

## DRMS COMPLIANCE ASSISTANCE PROGRAM

THIS INSTRUCTION HAS BEEN REVISED IN ITS ENTIRETY AND MUST BE THOROUGHLY REVIEWED

**A. REFERENCE:** DRMS-I 4155.1, 26 Sep 96, DRMS Quality Achievement Program (Hereby Canceled) and Change 1 to DRMS-I 4155.1, 29 Jan 97, DRMS Quality Achievement Program (Hereby Canceled).

**B. PURPOSE.** This instruction assigns responsibilities and provides specific procedures for the DRMS Compliance Assistance Program (CAP). All employees within DRMS are responsible for compliance with applicable DRMS policy and procedures and for seeking continuous quality improvement in those policies and procedures. The CAP is designed to accomplish the following:

1. Ensure that established DRMS directives and instructions are accomplished in a compliant, effective, efficient and timely manner.
2. Identify and ultimately prevent deficiencies within those procedures, internal operating processes, and work instructions. Wherever and whenever possible, correction and/or prevention will be systemic in nature and reflect coordination and acceptability throughout the entire scope of DRMS operations.
3. Through the use of quality control and quality achievement principles and tools establish a method of continuous improvement in the DRMS operating processes.
4. Prescribe and define the quality control evaluation criteria and compliance assistance procedures necessary for the administration of the CAP.
5. Assure internal management control and surveillance requirements prescribed in DoD 4160.21-M, Defense Materiel Disposition Manual and in DOD 4160.21-M-1, Defense Demilitarization Manual, are met and performed in an effective manner.
6. Delineate responsibilities under the DRMS CAP.

**C. APPLICABILITY AND SCOPE.** This instruction is applicable to DRMS Headquarters, DRMS National Command, DRMS International Command and all DRMS field activities.

**D. DEFINITIONS.** For the purpose of this instruction, the following definitions apply:

1. Compliance Assistance Management System (CAMS). A computer database used to record deficiencies and corrective actions resulting from on-site DRMS Compliance Assistance Visits of operational and environmental compliance, special focus visits, Self Assessments and to record on-site validations of the DRMS Self Assessments.

2. Compliance Assistance Visit (CAV). On-site evaluation of operational and/or environmental compliance with U.S. and/or international laws and regulations, instructions, policies and procedures prescribed by DoD, DLA, DRMS, and other state, federal and international governments where applicable. CAVs may be announced or unannounced at the discretion of the DRMS National Commander/DRMSI Commander. Where controls, procedures, work instructions and methodologies to preclude non-compliance do not exist, the DRMS National Commander/DRMSI Commander will provide assistance to the CONUS/OCONUS Zone Manager and/or the CONUS/OCONUS DRMO to formulate remedies.

3. DRMS Compliance Assistance Program (CAP). The CAP is a compilation of audits, inspections, reviews and assessments designed to ensure operational compliance and to elicit process and operational improvements through evaluations of the issues identified, recommended solutions and other data such that problems are remedied in the most efficient and effective manner. The DRMS internal components of the DRMS CAP are the Self Assessment, the Self Assessment Validations and the CAVs, both announced and unannounced. External components consist of audits, inspections, assessments and other reports from entities outside DRMS such as other DOD components, State and Federal regulatory agencies, IG, GAO, etc.

4. Office of Primary Interest (OPI). DRMS Headquarters/ DRMSI Headquarters Office/Business Unit designated to take action to resolve, or assist in the resolution of, a deficiency.
5. Operating Processes. Includes all functions and operations that are prescribed by applicable laws, regulations, and procedures and/or work instructions.
6. Protocol. A set of factors or evaluation criteria used to ascertain the level of compliance with DRMS instructions and internal operating processes. It may include a checklist, questionnaire or guideline noting areas to examine and how to examine the areas.
7. Quality Assurance. The use of information to ensure operating processes is functioning as required and that continuous improvement is maintained.
8. Quality Control. Steps taken to ensure and maintain both operational and environmental compliance with established regulations, procedures, operating processes and work instructions.
9. Self Assessment. A DRMO, DRMS Headquarters/ DRMSI Headquarters activity conducted program evaluation to assess operational and environmental compliance with laws and DoD, DLA, and DRMS policies and procedures. The Self Assessment is to be used as a management tool, not only to correct immediate problems, but also to prevent their recurrence. The Self Assessment is performed and documented in CAMS by the DRMO or DRMS Headquarters/ DRMSI Headquarters activity.
10. Self-Assessment Validation. On-site verification of a sampling of the responses to the most recent Self Assessment in CAMS to ensure accuracy of the response and the effectiveness of the Self Assessment. A Self Assessment Validation is usually performed by a higher level of management, but is always performed by an entity outside the immediate level of management of the activity reviewed (for example, personnel from the DRMS National Command, DRMS International Command, a Zone Manager, or a Service Manager).
11. Special Focus Visits. An on-site review of specific programs or missions to identify special needs, to provide special assistance, or to perform a specific assessment task.
12. Systemic Correction. A correction or remedy directed toward an organization or the entire system, with the goal of preventing recurrence of the deficiency.
13. Work Instruction. The local supplementation, modification or interpretation of an instruction to fit a particular location and/or activity (usually used in an ISO 9000:2000 context).

