

**QUALITY ASSURANCE
SURVEILLANCE PLAN (QASP)**

FOR

**LOGISTICS DATA (ALL BASES) TECHNICAL ORDER LIBRARY (ALL BASES)
AND MATERIEL CONTROL (MINOT AFB ONLY) FUNCTIONS**

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(Developed in Version Word 6.0)

INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) has been developed to provide the Quality Assurance Evaluator (QAE) an effective and systematic surveillance method for each listed service in the Logistics Data, Technical Order Library and Materiel Control activities contract.

Any non-conformance with contract requirements is a “defect”. The term “defective” is used in reference to a service output that does not meet the Performance Work Statement’s requirements.

The QASP provides a systematic method to evaluate the services the contractor is required to furnish and not the details of how the contractor accomplishes the work.

This QASP is based on the premise that the contractor, and not the government, is responsible for management and quality control actions to meet the terms of the contract. Good management and use of an adequate quality control plan will allow the contractor to operate within specified performance requirements. QAEs are to be objective, fair, and consistent in evaluating contractor performance against the standards.

HOW TO USE THE SURVEILLANCE PLAN

QUALITY ASSURANCE EVALUATOR SCHEDULE. The QAE will develop a monthly surveillance schedule, AF Form 801, **Quality Assurance Evaluator Schedule**, based on contractor’s quality control plan’s scheduled inspections. The monthly schedule will be completed not later than the last workday of the preceding month. Copies of the schedule shall be sent to the contract administrator and to the functional area chief. The schedule shall be marked “FOR OFFICIAL USE ONLY” and shall not be shown to the contractor.

Changes to the monthly surveillance schedule will be posted weekly and copies sent to the contract administrator and functional area chief. Include documentation of the reasons for the changes.

ACTUAL SURVEILLANCE. Actual surveillance should be comparable to the monthly schedule.

SURVEILLANCE METHODS. Services shall have the results of the surveillance documented on the appropriate surveillance activity checklist or customer complaint form.

PERIODIC SURVEILLANCE. The QAE will inspect monthly the contractor’s Quality Control Program

SURVEILLANCE BY CUSTOMER COMPLAINT. Customers that observe unacceptable services, either incomplete or not performed, should immediately contact the QAE and the QAE shall complete appropriate sections of AF Form 714, **Customer Complaint Record** (completed in 2 copies).

INFORM CONTRACT MANAGER. The Quality Control Inspector (QCI) should keep the Contract Manager continuously informed of performance status. The QAE should assist the contracting officer to ensure that the Contract Manager clearly understands the inspection procedures at the pre-performance conference and Contract Manager understands that his/her

QCI (not the QAE) is expected to keep him/her informed of performance status. The QAE may want to forward copies of customer complaints to the Contract Manager if he/she requests.

REVISIONS TO QASP. Revisions to this surveillance plan are the responsibility of the functional area chief and the administrative contracting officer.

ADDITIONAL GUIDANCE. For additional guidance, refer to Inspection Of Services Clause of the contract.

**LOGISTICS DATA, TECHNICAL ORDER LIBRARY AND MATERIEL CONTROL
SERVICES SAMPLING GUIDE # 1**

Effective Quality Control Program

1. **Method of Surveillance:** Periodic Surveillance.
2. **Performance Requirement:** As stipulated in the Performance Work Statement.
3. **Inspection Procedure:** The QAE will obtain the contractor's quality control schedule not later than the last day of the month preceding the upcoming month's schedule of quality control inspections. The QAE will evaluate no less than 5% of the scheduled number of inspections. The QAE will select by any means the number of QC inspections that total no less than 5% of the scheduled inspections. The QAE may evaluate in any number of methods: accompany the QCI on the inspection, conduct an inspection of the area and compare results with the QCI, or conduct an inspection after the QCI has completed the QCI inspection. Defects will be recorded for failure to conduct QC inspections in a timely manner and for deviations from the approved Quality Control Plan. Additionally, the QAE will record defects in the Quality Control Program for failure of the QCI to recognize valid customer complaints and record unacceptable performance for individual work tasks. Re-performance of quality control inspections by the QCI is not appropriate.

LOGISTICS DATA, TECHNICAL LIBRARY, AND MATERIEL CONTROL SERVICES SAMPLING GUIDE # 2

-Logistics Data Services

1. **Method of Surveillance:** Customer Complaint.
2. **Performance Requirement:** As stipulated in the paragraphs of the performance work statement that cover Logistics Data Services.
3. **Inspection Procedure:**

