



INSPECTION SUMMARY REPORT
NUMBER 26-04-SUMMARY

**Limited Scope Inquiry Final Report:
Review of Government Secure & Intelligent Documents
Quality Control Procedures
March 2, 2026**

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Report Number 26-04

Report Summary

This is a summary of GPO OIG Report Number 26-04. The full report was provided to GPO leadership and congressional committees of jurisdiction. However, the report contains sensitive information about GPO's Government Secure & Intelligent Documents (GSID) quality control procedures, preventing its public release.

What We Did

In accordance with the Office of the Inspector General's (OIG) oversight role, and following notification of an incident on May 28, 2025, we initiated a review of GPO's passport creation quality control procedures after an attentive bookbinder at the Stennis Production Facility (SPF) at the Stennis Space Center, Mississippi, identified subtle passport defects. As a result, GPO self-reported that defective U.S. Passports were produced, resulting in significant material and revenue losses. GPO Management requested our review of GSID processes and quality control procedures to provide an independent evaluation.

We evaluated GSID processes, procedures, and actions that resulted in the production of faulty passports, focusing on procurement, reception and distribution, installation, and production of sensitive materials. Specifically, we interviewed managers, supervisors, and other GSID personnel; reviewed GPO Directives, policies and procedures, Engineering Change Orders, workflows, and Standard Operating Procedures; and conducted walk-throughs of GSID spaces at the GPO Central Complex in Washington, DC, and at Stennis SPF. This inspection was carried out in accordance with the Council of the Inspectors General on Integrity and Efficiency's Quality Standards for Inspection and Evaluation.

What We Found

We found quality controls were in place and generally effective. However, we identified opportunities to further improve GSID Quality Control Procedures at both locations. Our report contained one finding:

Finding 1. GSID should enforce and improve existing procedures to ensure the quality of Next Generation Passports.

What We Recommend

Our report contains eight recommendations to improve GSID procedures. GPO concurred with all eight recommendations. Based on the actions initiated during our review, one recommendation has been closed.

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