**E. RATINGS.** For the purpose of this instruction the following rating scales apply:

1. Compliance Assistance Rating. The following rating criteria will be used for performance assessment and assistance. A separate rating will be given to each specific process reviewed, as identified in Enclosure 3. Ratings must be objective and supported by facts.

Excellent (numeric value is 5): This rating applies when, based on the audit team's review, the facility is judged to be in compliance with all of the applicable requirements included in the audit scope.

Good (numeric value is 4): This rating is given when the audit results substantiate a high degree of compliance. It applies when, based on the audit team's review, the facility is in compliance with most of the applicable requirements reviewed but only a few requirements were not satisfied. These departures are considered to represent isolated exceptions in an otherwise effective compliance program.

Fair (numeric value is 3): This rating applies when, based on the audit team's review, several exceptions to applicable requirements are noted that are more than anomalies and reflect weaknesses in the design and/or implementation of the compliance program in question.

Inadequate (numeric value is 2): This rating applies when, based on the audit team's review, significant exceptions to applicable requirements are noted and there is evidence of the absence of key components of required programs, departures from established criteria, or lapses in program implementation.

Unacceptable (numeric value is 1): This rating applies when, based on the audit team’s review, many exceptions to applicable requirements are noted that include significant departures from established criteria, an absence of required programs, and/or prolonged inattention to the resolution of previously identified compliance or liability issues.

Overall Average Score

a. If the lowest rating of no more than one process area within a DRMO is “inadequate (2) or unacceptable (1),” the ratings for all process areas inspected will be averaged (using the numeric value listed in the rating criteria) to determine the overall rating of the activity. If a process area was not rated, it will not be included when calculating the overall average. The average score range will result in the overall ratings noted below:

<u>Average Score</u>	<u>Overall Rating</u>
0.00 – 1.49	Unacceptable (1)
1.50 – 2.49	Inadequate (2)
2.50 – 3.49	Fair (3)
3.50 – 4.49	Good (4)
4.50 – 5.00	Excellent (5)

b. If two or more process areas within a DRMO are rated as “inadequate (2)” or “unacceptable (1),” the overall rating for the DRMO will not be higher than “inadequate (2)” regardless of the numerical scoring average. If an overall DRMO rating of “inadequate (2)” or lower is anticipated at any time during a CAV, an electronic notification (e-mail) to the DRMS National Commander/DRMSI Commander or designee, is required.

2. Self-Assessment Rating Scale. CAMS will calculate Self-Assessment scores and assign a rating as described below.

Percentage of “YES” Responses	Rating
a. 100%	(Numeric value is 5)
b. 90 - 99.99%	(Numeric value is 4)
c. 80 - 89.99%	(Numeric value is 3)
d. 70 - 79.99%	(Numeric value is 2)
e. Less than 70.00%	(Numeric value is 1)

**Note:** Items that are “not applicable” or answered as “X” are not factored into this rating. CAMS will also calculate the percentage of agreement of Self-Assessment responses validated to determine an accuracy rating using the same scoring scale.

**F. RESPONSIBILITIES.**

1. Acting as a team, the National and International Commands will:

- a. Manage the DRMS CAP.
- b. Provide advice and assistance to DRMS Headquarters, National Command, International Command and DRMS field activities regarding elements and functions of the DRMS CAP.
- c. Monitor the CAMS database and periodically report on the overall status of completed actions.
- d. Maintain oversight and control of the CAMS database reflecting the content and status of Self Assessments, deficiencies and recommended corrective actions.
- e. Partner and coordinate with functional areas and managers to determine the scope and number of Compliance Assistance Visits to be conducted by National Command and by International Command, or their approved contractors.