Customer Complaint: Any customer that observes unacceptable services, either incomplete or not performed, for logistics data services should immediately contact the QAE and the QAE shall complete appropriate sections of an AF Form 714, **Customer Complaint Record** (completed in 2 copies). The customer complaint shall be considered valid upon receipt from the customer. The QAE should inform the customer of the approximate time the defect(s) will be corrected and advise the customer to contact the QAE if not corrected. The QAE will consider customer complaints resolved unless notified otherwise by the customer. The QAE shall notify the contractor's QCI to pick up the AF Form 714. The QCI will be given two hours to correct or otherwise resolve the unacceptable performance. If the QCI disagrees with the complaint after investigation and challenges the validity of the complaint, the QCI will notify the QAE. The QAE will conduct an investigation to determine the validity of the complaint. If the QAE determines the complaint to be invalid, the QAE will document the AF Form 714 of the findings and notify the customer. The QAE will retain the annotated copy of the AF Form 714 for QAE files. If after investigation the QAE determines the complaint to be valid, the QAE will inform the QCI and the QCI will be given an additional hour to correct or resolve the defect. A defect will not be recorded for payment purposes if proper and timely resolution of the unacceptable condition(s) is accomplished. However, a defect in the contractor's Quality Control Program will be recorded for the QCI's failure to recognize a valid customer complaint. The QCI shall return every AF Form 714, properly completed with actions taken, to the QAE, who will file the AF Form 714. The QAE will use past AF Form 714s to ensure the contractor has taken appropriate action(s) to prevent the recurrence of defects.

**LOGISTICS DATA, TECHNICAL ORDER LIBRARY AND MATERIEL CONTROL
SAMPLING GUIDE # 3**

Technical Order Library Services

1. **Method of Surveillance:** Customer Complaint.
2. **Performance Requirement:** As stipulated in the Performance Work Statement.
3. **Inspection Procedure:**

Customer Complaint: Any customer that observes unacceptable services, either incomplete or not performed, for technical order library services should immediately contact the QAE and the QAE shall complete appropriate sections of an AF Form 714, **Customer Complaint Record** (completed in 2 copies). The customer complaint shall be considered valid upon receipt from the customer. The QAE should inform the customer of the approximate time the defect(s) will be corrected and advise the customer to contact the QAE if not corrected. The QAE will consider customer complaints resolved unless notified otherwise by the customer. The QAE shall notify the contractor's QCI to pick up the AF Form 714. The QCI will be given two hours to correct or otherwise resolve the unacceptable performance. If the QCI disagrees with the complaint after investigation and challenges the validity of the complaint, the QCI will notify the QAE. The QAE will conduct an investigation to determine the validity of the complaint. If the QAE determines the complaint to be invalid, the QAE will document the AF Form 714 of the findings and notify the customer. The QAE will retain the annotated copy of the AF Form 714 for QAE files. If after investigation the QAE determines the complaint to be valid, the QAE will inform the QCI and the QCI will be given an additional hour to correct or resolve the defect. A defect will not be recorded for payment purposes if proper and timely resolution of the unacceptable condition(s) is accomplished. However, a defect in the contractor's Quality Control Program will be recorded for the QCI's failure to recognize a valid customer complaint. The QCI shall return every AF Form 714, properly completed with actions taken, to the QAE, who will file the AF Form 714. The QAE will use past AF Form 714s to ensure the contractor has taken appropriate action(s) to prevent the recurrence of defects.

**LOGISTICS DATA, TECHNICAL ORDER LIBRARY AND MATERIEL CONTROL
SAMPLING GUIDE # 4**

-Materiel Control Services

1. **Method of Surveillance:** Customer Complaint.
2. **Performance Requirement:** As stipulated in the Performance Work Statement
3. **Inspection Procedure:**

Customer Complaint: Any customer that observes unacceptable services, either incomplete or not performed, for materiel control services should immediately contact the QAE and the QAE shall complete appropriate sections of an AF Form 714, **Customer Complaint Record** (completed in 2 copies). The customer complaint shall be considered valid upon receipt from the customer. The QAE should inform the customer of the approximate time the defect(s) will be corrected and advise the customer to contact the QAE if not corrected. The QAE will consider customer complaints resolved unless notified otherwise by the customer. The QAE shall notify the contractor's QCI to pick up the AF Form 714. The QCI will be given two hours to correct or otherwise resolve the unacceptable performance. If the QCI disagrees with the complaint after investigation and challenges the validity of the complaint, the QCI will notify the QAE. The QAE will conduct an investigation to determine the validity of the complaint. If the QAE determines the complaint to be invalid, the QAE will document the AF Form 714 of the findings and notify the customer. The QAE will retain the annotated copy of the AF Form 714 for QAE files. If after investigation the QAE determines the complaint to be valid, the QAE will inform the QCI and the QCI will be given an additional hour to correct or resolve the defect. A defect will not be recorded for payment purposes if proper and timely resolution of the unacceptable condition(s) is accomplished. However, a defect in the contractor's Quality Control Program will be recorded for the QCI's failure to recognize a valid customer complaint. The QCI shall return every AF Form 714, properly completed with actions taken, to the QAE, who will file the AF Form 714. The QAE will use past AF Form 714s to ensure the contractor has taken appropriate action(s) to prevent the recurrence of defects.