

Quality Assurance Surveillance Plan (QASP)

Automatic Door Repair

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Quality Assurance Surveillance Plan (QASP)

Automatic Door Repair

1 Vision

Maintain safe and reliable operational automatic doors throughout Tobyhanna Army Depot.

2 Mission

Tobyhanna is a recognized leader in providing world-class logistics support for Command, Control, Communications, Computers, Cyber, Intelligence, Surveillance and Reconnaissance (C5ISR) Systems across the Department of Defense. Tobyhanna's Corporate Philosophy, dedicated workforce and electronics expertise ensure the depot is the Joint C5ISR provider of choice for all branches of the Armed Forces and our industry partners. Tobyhanna's unparalleled capabilities include full-spectrum support for sustainment, overhaul and repair, fabrication and manufacturing, engineering design and development, systems integration, technology insertion, modification, and global field support to our Warfighters. To support these capabilities Tobyhanna requires a fully functional Access Control System to ensure safety of employees and prevent unauthorized access into secure areas.

3 Purpose

This Quality Assurance Surveillance Plan (QASP) is a government-developed document used to determine if the contractor's performance meets the performance standards contained in the contract. The QASP establishes procedures on how this assessment/inspection process will be conducted. It provides the detailed process for a continuous oversight process:

- What will be monitored
- How monitoring will take place
- Who will be conduct the monitoring
- How monitoring efforts and results will be documented

The contractor is responsible for implementing and delivering performance that meets contract standards using its Quality Control Plan (QCP). The QASP provides the structure for the government's surveillance of the contractor's performance to assure that it meets contract standards. It is the government's responsibility to be objective, fair and consistent in evaluating contractor performance.

The QASP is not part of the contract nor is it intended to duplicate the contractor's quality control plan. This QASP is a living document. Flexibility in the QASP is required to allow for an increase or decrease in the level of surveillance necessary based on contractor performance.

The government may provide a copy of the QASP to the contractor to facilitate open communication. In addition, the QASP should recognize that unforeseen or uncontrollable circumstances might occur that are outside the control of the contractor.

Bottom line, the QASP should ensure early identification and resolution of performance issues to minimize impact on mission performance.

4 Authority

Authority for issuance of this QASP is provided under Part 46 of the Federal Acquisition Regulation, Inspection of Services clauses, which provides for inspection, acceptance and documentation of the service called for in the contract or order. This acceptance is to be executed by the contracting officer or a duly authorized representative.

5 Roles and Responsibilities

The following personnel shall oversee and coordinate surveillance activities.

5.1 Contracting Officer (KO)

The Contracting Officer (KO) shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The KO shall also ensure that the contractor receives impartial, fair, and equitable treatment under this contract. Determine and document the final assessment of the contractor's performance in the government's past performance tracking system. Organization or Agency: Army Contracting Command (ACC)

5.2 Contracting Officer's Representative (COR)

The Contracting Officer's Representative (COR) is responsible for providing continuous technical oversight of the contractor's performance. The COR uses the QASP to conduct the oversight/surveillance process. The COR shall keep a Quality Assurance file that accurately documents the contractor's actual performance. The purpose is to ensure that the contractor meets the performance standards contained in the contract. The COR is responsible for reporting early identification of performance problems to the KO. The COR is required to provide an annual performance assessment to the KO which will be used in documenting past performance. The QASP is the primary tool for documenting contractor performance. The COR is not empowered to make any contractual commitments or to authorize any contractual change on the Government's behalf.

Assigned COR: David Hudak

Organization or Agency: Tobyhanna Army Depot; Installation Services; DPW Planning Branch

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6 Performance Requirements and Method of Surveillance

This section describes the special requirements for this effort. The following sub-sections provide details of various considerations on this effort.

6.1 Contract Surveillance

The goal of the QASP is to ensure that contractor performance is effectively monitored and documented. The COR's contribution is their professional, non-adversarial relationships with the KO, PM and the contractor, which enables positive, open and timely communications. The foundation of this relationship is built upon objective, fair, and consistent COR evaluations of contractor performance against contract requirements. The COR uses the methods contained in this QASP to ensure the contractor is in compliance with contract requirements. The COR function is responsible for a wide range of surveillance requirements that effectively measure and evaluate the contractor's performance. Additionally, this QASP is based on the premise that the contractor, not the government, is responsible for management and QC/QA actions to successfully meet the terms of the contract.

