

APPENDIX P

GUIDELINES FOR THE QUALITY CONTROL INSPECTOR

A. SKILLS NEEDED TO INSPECT

1. Communicate effectively in writing and orally. Every observation requires a record for later evaluation of the Transportation Service Provider (TSP) or contractor or as information for use by the member/employee or the Government. These reports must be clear, concise, and accurate. Inspectors, because of their direct contact with the member/employee and TSP, must be adept at personal property counseling.
2. Work effectively under stress. The inspector must arbitrate differences between TSP personnel and member/employee without being intimidated by either party. Decisions must often be made at the scene without coordination with higher authority. These decisions must be made based on broad working knowledge to avoid criticism and delays.
3. Prepare reports and other written technical material, including the task of evaluating procedures and suggestions for revision of regulations. Technical material must be clear, correct and concise. Be able to operate the Defense Personal Property System (DPS) to input, document, and retrieve inspection information and forms.
4. Work independently and effectively plan day-to-day activities.

B. RESPONSIBILITIES OF THE INSPECTOR

1. Observe, document, and evaluate TSP or contractor performance in moving personal property of Department of Defense personnel and ensure that TSPs or contractors comply with service tenders, tariffs, contract specifications, and Government regulations used in handling of personal property.
2. Resolve controversial procedural problems involving the rights of members/employees and the requirements of TSP and contractors performing requested services.
3. Advise members/employees on entitlements associated with shipping personal property when questions arise after initial counseling.

C. QUALIFICATIONS OF THE INSPECTOR

1. Experience. Experience in multiple facets of the Defense Personal Property Program (DP3), including personal property counseling. Experience is critical when exercising the authority and necessary poise in dealing with members/employees of all pay grades.
2. Training. The inspector must be provided sufficient training to have a thorough understanding of the DP3, including operating within DPS. Transportation officers (TO) must consider the applicants' training, education, experience, and growth potential before placing the person in quality control duties. Applicants must have a transportation background and personal property experience. They must also have developed the communication skills required for counseling and be able to interpret and apply regulations to task requirements.
3. A valid Motor Vehicle operator's license is necessary in the performance of QC duties, unless otherwise approved by the installation Commander

D. EQUIPMENT NEEDED TO INSPECT

1. Vehicle. Vehicles may be military, General Services Administration (GSA), or Privately Owned Vehicle (POV), or from a combination of these if it is advantageous to the Government. Employees may use a POV for travel within or outside their duty station on a reimbursable basis. Mileage rates are stated in the Joint Travel Regulations/Joint Federal Travel Regulations. Travel orders are not necessary. Payment can be certified after the fact using Standard Form 1164, Claim for Reimbursement for Expenditures on Official Business, Figure P-1. Use of a POV can be exclusive, provided the travel budget is so established, or POV can be used with a military or GSA vehicle to meet unforeseen needs such as nonavailability. Establishing a travel budget for other than military vehicles must be justified as advantageous to the Government. Nonavailability of Government vehicles can be used to justify the budget. A POV is the most flexible arrangement. However, the inspector must consent to use his or her POV and may refuse without any inference being drawn. When a POV is used, vehicles do not require maintenance and pooling.
2. Kit (briefcase). A briefcase to accommodate working papers, publications, maps, blank forms, magnifying glass, and tape measure is a necessity.
3. Camera with Flash. Instant printing/digital downloadable picture cameras will be available for Household Goods (HHG) inspectors. “A picture is worth a thousand words.”
4. Pager/Cellular Phone. Inspectors will have access to commercial packet paging/cellular systems. If included in the budget, units can be obtained by monthly rental. Pager/cellular phones have an advantage over telephone call-in procedures from residences of members/employees as telephones are often disconnected when moving. The ability to establish instant communication with the inspector is critical to the protection of a member/employees personal property, to protect the Government’s interests and to save unnecessary storage-in-transit costs.
5. Badge or Nameplate. Inspectors will wear badges/nameplates listing their name and also stating Quality Control Inspector. Proper identification on POV may be required at the installation Commander’s discretion.
6. Quality Control Inspection Cards. Inspectors must provide the member/employee or their dependents a card containing his or her name, title and emergency contact phone numbers. The reverse side of the card can be used for additional information useful to the member/employee. For example, reminders to complete the DP3 Customer Satisfaction Survey (CSS) upon completion of delivery, etc. Local reproduction of the card is authorized.
7. Directives. The following directives pertain to the duties of the quality control inspector of personal property and will be readily available.
 - a. Defense Transportation Regulation (DTR) 4500.9-R, Part IV, Personal Property.
 - b. Service regulations.
 - c. Rate solicitations.