- f. Prepare and present an annual evaluation of the overall DRMS Compliance Assistance Program for the DRMS Commander.
  - g. Maintain this instruction in a current status and review it annually.
2. The National and International Commanders will:
- a. Conduct either announced or unannounced CAVs in accordance with Paragraph G. Each site under their purview will be visited at least once every 3 years. The Commanders or their designees will coordinate by the first day of the new Fiscal Year a tentative schedule of sites to be visited for the upcoming Fiscal Year. This will be provided to DRMS-NP.
  - b. Coordinate and conduct special focus on-site visits to identify special needs, to provide special assistance, or to perform a specific assessment task.
  - c. Coordinate and conduct SAV visits in accordance with Paragraph H.
  - d. Monitor corrective actions and provide assistance to Zone Managers, Service Managers and DRMOs in implementing corrective actions identified or resulting from CAV findings, special focus visits, Self Assessment deficiencies, SAV visits, and/or deficiencies from outside audits or inspections.
  - e. Fund all visits directed as applicable.
  - f. Record the results of visits and publish a final report, to include commendations and deficiencies, for each CAV, special focus visit and SAV visit in CAMS with-in 30 calendar days after completion of the visit. Completion of the visits will be certified by electronic means into the CAMS.
  - g. Ensure all DRMO Self Assessments are completed and entered into CAMS in accordance with the completion schedule provided by the DRMS National Command.
  - h. Provide assistance to DRMOs to correct deficiencies identified in CAVs, special focus visits, Self-Assessments and SAV visits.
  - i. Monitor and report on corrective actions as requested by the National Command/International Command.
  - j. Evaluate and review corrective action(s) taken by the DRMOs from Self-Assessments, SAV visits, CAV findings and special focus visits monthly until all corrective actions have been completed. Determine adequacy of the action to preclude recurrence of the deficiency and record agreement with the corrective action(s).
  - k. Review DRMO quality controls for adequacy in maintaining compliance.
  - l. Monitor responsiveness of Headquarters organizational elements to deficiencies, which specify a Headquarters Office of Primary Interest, monthly.
  - m. Identify potential systemic weaknesses through a review of reported deficiencies and recommend policy and/or procedural changes to rectify systemic deficiencies. Review and evaluate corrective actions recommended and corrective actions taken for consistency. Recommend development and/or application of systemic corrections for implementation.
3. DRMOs will:
- a. Conduct and document by electronic input into the CAMS database, a periodic Self Assessment as to DRMO compliance and adherence to existing laws, DoD, DLA and DRMS policies and procedures. The Self Assessment portion of the CAMS database will be used to note DRMO identified deficiencies and record corrective actions planned and/or taken for those deficiencies.

b. If the DRMO is a "Central" DRMO responsible for the oversight of a "Forward Receiving Activity," the "Central" DRMO will also include the "Forward Receiving Activity's" processes in its Self Assessment. The "Forward Receiving Activity" will not be viewed as a distinct reporting unit. A "Satellite" DRMO will be treated as a distinct reporting unit and is responsible for the input of its Self Assessment, but the certification will be the responsibility of the "Central" DRMO. Completion of the Self Assessment will be certified electronically in the CAMS database in accordance with the DRMO Self Assessment User's Manual. Special circumstances may require the Zone Manager or the Service Manager(s) to assist the "Central" DRMO by verifying a "Forward Receiving Activity" or "Satellite" DRMO's Self Assessment information.

c. Enter corrective actions taken for identified CAV deficiencies into the CAMS database by the estimated completion dates indicated in the CAV report.

d. Enter corrective actions taken for identified special focus visit deficiencies, if any, into the CAMS database by the estimated completion dates indicated in the visit report, if any.

e. Enter corrective actions taken for identified Self Assessment deficiencies into the CAMS within 30 calendar days after completion of the Self Assessment. If a SAV visit determines a question should have been answered with a "No" but was not and can have a significant regulatory impact, then the DRMO will update the corrective action field within CAMS with a corrective action plan. If a SAV visit determines the DRMO has not implemented corrective action plans stated in its initial Self Assessment, then the DRMO will update the corrective action field within CAMS with a revised corrective action plan. The Zone Manager will review the corrective action comments and verify corrections have been implemented.

f. Develop and implement controls designed to maintain compliance with law, policy and directives.

g. Where assistance is required or desired, request assistance through the Zone Manager or the National Command/International Command.

