

**SPECIALTY CROPS INSPECTION DIVISION
FEDERAL-STATE COOPERATIVE MARKET OFFICE REVIEW REPORT**

FIELD OFFICE TYPE:		LOCATION:		
☐ Federal-State Cooperative Market Office				
NAME OF SUPERVISOR, OIC:		DATE:		
REVIEWERS:				
CATEGORY		CONFORMS?		REVIEWERS' NOTES
		Yes	No	N/A
I. CUSTODIAL ACTIVITIES				
A. OFFICE PROCEDURES				
1.	Are records and files well established and maintained?			
2.	Are all pertinent files filed by fiscal year?			
3.	Are files so orderly that anyone could locate needed material in a reasonable amount of time?			
4.	Is record disposal in accordance with instructions?			
5.	Are employees without e-mail access kept current with AIM and other Division information?			
6.	Is personal identifiable information (PII) and customer's information being properly safeguarded?			
7.	Is a file maintained for appeal inspections?			
8.	Have instructions and for disposition of obsolete materials and forms been followed?			
9.	Is the Supervisor familiar with and using the SQL reports?			
10.	Are shipper' copies of market certificates being mailed/faxed/mailed according to Division policy?			
A. MANDATORY POSTINGS				
1.	Are all materials listed on the SCI SharePoint Required Office Postings Checklist posted within the office?			
B. CERTIFICATE ACCOUNTABILITY				
1.	Is the Carton Log up to date with accurate entries?			
2.	Is the Record of Assignment and Completion of Serially Numbered Forms accurate and up to date?			
3.	Are certificates filed according to Division policy?			
4.	Are there missing FEIRS certificates listed on the office's Missing Certificate SQL report from this review period?			
5.	Have missing FEIRS certificates been reported to FSS and FPM's?			
6.	Do inspectors have open certificate on their FEIRS computer?			
7.	Are FEIRS certificates being transmitted at a minimum of twice a week?			
8.	Are SC-237's being properly filed?			

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C. OFFICIAL STAMPS				
1. Are Hand and Roller Stamp accountability reports sent to the Federal Program Managers office according to Division policy?				
2. Are all stamps checked according to policy by the supervisor?				
3. Are there memorandums of receipts for all issued and returned stamps?				
4. Is the field office using an adequate method of tracking and inventory of office stamps assigned?				
5. Are stamps numbered properly?				
6. Are stamps, PLI tape, and stickers properly used, controlled, and cared for?				
7. Are lost, stolen, or damaged stamps properly reported?				
8. Are stamps being applied according to Division policy?				
D. SECURITY STRIPS AND SEALS				
1. Are truck seals properly inventoried and accounted for?				
E. SUPERVISORY REVIEWS				
1. Are Supervisory Review checklists (SC-397, SC-383, or other approved form) completed in accordance with Division guidelines?				
2. Are the timeframes and frequency of visits consistent with Division guidelines?				
3. Are all non-conformances and corrective actions clearly listed?				
4. Have all corrective action issues been completed?				
5. Are supervisory reports being sent to the FPM's office?				
F. MONTHLY INSPECTION REPORTS				
1. Is the FV-345 Summary of Terminal Market Inspections report reviewed on a monthly basis?				
2. Is the Applicant/Market Cross Check report reviewed on a monthly basis?				
II. INSPECTION INSTRUCTIONS AND POLICY DOCUMENTS				
1. Are paper inspection instructions and manuals located in office complete and up to date?				
2. Do all employees know how to access Division policy documents in AIM or on the Federal Resource page				
3. Is the current version of the Excel Spread sheet being completed for imports and sent to MOAD in accordance to MOADS policy				
4. Are paper certificates numbers being entered in to FEIRS using FEIRS-FV-E301?				
5. Did review of inspections performed indicate inspector(s) were properly interpreting and applying SCI policies, procedures and grade standards or contract specifications?				
III. AUDITS				
1. All audits are properly filed with appropriate documentation (SC-237A, SC-651, etc.)				
2. Are paper auditing instructions and manuals located in office up to date and current?				
3. Are Auditor Evaluations being completed according to Audit Branch Policy?				
4. Are auditors' continuous professional development requirements up to date (FV-248a)?				
5. Are unannounced audits being conducted at the prescribed frequency?				