E. PREPARING FOR THE INSPECTION

1. Before any inspection, the inspector must determine the property location; the TSP performing the services; the type of shipment; and the pack, pickup, or delivery date and time.
2. Contact the TSP’s dispatcher for an estimate of the pickup or delivery time to ensure someone is at the residence when it is essential.
3. When the jobs assigned exceed capability, the inspector must decide which jobs will not be inspected. These jobs must be the ones that are the least urgent or involve the most time and

expense. When geographically feasible, BLUEBARK shipments (e.g., pack, pickup, and delivery) will be given priority.

F. CONDUCT OF THE INSPECTOR

1. The Inspector Must Always be Tactful. Laws, rules of regulatory bodies, and economics define TSP services. If the demands of a member/employee exceed the service agreed to by the TSP and the Government, the inspector must support the TSP and notify the member/employee accordingly. TSP representatives that are unfamiliar with personal property shipping requirements will require counseling by the inspector. This is especially important during summer months when the TSPs may increase the use of summer hire employees.
2. Service to Members/Employees. Maximum service to the member/employee must always be uppermost in the mind of the inspector. However, the entitlements established by law and the regulations of the military department concerned cannot be exceeded.
3. Personal Characteristics.
 - a. TSP Personnel. Each assignment presents a different scene with new people and unusual items to move. After a short while on the job, the TSP personnel, particularly crew leaders, become well known. While the inspector must maintain a distance to assure a professional relationship, this gives the inspector an advantage, if properly pursued. The quality of service provided by the crew on previous jobs reveals their strengths and weaknesses and the attitude of TSP personnel toward the consumer, particularly a complaining one, can be predicted. This situation must be handled carefully by the inspector to avoid giving the impression that the TSP and government representatives are collaborating against the customer; that is, “two on one.”
 - b. Members/Employees. Members/employees who are absent on moving day, leaving a spouse who did not attend the counseling session to release the property, must be treated as a potential problem. Members/employees and spouses who disagree or are entertaining friends on pack or pickup days are prone to disagree with the TSP when requested to sign the inventory. Distinguishing traits of character ranging from over concern to disinterest must be recognized early if the carrier, the Government, and the member/employee are to be adequately served. Members/employees should arrange to have small children and pets at a different location on moving day to enhance the services being performed.
 - c. Appearance. Inspectors arriving on an assignment will have in their possession Government-issued identification. A military uniform is not always enough to convince dependents that the inspector should be admitted into their quarters. Also, an inspector card will add a professional touch.
 - d. How to Proceed. Ascertain from the member/employee, away from TSP personnel, what is expected that is not being received and treatment of which possessions is causing anxiety. Services that are denied by entitlement limitation or departmental policy can be resolved by skilled counseling. Those that involve the service of the TSP that appear to be controversial must be discussed with the crew leader out of earshot of the crew and the member/employee. If results of such conversations are positive, everyone can then discuss the matter and come to an understanding.
 - (1) Inability to resolve the difference may result in an immediate elevation of the problem to the TO by either the member/employee or the TSP. When this is imminent, the inspector will relay all the facts and conditions to his/her supervisor and annotate information on the DD Form 1780, Shipment Evaluation and Inspection Record, [Figure P-2](#).

