



NOBODY GOES POSTAL
LIKE THE MARINES

INSPECTOR TRAINING COURSE

HQMC POSTAL AFFAIRS TRAINING CREATED BY MGYSGT GILLENWATER

A black and white photograph of a group of World War II soldiers in a trench. They are wearing M1 helmets and combat uniforms. Several soldiers are looking at and pointing to maps or documents they are holding. The scene is outdoors, with a large, light-colored structure, possibly a bunker or part of a building, in the background. The overall tone is serious and focused.

AGENDA

- **Inspection Principles**
- **Responsibilities/Standards**
- **Root Cause Analysis**
- **Grading Philosophy/Criteria**
- **Inspections structure**
- **Discussion/Questions**



8 FOUNDATIONAL INSPECTION PRINCIPLES

1

**Short-notice
Inspections**

2

**Maximize
Commander's
Training Time**

3

Add Value:
Positive and productive.
Teaching, training,
and equipping.

4

**Objective
Assessment:**
Measure against appropriate
standards.

continued →



8 FOUNDATIONAL INSPECTION PRINCIPLES

5

Respect

the authority and responsibilities of command.

6

Conduct Root Cause Analysis:

Determine and understand IOT
resolve and correct.

7

Trends Identification:

Marine Corps-wide deficiencies to recommend changes to policy, training, and procedures.

8

Assess Survivability and Compliance:

Resiliency and compliance ideally improves over time, provide recommendations on how to increase survivability.



AN INSPECTOR'S GENERAL STANDARDS

EXPERIENCE IS KEY

- Knowledge, skill and experience with the program you are inspecting

INDEPENDENCE

- Be free from personal or external impairments to independence and should constantly maintain an independent attitude and appearance.



AN INSPECTOR'S GENERAL STANDARDS

DUE PROFESSIONAL CARE

- Standards – Publications / Orders / MCBULS
- Thoroughness – Diligent and competent manner
- Appropriate techniques - Appropriate for the circumstances and objectives
- Objectivity - Fair, unbiased, and independent manner to convince the report user of the validity of the conclusions and recommendations
- Ethics – High standards of conduct
- Timeliness – Completion of all required inspections
- Accurate and Complete Documentation