#### 4. Other DRMS Offices/Business Units will:

a. Initiate/complete corrective actions identified to them from CAVs, special focus visits, or SAV visits as an action OPI by the estimated completion date in the report. When it is not possible to complete corrective actions within the expected time, extensions will be coordinated through the National Command/International Command.

b. Report corrective actions taken by input into the CAMS database within 30 calendar days from date of tasking and monthly thereafter until the deficiency is closed.

c. Remain cognizant of the Self Assessment portion of CAMS, informing DRMS-NP of reference citation changes; and, notify DRMS-NP of recommended changes to their respective program and/or functional areas for inclusion, deletion or update to this instruction and/or the CAMS database.

d. Fund and staff any on-site visits that are program office/Business Unit specific and do not require information being input into CAMS.

### **G. Compliance Assistance Visit.**

1. The evaluation performed during Compliance Assistance Visits (CAVs) may or may not include all operational or environmental functions applicable to normal operations of the activity visited. A CAV cannot be expected to examine every activity, decision, document or process that occurs within an organization. Circumstances may necessitate the examination of only one issue or may include all the operational or environmental process areas. CONUS DRMO inspection protocols will be provided by DRMS-NP as a guide to ensure review consistency for either a total or a partial program review. OCONUS DRMO inspection protocols will be provided by DRMSI Headquarters as a guide to ensure review consistency for either a total or a partial program review.

2. The National Commander/International Commander or designee, will coordinate the staffing of the CAV teams to ensure the teams have the trained functional expertise needed to perform a thorough audit. At the discretion of the Commander or designee, CAV teams may consist of approved contractor personnel in lieu of

government employees. The National Commander/International Commander or designee, will be responsible for the preparation of the final CAV report. A briefing will be provided to the CAV team by the National Commander/International Commander or designee, prior to the visit to provide background information regarding the site, required protocols, and any additional information that may need special attention during the visit.

3. Whenever a CAV is conducted at a "Central" DRMO a partial program review may also be conducted at a "Satellite" and/or "Forward Receiving Activity" if there is reason to suspect significant problems at the site(s). The "Central" DRMO will be responsible for inputting any corrective actions noted for itself, its "Satellite(s)" and/or its "Forward Receiving Activities" into the CAMS. The CAV report will include the observations/findings on all the sites visited during the CAV.

4. The CAV team members will record all significant deficiencies from established regulations as formal deficiencies. Deficiencies will be brought to the attention of the team leader and the inspected site as soon as possible. The opportunity to discuss and challenge any deficiency will be given during the course of the visit at daily briefings before issuing the end of visit summary report. Each deficiency will include the reference, specific regulation or instruction involved, the probable root cause for the deficiency, a recommended corrective action, and the estimated completion date. All corrective actions must be designed to correct the deficiency as well as prevent the recurrence of the problem. Deficiencies corrected during a visit will be recorded with the statement the finding was corrected. This will provide documentation in case there are repeat findings of the same nature uncovered in future visits. A sample CAV findings format is found at Enclosure 2.

a. CAV team members may also record commendable actions using the format of Enclosure 2.

b. CAV team leader will always strive, when possible, to perform a courtesy visit to appropriate Host personnel (for example, the Base Commander, environmental, logistics, and/or supply office).

c. The CAV team leader will consult with team members prior to rendering the final audit opinion, if any. An audit opinion will not be given in instances where the team's review is not sufficient to substantiate conclusions about the compliance. In these situations, the CAMS will record the audit/assessment and associated deficiencies, but will not calculate a measurement or score.

d. CAV team leader/team members will conduct an out briefing with the DRMO Chief or designee. The Zone Manager will be invited to attend the out-briefing. All deficiencies will be discussed prior to the out-briefing. The opportunity to discuss and challenge any deficiency will be given during the course of the visit at daily briefings before preparing the end of the visit summary report. A draft copy of each deficiency will be left with the inspected activity. Challenges to the validity of deficiencies after the out-briefing will be adjudicated by the either the National Commander or designee for CONUS sites, or by the International Commander or designee for international sites.

e. If requested by the DRMS Commander, or the National Commander/International Commander, the CAV team leader and/or members will conduct a telephonic out-briefing with the respective Commander or designee.

f. Team members will assist the team leader in preparing a final report of the CAV, to include all actions and milestones for approval by the team leader. The team leader is responsible for ensuring all deficiencies and reports of the visit are provided to the National Command/International Command by electronic media. A final trip summary report will be sent to the site of the CAV, and to the site Zone Manager, within 30 days after the last day of the visit by electronic media, followed by an official hard copy of the report. The format found at Enclosure 3 may be used.