- (2) The most difficult problems for the inspector result from decisions that are based on his/her judgment. Refusal to crate a grandfather clock or denying extra wrapping of furniture items, or information that damages preexisted are unpopular decisions. The inspector must make these decisions to protect the Government.
 - (3) The inspector must be accurate when making reports. The practice of not reporting deficiencies corrected on the spot breeds repetition and defeats the Quality Control Program. TSP deficiencies are an indication of inadequate training, equipment, supplies, or attitude that must be recorded to enable correction.
- e. Establishing Communications. Sometimes the TSP has not arrived to pack or pickup when the inspector arrives and the member/employee is anxious. TOs must have a customer service procedure in-place that allows the inspector to report these conditions and to establish communications between the TSP and the member/employee, if telephones are available. This relieves the inspector for the next assignment. (If telephones are not available, contact the TSP and report back to the member/employee and try to answer all questions). Sometimes the shipment has been picked up when the inspector arrives and the member/employee has a problem. Inspector can document the member/employees concerns and report to the destination transportation office (when necessary).

G. POST-INSPECTION REPORTING

1. Credits for Completing an Inspection. Regardless of the number of times a shipment may be visited during a pack and pickup or delivery, credit for the inspection must be limited to one. Recording each visit as an inspection will result in more inspections than shipments available to inspect. Any effort that results in contact with the member/employee (or TSP) on which time or resources were expended in collecting sufficient information to make a report can be counted as an inspection subject to the above. Credit for the inspection will be taken on the pickup/delivery date.
2. Telephone Reporting. Routine contact throughout the day with the responsible PPSO will make it possible to revise priorities and provide for inspection of direct inbound deliveries. Inspectors must remain flexible to rearranging priorities when circumstances dictate.

H. INSPECTION GOAL

Monthly, the TO goal for inspection is established by Service policy and must be no less than 50 percent of HHG, unaccompanied baggage, mobile homes, non-temporary storage, and local drayage shipments by type. Inspection quality will not be sacrificed to meet this goal.

Figure P-1. SF Form 1164, Claim for Reimbursement for Expenditures on Official Business

Figure P-1. Form 1164 (Back), Claim for Reimbursement for Expenditures on Official Business (Cont'd)