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	Yes	No	N/A	
IV. EQUIPMENT				
A. INSPECTION EQUIPMENT				
1. Is inspection equipment (eg. scales, thermometers, sizers, etc.) in good condition and accurate?				
2. Is all inspection equipment used sourced from SCI Equipment Depot?				
3. Is an equipment inventory sheet maintained for each grader?				
4. Does each grader have two thermometers in their possession?				
5. Are approved digital thermometers checked against a glass thermometer or Tel-machine twice per week and documented?				
6. Does office have sufficient number of check weights to verify accuracy of all scales?				
7. Does office have proper scales for potential Net Weight inspections?				
B.. VISUAL AIDS				
1. Do graders using FEIRS know how to access FEIRS references, including virtual models?				
2. Are office visual aids filed or sorted to be readily accessible?				
3. Are photographs filed by commodity in alphabetical and/or numerical order?				
V. PERSONNEL				
A. TRAINING				
1. Is employee training in accordance with Division guidelines?				
2. Is employee training documentation up to date?				
3. Are training reports maintained?				
4. Is employee training current?				
5. Are sufficient training aids available?				
B. PERFORMANCE				
1. Are FV-293's or equivalent form completed for each licensee annually?				
C. SCHEDULING				
1. Is inspector rotation policy properly adhered to?				
VI. FEDERAL STATE COOPERATIVE MARKET INTERNAL REVIEWS COMPLETED BY FPM AND SUPERVISOR				
A. Have a Federal-State Cooperative Market Internal Review been completed this year by the Supervisor (OIC) for this Office?				
B. Are the most current Review reports completed and on file?				
C. Do completed reports contain detailed information regarding non-conformances, observations, and general observations?				
D. Have non-conformances been properly addressed via a CPAR?				
E. Are Supervisory Reviews of Market Licensee's current (SC-397, SC-383)				
VII. CUSTOMER FOCUS				
A. Did the Supervisor meet with members of the industry regarding services provided?				
B. Are meetings with members of industry documented?				
C. During this Review were spot checks made with representative members of the trade regarding the service?				

VIII. CUSTOMERS INTERVIEWED		
COMPANY	PERSON INTERVIEWED	COMMENTS (e.g., quality and timeliness of service)

IX. Remarks

X. SUMMARY	
A. PREVIOUS REVIEW	
1. Are the recommendations from the previous Review report and other instructions being followed?	
B. CURRENT REVIEW	
1. Total number of non-conformances noted during this Review	
2. Number of non-conformances corrected during this Review	
3. Number of remaining non-conformances needing corrective actions	
XI. GENERAL SUMMARY OF OFFICE OPERATIONS	

XII. CORRECTIVE ACTION TRACKING

Reviewer will list the remaining non-conformities not corrected at time of the Field Office Review and submit to Field Office OIC or Fed-State Supervisor (F-SS) within 15 working days. OIC or F-SS will respond within 15 working days their proposed corrective actions and timeline of implementation. Reviewer will respond back within 15 working day their acceptance of the proposed corrective actions and timeline of implementation. Reviewer will track and follow-up on corrective actions until completion and close out.

NON-CONFORMITY (SECTION, LETTER, AND NUMBER)	DESCRIPTION OF NON-CONFORMITY (Completed by Reviewer)	PROPOSED CORRECTIVE ACTION (Completed by reviewed office OIC or F-SS)	PROPOSED TIMELINE FOR COMPLETION (Completed by reviewed office OIC or F-SS)	DATE PROPOSED ARE ACCEPTABLE TO IMPLEMENT (Completed by Reviewer)	DATE OF CORRECTIVE ACTION CLOSE OUT (Completed by Reviewer)

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XIII. VERIFICATION AND CORRECTIVE ACTION CLOSE OUT	
ALL CORRECTIVE ACTIONS IMPLEMENTED?	ALL CORRECTIVE ACTIONS EFFECTIVE?
☐ YES ☐ NO	☐ YES ☐ NO
IF NO, STATE BELOW WHY CORRECTIVE ACTIONS WERE NOT IMPLEMENTED OR EFFECTIVE:	
RELATED INFORMATION/COMMENTS:	
COMPLETED DATE OF FIELD OFFICE REVIEW (ONCE ALL CORRECTIVE ACTIONS ARE COMPLETED AND NO FURTHER ACTION REQUIRED)	
Non-Discrimination Policy: In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English. To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Mail Stop 9410, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. USDA is an equal opportunity provider, employer, and lender.	