BEST PRACTICES: TONE

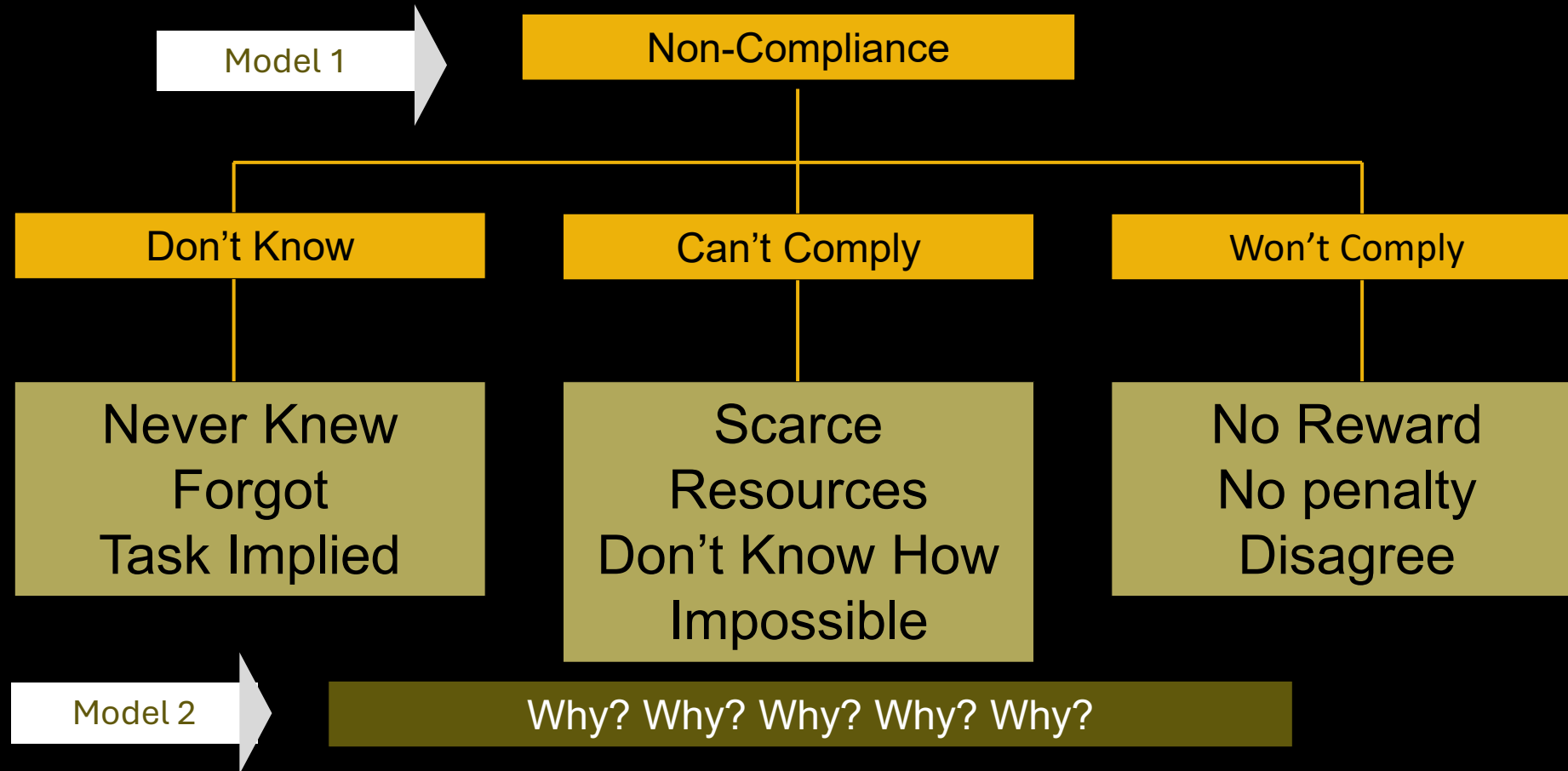
Quality Inspections:

- Professional, experienced, impartial and independent
- Fair assessment / evaluation off a meaningful checklist
- Find vulnerabilities and weaknesses

Embody Leadership Qualities:

- Leave the command better than you found it.
- Gracious, diplomatic, patience, positive and enthusiastic attitude.
- Be above reproach, admirable and honorable.

ROOT CAUSE ANALYSIS MODELS



Root cause analysis enables inspectors and commands to determine and understand the actual causes of non-compliance and how to resolve them.

GRADING PHILOSOPHY

Open Book Test



Condition of Program When We See It



Fair & Professional



Compliant or Non-compliant



A blurred, grayscale background image of a person's face, likely a woman, looking slightly to the right. The image is out of focus, with the person's features softened. A solid yellow vertical bar is positioned on the far left edge of the frame.

GRADING CRITERIA

EFFECTIVE FUNCTIONAL AREA



INEFFECTIVE FUNCTIONAL AREA

DISCREPANCIES

- Failure to comply with: Guidance, Direction, or Required Actions
- Minor deviation, error, failure to comply
- Minimal corrections by FA manager or leadership in short period of time
- Can be fixed at staff level
- **MINOR RISK TO COMMAND**

FINDINGS

- Significant problem, deviation, error, failure to comply that **detracts from readiness**
- Corrections require commander, HHQ, external agency involvement
- May Impact Health, Safety, Morale, and Welfare
- May Involve Fraud, Waste or Abuse
- **MODERATE RISK TO COMMAND**

EFFECTIVE FUNCTIONAL AREA



INEFFECTIVE FUNCTIONAL AREA

DISCREPANCIES

- MINOR RISK TO COMMAND
- Question examples (administrative “could result a finding in another question)
- Incorrect Designation Documents
- Completing forms incorrect
- Incomplete postal order

