COMNAVRESFOR INSTRUCTION 5222.1

From: Commander, Navy Reserve Force

Subj: PROCESSQUIK IMPLEMENTATION ACROSS THE NAVY RESERVE FORCE

Ref: (a) DON CIO Memorandum, Department of the Navy Knowledge Management Strategy, of 7 March 2014
    (b) OPNAVINST 5210.20
    (c) SECNAV M-5210.1

Encl: (1) ProcessQuik Change Request Matrix
      (2) Designation Letter for ProcessQuik N-Code Administrator

1. Purpose. To establish policy and governance requirements for ProcessQuik (PQ). PQ provides easy access to standardized processes and supporting materials, enabling consistent mission execution. This is a new instruction and should be reviewed in its entirety.

2. Background. PQ supports Navy Reserve Force knowledge management goals to identify, standardize, and document key business processes at Commander, Navy Reserve Force (COMNAVRESFOR) commands and activities. The PQ site provides Sailors and Reserve management staff members with convenient access to standardized processes, as well as supporting manuals, policies, and regulations to support consistent and efficient mission delivery. PQ is developed and maintained in accordance with current Navy instructions and directives. Refer to source instructions for further clarification and details.

3. Scope. This instruction applies to all military, civilian, and contractor personnel assigned to activities within COMNAVRESFOR, Commander, Navy Reserve Forces Command (COMNAVRESFORCOM), Commander, Naval Air Force Reserve (COMNAVAIRES), and their subordinate echelon IV and V commands.

4. Policy. The standardized COMNAVRESFOR processes and supporting materials published in PQ are developed in accordance with the applicable instruction or current COMNAVRESFOR policies. The standard procedures contained within PQ shall be adhered to by all COMNAVRESFOR commands.
5. Knowledge Management (KM). KM is defined as the integration of people and processes, enabled by technology, to facilitate the exchange of operationally relevant information and expertise to increase organizational performance. Per reference (a), commanders should utilize KM concepts and tools to continue to improve business and warfighting effectiveness/efficiency. To support the goals of the Navy KM strategy, and to facilitate decision making and mission accomplishment across the Navy Reserve Force, PQ will be implemented as part of continuous process improvement and standardization efforts.

6. Change Control Board (CCB). The CCB ensures the accuracy of all processes and approves command-wide changes to PQ. In addition, the CCB addresses feedback received from the Force, and serves as an advocate for PQ as a Navy Reserve Force resource. The CCB is comprised of the following voting members: COMNAVRESFORCOM Chief of Staff (COS), PQ Content Manager, COMNAVRESFORCOM Deputy Chiefs of Staff (DCOS) or Assistant Deputy Chiefs of Staff (ADCONS), to include COMNAVAIRES N41, N42, and N43, and the Special Assistants (SA). Non-voting members include one PQ Administrator from each N-Code and SA, as well as a representative from each echelon IV command to serve as a liaison to help shape PQ and communicate PQ news and updates to their commands. The CCB shall meet semiannually to review feedback. A vote is required to approve changes to layout/usability issues on PQ site, requests for additional resources to support PQ efforts, or other issues that cannot be resolved at the individual DCOS level. A vote passes with a simple majority of 50 percent in favor. The CCB also oversees the annual review schedule. This includes the annual review of this PQ instruction. Each process shall be reviewed one year from the date it is initially published, and then on an annual basis. The CCB identifies members and manages the PQ Speaker’s Bureau, which provides speakers to cover engagement events (e.g., training courses, annual symposiums).

7. Process Creation

a. New Navy Reserve Activity (NRA) Level Processes

   (1) New process requests are submitted through the PQ Feedback link.

   (2) The PQ Content Manager forwards the new process request to the appropriate COMNAVRESFORCOM or COMNAVAIRFORRES N-Code for action.
(3) The DCOS approves or disapproves the new process for standardization in PQ.

(4) If the decision to approve or disapprove a process cannot be resolved at the DCOS level, it shall be elevated to the CCB to be voted on at the next meeting.

(5) If the process is approved, the PQ N-Code Administrator coordinates an in-person or remote focus group (documentation session). With the assistance of the echelon IV PQ Representative, the PQ N-Code Administrator sources personnel to perform the roles of facilitator and subject matter expert (SME) and to document and validate the process Map, Dictionary, and Narrative.

(6) The PQ N-Code Administrator manages the quality and completion of the process Map, Dictionary, and Narrative to produce the final documents for their respective DCOS approval.

(7) If approved by the DCOS/SA or CCB, the PQ N-Code Administrator publishes the new process on the PQ site.

b. New COMNAVRESFOR Headquarters Processes

(1) New process requests are submitted through the PQ Feedback link or can be internally generated within each N-Code or SA.

(2) The PQ Content Manager forwards the feedback to the appropriate N-Code for action.

(3) The N-Code DCOS makes the determination to approve or deny the new process request.

