



OFFICE OF THE NATIONAL COMMANDER
NATIONAL HEADQUARTERS
CIVIL AIR PATROL
UNITED STATES AIR FORCE AUXILIARY
MAXWELL AIR FORCE BASE, ALABAMA 36112-5937

4 May 2018

MEMORANDUM FOR ALL CIVIL AIR PATROL AIRCREW MEMBERS

FROM: CAP/CC

SUBJECT: Aircrew Professionalism

1. A hallmark of CAP's missions over the course of our long history is our aircraft operations. Although our operational missions have continually evolved, our volunteer aircrews continue to provide effective and unwavering support for our country - as they have for more than 75 years. We have also undergone significant changes in our aircraft technology, our relationships with other federal and state organizations, and our addition to the Air Force as a Total Force partner.
2. The dynamics of these changes, the cost associated with aircraft mishaps, and the litigious nature of today's society have raised customer expectations regarding the performance of our aircrew members. In order to secure the future of CAP, we must dedicate ourselves to the pursuit of professionalism in aviation. Professionalism, to include aircrew professionalism, is a journey, not a destination. Continual improvement of our organization, our teams, and ourselves is required. Professionalism begins with a personal commitment to the concept of professionalism based on acceptance of the realities previously described. Professionalism also requires discipline – the self-regulation needed to achieve continual compliance. Finally, professionalism requires competence in the form of specialized knowledge of the environment, risk, aircraft, team, and self, as well as sound aeronautical skills and key abilities such as judgment and situational awareness.
3. To ensure that we can continue to exceed customer expectations, we are launching an aircrew professionalism initiative consisting of three phases: individual, team and organization. In the first phase, we will focus on the individual by clearly communicating and establishing CAP expectations regarding aircrew professionalism. The second phase will focus on teams by formally implementing Crew Resource Management/Single Pilot Resource Management (CRM/SPRM), as well as improving the performance of instructor/student and check pilot/candidate teams. The third phase will run current with the others and will focus on improving organizational support of your professionalism journey, to include improvements to CAP training guidance, standards, procedures, and supporting resources and systems.
4. Every one of us needs to buy into this aircrew professionalism initiative in order to take CAP to the next level in our pursuit of excellence. Let us work together to secure our future in providing operational missions to the Air Force and other customers for the next 75-plus years. Stand by for more information.

A handwritten signature in black ink that reads "Mark E. Smith".

MARK E. SMITH
Major General, CAP