SHIPMENT EVALUATION AND INSPECTION RECORD				1. DATE (YYYYMMDD)	REPORT CONTROL SYMBOL
2. MEMBER'S NAME (Last, First, Middle Initial)		3. GRADE/ RANK	4. COMPONENT	5. CARRIER NAME	SCAC
6. PPGBL/ORDER NUMBER	7. ORIGIN PPSO		GBLOC	8. DESTINATION PPSO	GBLOC
9. CODE OF SERVICE					
10. PICKUP ADDRESS (Street, City, State and ZIP Code)			11. DELIVERY ADDRESS (Street, City, State and ZIP Code)		
12. PICKUP DATE (YYYYMMDD)		13. MISSED PICKUP (X one) <input type="checkbox"/> YES <input type="checkbox"/> NO	14. REQUIRED DELIVERY DATE (RDD) (YYYYMMDD)	15. MISSED RDD (X one) <input type="checkbox"/> YES (No. of days) <input type="checkbox"/> NO	16. ESTIMATED LOSS/ DAMAGE
17. DATE IN STORAGE-IN- TRANSIT (SIT) (YYYYMMDD)		18. DATE OUT OF SIT (YYYYMMDD)		19. DELIVERY DATE (YYYYMMDD)	
20. WEIGHT					
21. LOSS/DAMAGE (If applicable)			22. CUSTOMER SATISFACTION (X one)		23. TENDER OF SERVICE VIOLATIONS CODE(S)
a. TYPE	b. SOURCE		<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN		
24. SHIPMENT INSPECTION (Explain all marked Tender of Service (T/S) Violations in Remarks.)					
T/S (X) CODE VIOLATION			T/S (X) CODE VIOLATION		
A FAILED TO PERFORM PREMOVE SURVEY (If applicable)			N FAILED TO PROVIDE REQUIRED DOCUMENTS TO MEMBER		
B IMPROPERLY PACKED/LOADED SHIPMENT			O FAILED TO UNPACK/REASSEMBLE		
C IMPROPER/INADEQUATE PACKING MATERIAL			P FAILED TO COMPLY WITH SIT REQUIREMENTS		
D PREPARED INVENTORY IMPROPERLY			Q CONTAINERS NOT PROPERLY MARKED		
E PREPARED DD619/DD 1840 IMPROPERLY			R FAILED TO PROTECT CONTAINERS FROM WEATHER		
F USED UNQUALIFIED PERSONNEL			S FAILED TO PACK, WEIGH AND ENTER PBP&E ON INVENTORY/PPGBL		
G IMPROPERLY SERVICED/DESERVICED APPLIANCES			T FAILED TO REPORT SHIPMENT IN WEEKLY REPORT		
H FOLDED/FAILED TO PROPERLY ROLL RUG(S)			U UB/HHG CONTAINERS FAILED TO MEET SPECIFICATIONS		
I FAILED TO RECORD LOSS/DAMAGE			V FAILED TO NOTIFY PPSO OF INABILITY TO MEET RDD		
J FAILED TO WEIGH SHIPMENT AS PRESCRIBED BY ICC			W FAILED TO TRACE WITHIN 24/48 HOURS (As applicable)		
K FAILED TO REMOVE PACKING MATERIALS/DEBRIS			X FAILED TO NOTIFY PPSO OF ARRIVAL/DELIVERY		
L FAILED TO REWEIGH WHEN REQUESTED			Y FAILED TO CONTAINERIZE AT RESIDENCE		
M FAILED TO PROVIDE REQUIRED DOCUMENTS TO PPSO			Z OTHER (See Remarks)		
25. REMARKS					
26. PRINTED NAME/SIGNATURE OF ORIGIN INSPECTOR			DATE SIGNED		29. SHIPMENT EVALUATION (X one) <input type="checkbox"/> SATISFACTORY <input type="checkbox"/> UNSATISFACTORY
27. PRINTED NAME/SIGNATURE OF DESTINATION INSPECTOR			DATE SIGNED		
28. PRINTED NAME/SIGNATURE OF SHIPPING OFFICE REPRESENTATIVE			DATE SIGNED		30. SHIPMENT SCORE

DD FORM 1780, SEP 1998

PREVIOUS EDITION IS OBSOLETE.

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Figure P-2. DD Form 1780 – Shipment Evaluation and Inspection Record

MATRIX FOR SCORING INDIVIDUAL SHIPMENTS

The following table assumes that the carrier has earned 20 points for meeting the pickup date specified on the PPGBL. If the carrier missed the pickup date, 20 points should be deducted from the shipment score shown on the matrix.

DAYS LATE	ESTIMATED \$ LOSS/DAMAGE										
	\$0	\$1 - \$100	\$101 - \$200	\$201 - \$300	\$301 - \$400	\$401 - \$500	\$501 - \$600	\$601 - \$700	\$701 - \$800	\$801 - \$900	Over \$900
0	100	98	96	94	92	90	84	78	72	66	60
1	96	94	92	90	88	86	80	74	68	62	56
2	92	90	88	86	84	82	76	70	64	58	52
3	88	86	84	82	80	78	72	66	60	54	48
4	84	82	80	78	76	74	68	62	56	50	44
5	80	78	76	74	72	70	64	58	52	46	40
6	76	74	72	70	68	66	60	54	48	42	36
7	72	70	68	66	64	62	56	50	44	38	32
8	68	66	64	62	60	58	52	46	40	34	28
9	64	62	60	58	56	54	48	42	36	30	24
10 +	60	58	56	54	52	50	44	38	32	26	20

DD FORM 1780 (BACK), SEP 1998

Figure P-2. DD Form 1780 – Shipment Evaluation and Inspection Record (Cont'd)