5. The National Command/International Command will input all deficiencies and recommended corrective actions approved by the CAV team leader into the CAMS electronic database if the findings are submitted by electronic media, otherwise the CAV team leader will be solely responsible for updating the database.

6. Where a deficiency is directed toward a Headquarters office as the action Office of Primary Interest (OPI), that office will be notified with a memorandum prepared by the National Command/International Command requesting initiation/completion of correction action with details of the deficiency. The date an initial response is due from the action OPI is within 30 calendar days from the memorandum date.

7. Status of corrective actions taken as a result of CAV deficiencies will be provided by the action OPI into CAMS by the estimated completion dates indicated in the report. Monthly updates will be submitted until closure of the deficiencies by the next management level of the action OPI. If a deficiency cannot be closed by the estimated completion date, it is the responsibility of the action office to request an extension within CAMS from the National Command/International Command.

8. If a deficiency or commendation is closed during the site visit, the deficiency or commendation must be input into CAMS with the date completed and a comment stating the deficiency or commendation was closed during the CAV.

9. The Zone Manager will review the DRMO's corrective action comments and provide the National Command/International Command, within 30 days after formal notification, a report on the DRMO's corrective actions taken.

#### **H. Self Assessment Validation Visits (SAVs).**

1. SAVs will be coordinated and conducted by the National Commander/International Commander or designee for CONUS/OCONUS sites. A SAV is performed by an entity outside the immediate level of management of the activity reviewed (for example, staff from the National Command, International Command, an approved contractor, a Service Manager, or a Zone Manager).

2. SAVs will be conducted using the same Self Assessment questions as were used by the DRMO or the Headquarters activity. Validation visits may use all or selected parts of the Self Assessment questionnaire and will record responses in CAMS. Documentation and procedures used by the DRMO, or the Headquarters activity, to derive its answers to the Self Assessment will be reviewed. SAV visits may be either announced or unannounced.

3. The team leader will prepare a final report of the SAV to include all discrepancies and accuracy ratings. The team leader is responsible for ensuring all discrepancies and reports of the visit are provided to the National Command/International Command by electronic media. Copies of the final report will be sent both to the site of the SAV, and either to the Executive Vice President, Unit Business Leader, or to the site Zone Manager (whichever is applicable). A copy of the final report will be sent by electronic media within 30 days after the last day of the visit, followed by an official hard copy of the report.

4. If the team leader determines during the SAV visit deficiencies exist that were not required to be identified in the latest Self Assessment, then the team leader will include in the final trip report a summary detailing the deficiencies. The SAV site will provide the National Command/International Command, within 30 days after formal notification, a report on the corrective actions taken.

5. Results of the validation visit will be recorded and certified by the team leader in CAMS. If a SAV determines a DRMO, or Headquarters activity, question should have been answered with a "No" but was not and can have a significant regulatory impact, then the DRMO, or the Headquarters activity, will update the corrective action field within CAMS with a corrective action plan. If a SAV visit determines the DRMO, or Headquarters activity, has not implemented corrective action plans stated in its initial Self Assessment, then the DRMO, or Headquarters activity, will update the corrective action field within CAMS with a revised corrective action plan.

6. The Zone Manager will review the DRMO's corrective action comments and provide the National Command/International Command, within 30 days after formal notification, a report on the DRMO's corrective actions taken.

7. The CONUS Headquarters activity's Executive Vice President and Business Unit Leader will review the CONUS Headquarter activity's corrective action comments and provide the National Command, within 30 days after formal notification, a report on the activity's corrective actions taken.

8. The International Headquarters activity's Deputy will review the International Headquarter activity's corrective action comments and provide the International Command, within 30 days after formal notification, a report on the activity's corrective actions taken.