(4) If the decision to approve or disapprove a process cannot be resolved at the DCOS level, it shall be elevated to the CCB to be voted on at the next meeting.

(5) If the process is approved, the PQ N-Code Administrator coordinates an in-person or remote focus group (documentation session) and sources personnel to perform the roles of facilitator and SME and also to document and validate the process Map, Dictionary, and Narrative.

(6) The PQ N-Code Administrator manages the quality and completion of the process Map, Dictionary, and Narrative to produce the final documents for their respective DCOS approval.
(7) If approved by the DCOS/SA or CCB, the PQ N-Code Administrator loads the new process on the PQ site.

8. Process Deletion or Replacement
   a. Process owner identifies or is notified that a process is no longer valid and determines the timeline for the replacement, if applicable.
   b. New process Narrative, Map, and Dictionary are created and validated to replace current documents.
   c. The appropriate DCOS provides final review and approval for process deletions or replacements.
   d. Changes are completed by the PQ N-Code Administrator and published to PQ.
   e. The PQ N-Code Administrator shall retain and archive the outdated PQ files (Process Map, Narrative, and Dictionary) by using the provided Navy approved Electron Records Management Solution tool for storage and management of electronic records, in accordance with reference (b).

9. Change Request Procedure
   a. PQ end users provide feedback to PQ N-Code Administrators through the PQ Feedback link, regarding updates, improvements, suggestions, errors, or omissions.
   b. Enclosure (1) provides information on the decision making authorities for the various change request categories.

10. Responsibilities
   a. COMNAVRESFORCOM COS shall:
      (1) Serve as the chairman of the CCB.
      (2) Serve as the final vote in a CCB tie vote.
      (3) Guide the CCB.
      (4) Schedule two CCB meetings annually.
      (5) Set and approve the CCB meeting agenda.
b. COMNAVRESFORCOM DCOS and SA shall:

(1) Participate in all CCB meetings and carry out responsibilities of the CCB.

(2) Assign one PQ N-Code Administrator and designate in writing using template in enclosure (2). Consideration should be given to candidates with at least one year remaining at COMNAVRESFORCOM.

(3) Ensure each process has the appropriate Process SME assigned as point of contact.

(4) Ensure Annual Review schedule is met.

(5) Make approval determinations on new requested processes.

(6) Vote on matters requiring CCB approval such as changes to layout/usability issues on PQ site, requests for additional resources to support PQ efforts, or other issues that cannot be resolved at the individual DCOS level.

(7) Coordinate and conduct a final review of each new process or updated process, with their respective PQ N-Code Administrator and SME, prior to approving the process to be added to the PQ site.

(8) Advocate for PQ and raise awareness for PQ across their respective N-Code.

c. COMNAVRESFORCOM PQ Content Manager shall:

(1) Coordinate and facilitate at least two PQ CCB meetings annually to obtain updated requirements, discuss improvement ideas, and review change requests.

(2) Manage day-to-day operations, aesthetic changes, and maintenance of the PQ site.

(3) Advocate for PQ and raise awareness for PQ usage and issues across the Navy Reserve Force.

(4) Monitor electronic PQ Feedback daily for new feedback submissions.
(5) Review, categorize, distribute, and track all feedback.

(6) Coordinate and facilitate an Annual PQ CCB meeting (held in conjunction with one of the semiannual PQ CCB meetings) that includes a review of current processes and validation of PQ N-Code Administrators, references, and content.

(7) Monitor and report annual process review metrics, and adjust the PQ governance process so that it performs efficiently and effectively.

(8) Train PQ N-Code Administrators how to maintain PQ.

(9) Assign appropriate PQ permissions to new PQ N-Code Administrators upon appointment.

d. COMNAVRESFORCOM N6 will serve as the Command Application Host. The Command Application Host shall:

(1) Provide infrastructure, website, and database support for SharePoint environment.

(2) Provide group membership and permissions support for users that require access to SharePoint environment.

e. COMNAVRESFORCOM PQ N-Code Administrators shall:

(1) Obtain working knowledge of the PQ site and individual N-Code processes.

(2) Receive PQ training upon initial designation as N-Code Administrator.

(3) Advocate for PQ and raise awareness for PQ across their respective N-Code.

(4) Direct all incoming staff within N-Code to PQ and relevant processes as part of the check-in process.

(5) Serve on the Speaker’s Bureau to present PQ at training events and other engagement opportunities.

(6) Implement corrective changes to PQ in response to feedback and communicate the resolution to the feedback originator.
(7) Report on the status of open feedback at CCB meetings.

(8) Review the PQ site with the Process SME to ensure current and accurate content.

(9) Support Annual Review process by monitoring processes within respective N-Code and working with SMEs to update as needed.

(10) Support the addition of new content/processes to respective N-Code as needed, and if suggested through feedback, communicate with feedback originator regarding the addition.

f. Process SMEs shall:

(1) Work with PQ N-Code Administrators to update existing processes as needed.

