Staff, AAF-20, shall:**

(1) Serve as the management evaluation resource and focal point for the Director of Airway Facilities, AAF-1.

(2) Serve as the AF focal point for evaluations and special studies.

(3) Conduct AF evaluations and special studies as required or necessary, consistent with standard evaluation principles.

(4) Accomplish program objectives and responsibilities through the effective use of evaluation resources.

(5) Provide advice, assistance, and consulting service on AF evaluation matters to all AF organizations and offices.

(6) Maintain a tracking system for all action items resulting from evaluations conducted by AAF-20. Provide customers periodic feedback as to the status of such action items.

(7) Maintain a repository of all AF evaluation and special study reports.

(8) Conduct follow-up evaluations, when necessary.

(9) Solicit candidate topics for evaluation consideration for each upcoming fiscal year.

**b. The headquarters AF organizations (including those with subordinate field organizations) and the regional AF divisions reporting to the Director of Airway Facilities shall:**

(1) Provide evaluation recommendation and action item progress reports on a quarterly basis for all evaluations conducted by AAF-20 according to guidelines established below.

a) **Initial Reports.** The action office shall reply to AAF-20 within 30 days following receipt of the approved report, clearly defining a plan of action.

b) **Progress Reports.** The action office shall provide AAF-20 quarterly progress reports until all action for each recommendation has been completed. The report is due within 10 working days of each new quarter: January, April, July, and October.

(2) Advise AAF-20 of planned internal evaluations and special studies.

(3) Provide AAF-20 a file copy of the final report, preferably electronic, for each significant internal evaluation, or special study of a non-sensitive nature, to be included in the AF report repository.

  
Alan R. Moore

Director of Airway Facilities

**APPENDIX 1. Regional Comprehensive Management Evaluation (CME).**

A CME is an evaluation of the total program performance, effectiveness, and efficiency of AF regional and field organizations. The following list of topics serves as a guideline for regions conducting CMEs.

- I. OPERATIONS MANAGEMENT**
  - A. Communications and Direction
  - B. Office Management
  - C. Facilities, Service, and Equipment Profile (FSEP)
  - D. External Relations
  - E. Security (physical, personnel, and information systems)
  - F. Aircraft Accident/Incident Procedures
  - G. Emergency Readiness and Natural Disaster Planning
  - H. Performance Planning
  - I. Internal Controls (A-123)
  
- II. TECHNICAL MANAGEMENT**
  - A. Technical Evaluation Program/Facility Maintenance/Certification
  - B. Maintenance Program Oversight
  - C. Maintenance/Establishment Projects
  - D. Non-Federal Program
  - E. Telecommunications Management and Operations Program
  - F. Hazardous Materials/Environmental Program
  
- III. LOGISTICS MANAGEMENT**
  - A. Property Management
  - B. Materiel Management
  - C. Space Management
  - D. Vehicle Management
  - E. Procurement and Contract Management
  - F. Credit Card Checks
  
- IV. HUMAN RESOURCE MANAGEMENT**
  - A. Training and Development
  - B. Certifications
  - C. Employee Recognition
  - D. Position Management and Staffing
  - E. Human Relations
  - F. Equal Employment Opportunity/Model Work Environment
  - G. Safety
  - H. Labor Management Relations
  - I. Career Planning