9. The SAV team leader will determine if any additional actions are warranted based on the rating achieved and other factors as he/she may deem appropriate. A DRMO validation rating of less than 90% for items having a regulatory impact will warrant a follow-up CAV within 180 days after the validation visit date.

10. Where controls, procedures, work instructions and methodologies to preclude non-compliance do not exist, the National Commander/International Commander or designee, will provide assistance to the Zone Manager, the CONUS Headquarters Executive Vice President, Business Unit Leader, or the International Headquarter Deputy, to establish them to preclude problem recurrence once the DRMO, or the Headquarters activity, is in compliance.

11. The DRMO and the Zone Manager retain responsibility to implement DRMO corrective action.

12. The Headquarters activity and the CONUS Headquarters activity's Executive Vice President, Business Unit Leader, or the International Headquarter Deputy, retain responsibility to implement Headquarters activity corrective action.

**I. EFFECTIVE DATE AND IMPLEMENTATION.** This instruction is effective and is to be implemented upon date of publication.

BY ORDER OF THE COMMANDER

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JANINE DES VOIGNES  
Executive Assistant

3 Enclosures

1. Compliance Assistance Visit Selection Guidelines
2. Site Finding Report
3. Report of Visit to DRMO

**Compliance Assistance Visit Selection Guidelines**

Selection guidelines for CAVs to DRMOs are based on level of risk and high priority areas of interest according to the key data elements listed below. The objectives and scope of the CAVs should be tailored to address those concerns. This list is not all inclusive and is subject to change as priorities change:

- a. Results of previous visits: CAV, SAV and/or specialized visits.
- b. Number and/or seriousness of property loss adjustments (FLIPLs), A/D, downgrades at and after receipt.
- c. Customer inquiries and/or complaints.
- d. Management stability and experience (DRMO Chief/key personnel positions' longevity, experience, positions filled on rotational basis, etc.).
- e. Inventory Management Indicators (High percentage of items on Resi B/I, Status A/W, batch lots, high value scrap, low inventory accuracy, etc.).
- f. Volume of special handling required property received (DEMIL/MLI/SLI).
- g. Operational efficiency indicators (Line Item receipts, dispositions per work-year, inventory turnover, HM/HW, Precious Metals, operational efficiencies, etc.).
- h. Trade Security Control (TSC) deficiencies from TSC visits.

The above data elements and other factors (NOVs, SITREPS incidents, internal reports/statistics, etc.) can be used not only to select DRMOs to be visited, but also to gain more knowledge prior to arrival of sites to be visited.

**SITE FINDING REPORT**

1. FINDING #: \_\_\_\_\_
2. DATE OF AUDIT: \_\_/\_\_/\_\_
3. SITE: \_\_\_\_\_
4. TYPE FINDING (OPERATIONAL/ENVIRONMENTAL): \_\_\_\_\_
5. TOPIC: \_\_\_\_\_
6. PROCESS: \_\_\_\_\_
7. SIGNIFICANCE (type A/B/C): \_\_\_\_\_
8. PRIME CONTRACTOR (Y/N): \_\_\_\_\_
9. EPA ID (as applicable): \_\_\_\_\_
10. INSPECTOR: \_\_\_\_\_
11. CITATION: \_\_\_\_\_
12. IS THIS A REPEAT FINDING (Y/N): \_\_\_\_\_
13. ESTIMATED COMPLETION DATE: \_\_/\_\_/\_\_
14. DATE COMPLETED: \_\_/\_\_/\_\_
15. STATUS (F): \_\_\_\_\_
16. ACTION OPI: \_\_\_\_\_
17. HQ DRMS OPI: \_\_\_\_\_
18. IMC: \_\_\_\_\_
19. SHOULD FINDING HAVE BEEN IDENTIFIED IN LAST SELF ASSESSMENT (Y/N)? \_\_\_\_\_
- 19a. IF YES, WHICH QUESTION (S): \_\_\_\_\_
20. WAS THIS FINDING IDENTIFIED IN SELF ASSESSMENT (Y/N)? \_\_\_\_\_
21. OBSERVATION (identify requirement, then state the deficiency):
22. CORRECTIVE ACTION RECOMMENDED:
23. CORRECTIVE ACTION TAKEN:

**INSTRUCTIONS FOR COMPLETION OF SITE FINDING REPORT**

(Fields are mandatory unless otherwise indicated)