6.2 Surveillance Matrix

The Surveillance Matrix (Appendix 1) is the list of performance objectives and standards that must be performed by the contractor. This matrix details the method of surveillance the COR will use to validate and inspect these performance elements. Inspection of each element will be documented in the COR file.

Performance objectives define the desired outcomes. Performance Standards define the level of service required under the contract to successfully meet the performance objective. The inspection

methodology defines how, when, and what will be assessed in measuring performance. The Government performs surveillance, using this QASP, to determine the quality of the contractor's performance as it relates to the performance element standards. The PRS should be used to form the foundation of the COR's inspection checklist.

Appendix 1 - Corrective Action Report (CAR)

CORRECTIVE ACTION REPORT (CAR) <i>(If more space is needed, use reverse and identify by number)</i>					
1. CONTRACTOR		2. CONTRACT NUMBER		3. TYPE OF SERVICES	
4. FUNCTIONAL AREA			5. SUSPENSE DATE		6. CONTROL NUMBER
7. DEFICIENCY ☐ MAJOR ☐ MINOR					
FINDING:					
FINDING IMPACT:					
<i>Please respond with a written corrective action plan that details the corrective action of the cited deficiency, the cause of the deficiency, and actions taken to prevent recurrence by Suspense Date in Block 5. If date was not entered in Block 5, the contractor is not required to provide a response.</i>					
8. QUALITY ASSURANCE PERSONNEL (COR)					
TYPED NAME AND GRADE			SIGNATURE AND DATE		
9. ISSUING AUTHORITY					
TYPED NAME AND GRADE			SIGNATURE AND DATE		
10. COR RESPONSE TO CONTRACTOR CORRECTIVE ACTION AND ACTION TAKEN TO PREVENT RECURRENCE					
11. COR DETERMINATION ☐ ACCEPTED ☐ REJECTED			12. CLOSE DATE		

Appendix 2 - Customer Complaint Record

CUSTOMER COMPLAINT RECORD			DATE/TIME OF COMPLAINT
SOURCE OF COMPLAINT			
ORGANIZATION	BUILDING NUMBER	INDIVIDUAL	PHONE NUMBER
NATURE OF COMPLAINT			
CONTRACT REFERENCE			
VALIDATION			
DATE/TIME CONTRACTOR INFORMED OF COMPLAINT			
ACTION TAKEN BY CONTRACTOR			
RECEIVED/VALIDATED BY			

Appendix 3 - Performance Assessment Report (PAR)

PERFORMANCE ASSESSMENT REPORT (PAR) <i>(If more space is needed, use reverse and identify by number)</i>			
1. CONTRACT/TASK ORDER NUMBER	2. CONTRACTOR	3. TYPE OF SERVICES	
4. QUALITY ASSURANCE PERSONNEL (COR) SIGNATURE AND DATE		5. COR PHONE	6. SUSPENSE DATE
I. PERFORMANCE			
7. ☐ DEFICIENCY (CHECK ALL BOXES THAT APPLY) ☐ NEW ☐ REPEAT ☐ NO DEFICIENCY NOTED		8. SERVICES SUMMARY or PWS PARAGRAPH ITEM REVIEWED	
9. BRIEF DESCRIPTION OF DEFICIENCY (IF DEFICIENCY BOX WAS CHECKED)		10. DETAILED PERFORMANCE ASSESSMENT	
II. CONTRACTOR VALIDATION			
11. CONTRACTOR REPRESENTATIVE ☐ CONCUR ☐ NON-CONCUR		12. CORRECTIVE ACTION ESTIMATED COMPLETION DATE	
13. CONTRACTOR REPRESENTATIVE CORRECTIVE ACTION AND PREVENTION OF RECURRENCE <u>OR</u> REASON FOR NON-CONCURRENCE OF COR CITED DEFICIENCY			
III. ACTION CORRECTED			
14. ☐ CONCUR ☐ NON-CONCUR COR SIGNATURE AND DATE			
15. COR REMARKS (REQUIRED)			
6. CONTRACTOR REPRESENTATIVE REMARKS			