

**SUBJ: . EVALUATION OF REGIONAL LOGISTICS PROGRAMS**

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1. **PURPOSE.** This order establishes the regional program for evaluation of Logistics program functions at field and regional headquarters levels and is guided by the national policy as established by FAA Order 1800.2F, Evaluation and Appraisal of Agency Programs.
2. **DISTRIBUTION** This order is distributed to the branch level in the Logistics Division, to division level in all other division/staff offices in the regional office, and to all field offices and facilities.
3. **OBJECTIVES.** The primary objectives of the regional evaluation program are as follows:
  - a. Conduct a sufficient number of evaluations each three years to provide an accurate assessment of total program performance.
  - b. Assure attainment of Logistics program objectives in the most economical manner.
  - c. Provide assistance and guidance in all Logistics programs and recommend improvement and refinements in techniques and procedures.
4. **SCOPE.** This order is applicable to the evaluation of all regional Logistics activities, wherever performed, in support of agency/region programs at all levels. Specific functions include but are not limited to:
  - a. Supply support.
  - b. Personal property management (accountability, acquisition, disposal, and utilization).
  - c. Project materiel support (F&E) system.
  - d. Motor vehicle management.
  - e. Small purchase programs.
  - f. Storage and transportation.
  - g. Space management.
  - h. Real property management (accountability, acquisition, disposal, and utilization).
  - i. Housing management.
5. **METHOD OF EVALUATION.**

a. The basis for measurement of effectiveness will be the policies, orders, systems, directives, etc., issued or implemented by Washington headquarters, the regional Logistics Division, and similar policy or directive documentation applicable to logistics activities.

b. The evaluations are intended to function as an "assistance" program by providing on-the-job guidance when necessary, and recommending solutions to specific problem areas.

#### **6. TYPES OF EVALUATIONS.**

a. Comprehensive Program Evaluation. These formal evaluations of regional Logistics programs are conducted by the Logistics Division Evaluation Officer, assisted by subject matter specialists for the specific program being evaluated. Based upon executive interest or the opportunity for improvement, specific Logistics program areas will be identified and evaluated.

b. Special Evaluations. These evaluations are individually assigned by the Logistics Division Manager for accomplishment by the Logistics Division Evaluation Officer. They are normally unscheduled and of short duration and are usually designed to meet a specific management need by covering topics of unique and unusual interest to management. They are directed toward substantive problems or questions of policy, procedures, or functions at all organizational levels.

c. Follow-up Evaluations. These evaluations are normally scheduled to occur between six months and one year following a full-scale program evaluation, and they are of short duration. They usually are a spot check of methods of improvement utilized to resolve deficiencies found by full evaluations and in the application of standard practices or procedures.

#### **7. SCHEDULING OF EVALUATIONS.**

a. The Logistics Division Evaluation Officer will prepare an annual fiscal year evaluation plan which has been coordinated within the division and approved by the Division Manager. This plan will contain the basic information prescribed in Appendix 2 of Order 1800.2F, Evaluation and Appraisal of Agency Programs, and will be completed by mid-August of each year so that it can be incorporated into the regional plan which is submitted to Washington headquarters by September 1.

b. Field evaluations will normally encompass the geographical area of an Airway Facilities Sector, and shall include a review of all FAA offices within that boundary; i.e. Airway Facilities, Air Traffic, Flight Standards, Airports, Security, and Aviation Medical.

c. Regional Headquarters evaluations will normally encompass a specific division or staff office.

d. Evaluation schedules shall be projected in such a manner as to minimize any adverse effect on the facility (i.e., published in advance for planning purposes by the facilities) and shall be coordinated with the appropriate program divisions.

e. Organizations being evaluated shall be notified at least one month in advance of the scheduled evaluation so that they may have time to prepare items for discussion.

f. An annual report of past fiscal year evaluation accomplishments will be prepared in accordance with Appendix 3 of Order 1800.2F and will be submitted to the Planning and Appraisal Staff. The report will be completed by mid-October each year, and will be incorporated into the region's summary report to Washington headquarters by November 1.

#### **8. REPORTING.**

- a. All formal scheduled evaluations shall be conducted by use of a printed guideline tailored to the operation, depending upon the extent of the Logistics functions required to be performed by that activity.
- b. The on-site manager responsible for that activity shall be briefed by the Evaluation Team Leader on the initial visit and shall be provided with an itinerary if more than one physical location is involved.
- c. A de-briefing shall also be conducted with the same manager on the final day of the evaluation. Items of discussion will include evaluation findings, required action items, appropriate action office, and the proposed date of completion.
- d. The evaluation report shall be distributed no later than 30 days following the evaluation.
- e. Copies of evaluation reports will be limited to action offices and appropriate division offices. One copy shall be sent through the Regional Administrator to the Regional Planning and Appraisal Officer, AAL-4.
- f. All evaluation reports will be marked "For Official Use Only (Public Availability to be Determined Under 5 U.S.C. Section 552)".

**9. FOLLOWUP AND FEEDBACK.** Followup and feedback is imperative for increasing the effectiveness and performance of the logistics program in its broad support mission. To maintain a positive feedback channel for securing regional and field input, the Logistics Division Evaluation Officer will establish and maintain a tracking system on all adopted action items.

- a. Action items shall be carried as a followup and closed out when corrective action has been taken.
- b. Follow-up documentation shall include the following:
  - (1) Evaluation reference report number.
  - (2) Recommendations.
  - (3) Office assigned responsibilities for action.
  - (4) Target date for completion of corrective action.
  - (5) Corrective action taken.
- c. The evaluation followup process will be an element for review in successive evaluations.

**10. REQUESTS FOR ASSISTANCE.** Inasmuch as the evaluations are intended to be an "assistance" program, the Logistics Division is prepared to aid any office having difficulty administering Logistics activities. In addition to the availability of expertise from within each branch discipline; i.e. Material and Services, Acquisition Management, Real Estate and Utilities, Program Support, all field and regional elements are also encouraged to request assistance and/or guidance from the Logistics Division Evaluation Officer.

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