1. If completing report manually, enter finding number for DRMO being audited; finding number is automatically assigned when information is entered into CAMS.
2. Enter date audit performed (MM/DD/YYYY).
3. Enter name of DRMO being audited.
4. Identify whether finding is environmental or operational.
5. Select topic from the on-line list in CAMS.
6. Select process from the on-line list in CAMS.
7. Assign the significance [severity] of the finding:
  - a. Type "A" - Requires immediate action. Deficiency reflecting non-compliance with a law; imminent threat to health, safety the environment, or the installation mission and likely to cause adverse publicity. In addition, some administrative deficiencies can be categorized as Type A (e.g., failure to dispose of HW in a permitted facility).
  - b. Type "B" - Requires action. Deficiency reflecting non-compliance with DoD/DLA/DRMS policy or procedure. Potential threat to human health, safety, the environment, or the installation mission if not addressed.
  - c. Type "C" - Commendable - Activity has exceeded all compliance requirements.
8. Enter N for no.
9. Enter NA for not applicable.
10. Enter last name of inspector documenting the deficiency.
11. Enter regulatory reference or requirement (example: DoD4160.21-M, Chap IV, Para H).
12. Enter Y for yes or N for no, whichever is appropriate to answer the question.
13. Enter estimated action completion date (MM/DD/YYYY).
14. If action was completed during audit to close the deficiency, enter action completion date (MM/DD/YYYY). This field is not mandatory.
15. Enter "D", "F" or "C" to indicate status as Draft, Final or Closed, as appropriate. Draft findings must be changed to "Final" for the DRMO to be able to view and/or input actions.
16. Enter office responsible for taking action to correct finding.
17. Enter Headquarters office (OPI) responsible for taking action to correct finding.
18. Enter Internal Management Code. This field is not mandatory.
19. Enter Y for yes or N for no, whichever is appropriate to answer the question. If answer is yes, complete 19a. Referencing the applicable question(s) of the Self-Assessment in CAMS, which covers that topic.

20. Enter Y for yes or N for no, whichever is appropriate to answer the question.
21. Briefly explain the requirement, then identify the deficiency.
22. Identify recommended action to be initiated by action OPI to correct the deficiency. If applicable, indicate steps to be taken to ensure the same type deficiency does not recur.
23. If corrective action was taken by action OPI during audit, identify action which was taken to close the deficiency, date action was taken, and name of responsible person. This field is not mandatory.

**[SAMPLE]**

REPORT OF VISIT TO DRMO \_\_\_\_\_

DATE OF VISIT: \_\_\_\_\_

NAMES OF INSPECTORS: \_\_\_\_\_ (Team Leader)  
\_\_\_\_\_ (Team Member)  
\_\_\_\_\_ (Team Member)

PERSONS CONTACTED: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

BACKGROUND: Brief summary/discussion of factors that may impact on DRMO operations, meetings with Host Commander, etc.

EXECUTIVE SUMMARY:

An Assessment of \_\_\_\_\_ was conducted \_\_\_\_\_. The overall rating for \_\_\_\_\_ is \_\_\_\_\_.

How many (example, Twelve) findings were documented as deficiencies reflecting non-compliance with existing laws, DoD, DLA, and/or DRMS requirements. Each area reviewed is summarized below:

Administrative Functions: (Non-compliant topics, brief summary of root cause(s) leading to component deficiencies)

Demilitarization: (Non-compliant topics, brief summary of root cause(s) leading to component deficiencies)

Distribution: (Non-compliant topics, brief summary of root cause(s) leading to component deficiencies)

Inventory Management: (Non-compliant topics, brief summary of root cause(s) leading to component deficiencies)

Environmental Management Systems: (Non-compliant topics, brief summary of root cause(s) leading to component deficiencies)

Hazardous Property Identification and Documentation: (Non-compliant topics, brief summary of root cause(s) leading to component deficiencies)

Hazardous Property Storage Facility Management: (Non-compliant topics, brief summary of root cause(s) leading to component deficiencies)

Other Environmental Considerations: (Non-compliant topics, brief summary of root cause(s) leading to component deficiencies)

Closing paragraph: extend thanks for any assistance rendered, areas of concern, instructions on what to do next, etc.

SIGNATURE  
Team Leader

SIGNATURE  
Team Member

SIGNATURE  
Team Member

SIGNATURE  
Team Member