FINDINGS

- MODERATE RISK TO COMMAND
- Question examples (results in a loss of accountability, security, and/or delay of mail)
- Missing registered articles (chain of receipts)
- Mail delivered to authorized agent
- Unaccounted keys/passwords
- Security of mail
- Delaying the process of mail



EFFECTIVE FUNCTIONAL AREA



INEFFECTIVE FUNCTIONAL AREA

EFFECTIVE

- Existed in the past, successful, in compliance
- Survivable

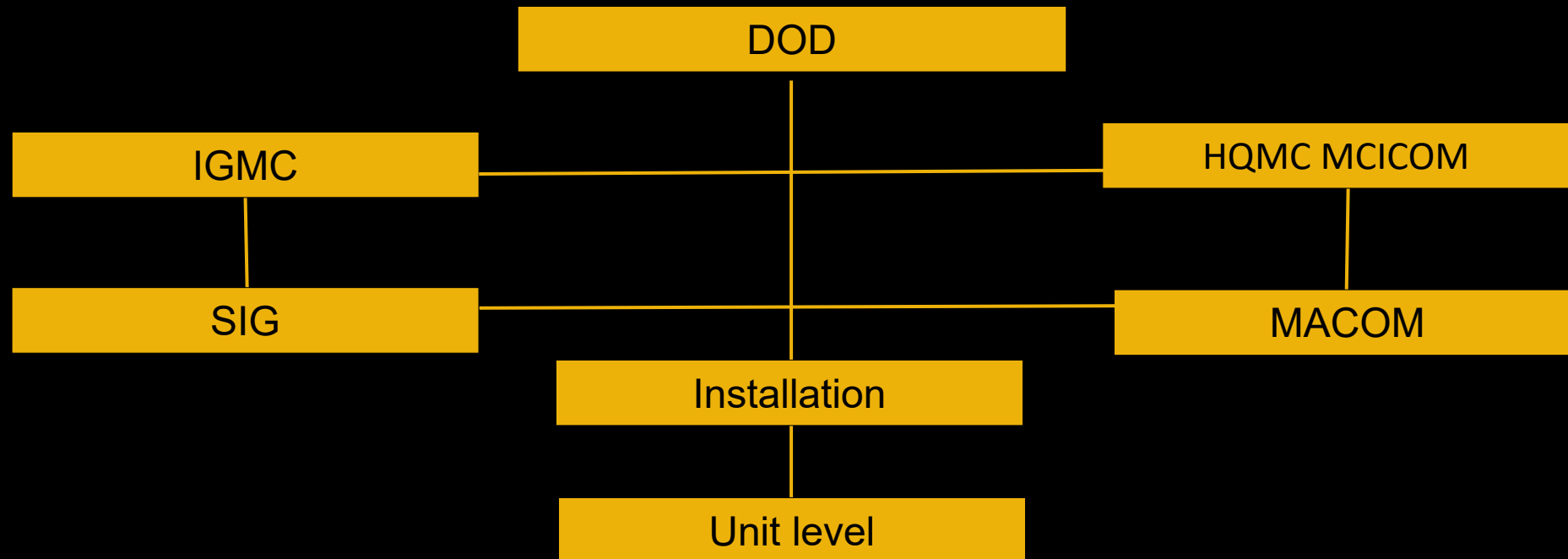
INEFFECTIVE

- Significant risk to command
- Large Summation of findings
- Non-existent programs
- Inability to perform postal duties

A blurred, grayscale background image showing a person working on a machine, possibly a lathe or mill. The person is wearing a dark cap and is focused on their work. The machine has various components, including a large wheel and a cutting tool. The overall scene is industrial and technical.

Inspection Structure

Inspection Structure



Root cause analysis enables inspectors and commands to determine and understand the actual causes of non-compliance and how to resolve them.

FA Checklist questions? Common command issues?

QUESTIONS & DISCUSSION



HQMC Postal Affairs (MFP-3)

703-784-9537/9538/9539

postal.affairs@usmc.mil