(2) Participate in development of new processes and support focus groups to generate new processes as needed.

(3) Advocate for PQ and promote use of processes among relevant staff positions.

g. Echelon IV Commanders shall:

(1) Assign and designate in writing at least one PQ representative from each echelon IV command to participate in the CCB. The PQ representative must be paygrade of E-7 or above.

(2) Follow PQ process guidance.

(3) Advocate the use of PQ among relevant staff positions.

(4) Promote general awareness of PQ among supported communities.

h. Echelon IV PQ Representatives shall:

(1) Follow PQ process guidance.

(2) Participate in CCB Meetings to provide Reserve Component Command perspective to help shape PQ development.
(3) Advocate the use of PQ among relevant staff positions.

(4) Promote general awareness of PQ among supported communities.

i. Navy Operational Support Center/NRA Commanding Officers shall:

   (1) Follow and enforce PQ process guidance at their commands.

   (2) Advocate the use of PQ among relevant staff positions.

   (3) Promote general awareness of PQ among supported communities.

   (4) Provide feedback to COMNAVRESFORCOM regarding best practices or the need for process updates or changes.

j. Reserve Sailors, staff members, and end users shall:

   (1) Review and comply with the requirements of this instruction.

   (2) Follow PQ process guidance.

   (3) Participate in process development if identified as a SME.

   (4) Provide feedback to COMNAVRESFORCOM regarding best practices or the need for process updates or changes.

11. Records Disposition. The disposition guidance contained in reference (c) is mandatory and shall be followed.

Distribution:
Electronic copy via COMNAVRESFOR website
https://www.private.navyreserve.navy.mil
ProcessQuik (PQ) Change Request Matrix

Upon receipt of feedback, the PQ Content Manager uses the Change Request Matrix to determine the change category and the appropriate decision making authority.

- **Consolidated Evaluation Board (CEB) - Requirement Review Board (RRB) Changes** are submitted as unfunded requests to the CEB-RRB
- **CCB Changes** are addressed at the next Change Control Board (CCB) meeting
- **DCOS Changes** are approved by the DCOS and implemented as quickly as possible
- **N-Code Administrator Changes** are completed as quickly as possible by the N-Code Administrator
- **N-6 Changes** are submitted to N-6 for technical evaluation and assistance

Figure 1 - Change Request Matrix

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<thead>
<tr>
<th>Decision Maker</th>
<th>Definition</th>
<th>Examples</th>
<th>Response Timeframe</th>
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</table>
| CEB-RRB        | Changes that have broad impacts on the entire site and require additional funding | • Changes that require additional funding  
• Request for a new feature/new page that does not affect an existing SOP (e.g., search feature, acronym list)  
• Change to PQ that requires a developer | Inform the DCOS of the need for an unfunded request |
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| PQ CCB         | Changes that have impacts on more than one department or that cannot be resolved at the DCOS level                                                                                                     | • Change to layout/usability issue (e.g., incorporate drop-down menus)  
• Request for a new processes that affects more than one department  
• Any request that requires additional assistance or requirements                                                                                                           | PQ Change Control Board addresses issue at the next PQ Change Control Board meeting, deciding to “approve,” “disapprove” or forward submitted change request forms. |
| DCOS           | Minor changes that affect only one department                                                                                                                                                             | • Requirement to post an updated regulation/policy/memo random that does not affect an existing SOP  
• Request to add a new SOP that affects only one department  
• Request to add a new SOP that crosses multiple departments, but can be supported and agreed upon by the appropriate DCOS/SA  
• Erroneous mistake/missing content in an existing SOP                                                                                              | DCOS/SA receives and approves requests; delegates implementation to N-Code Administrator                                                                                                                   |
| N-Code Administrator | Corrective-only changes                                                                                                                                                                                      | • Administrative corrections (e.g., grammar changes, broken links)  
• Change that makes something look better without altering form or function                                                                                                                              | N-Code Administrator makes change as required                                                                                           |
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<tr>
<td>N6</td>
<td>Changes that require technical solutions</td>
<td>- Something goes wrong with site hosting, etc.</td>
<td>Following review by the PQ Control Board, changes are submitted to N6 for assistance with technical solution</td>
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From: Commander, Navy Reserve Forces Command
To: RATE/RANK First MI Last, USN

Subj: DESIGNATION LETTER FOR PROCESSQUIK N-CODE ADMINISTRATOR

Ref: (a) COMNAVRESFORINST 5222.1

1. Per reference (a), you are hereby appointed as the (DEPARTMENT/SA) PROCESSQUIK ADMINISTRATOR for Commander, Navy Reserve Forces Command effective immediately. You are charged with (DUTIES HERE). Your appointment will remain in effect until such time that you are debriefed or relieved of your responsibility by a competent authority.

2. You shall become thoroughly familiar with the pertinent reference in carrying out your assigned duties.

ERIC COY YOUNG

Copy to:
(REMOVE IF NOT APPLICABLE)