



Quality Assurance Surveillance Plans (QASP)



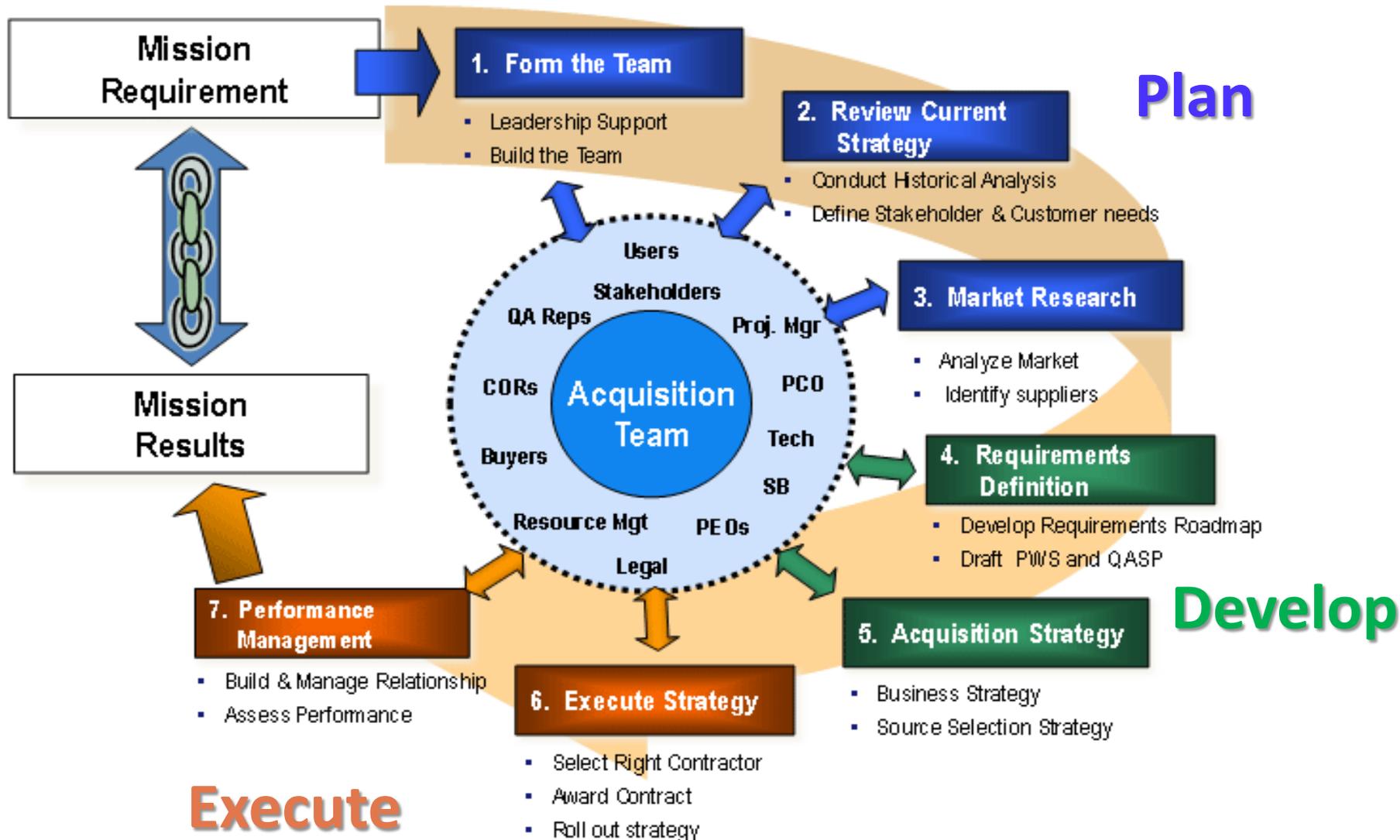
Terry Durrett
Professor of Contracting
DAU-South



Learning Objective

To be able to locate tools to assist in the creation of a Quality Assurance Surveillance Plan (QASP).

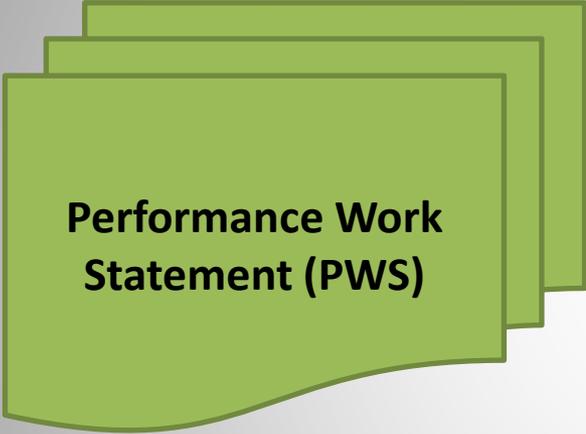
Framework for the Service Acquisition Process





PWS and QASP

The Requirements Roadmap Worksheet provides the data needed for the PWS and the QASP. The PWS and the QASP are developed and used together. The PWS drives the entries of the QASP.

A stack of three light green, rounded rectangular documents with a wavy bottom edge. The top document is in focus and contains the text 'Performance Work Statement (PWS)'.

Performance Work Statement (PWS)

- “Heart” of any service acquisition
- Describes requirement in terms of measurable outcomes rather than by means of prescriptive methods

A stack of three light green, rounded rectangular documents with a wavy bottom edge. The top document is in focus and contains the text 'Quality Assurance Surveillance Plan (QASP)'.

Quality Assurance Surveillance Plan (QASP)

- Describes how the government will assess contractor performance against the performance standards contained in the PWS

Additional information available in the Services Acquisition Mall (SAM) (<http://sam.dau.mil>) and the Guidebook for the Acquisition of Services



After Contract Award Shift to Performance Management

- Performance Management
 - Contractor becomes part of our team
 - Successful contract performance is the focus for both government and contractor
 - Use remedies if necessary
 - QASP describes
 - How the team will treat data used to measure performance
 - How the team identifies ways to improve efficiency and reduce risk
 - How disputes will be resolved

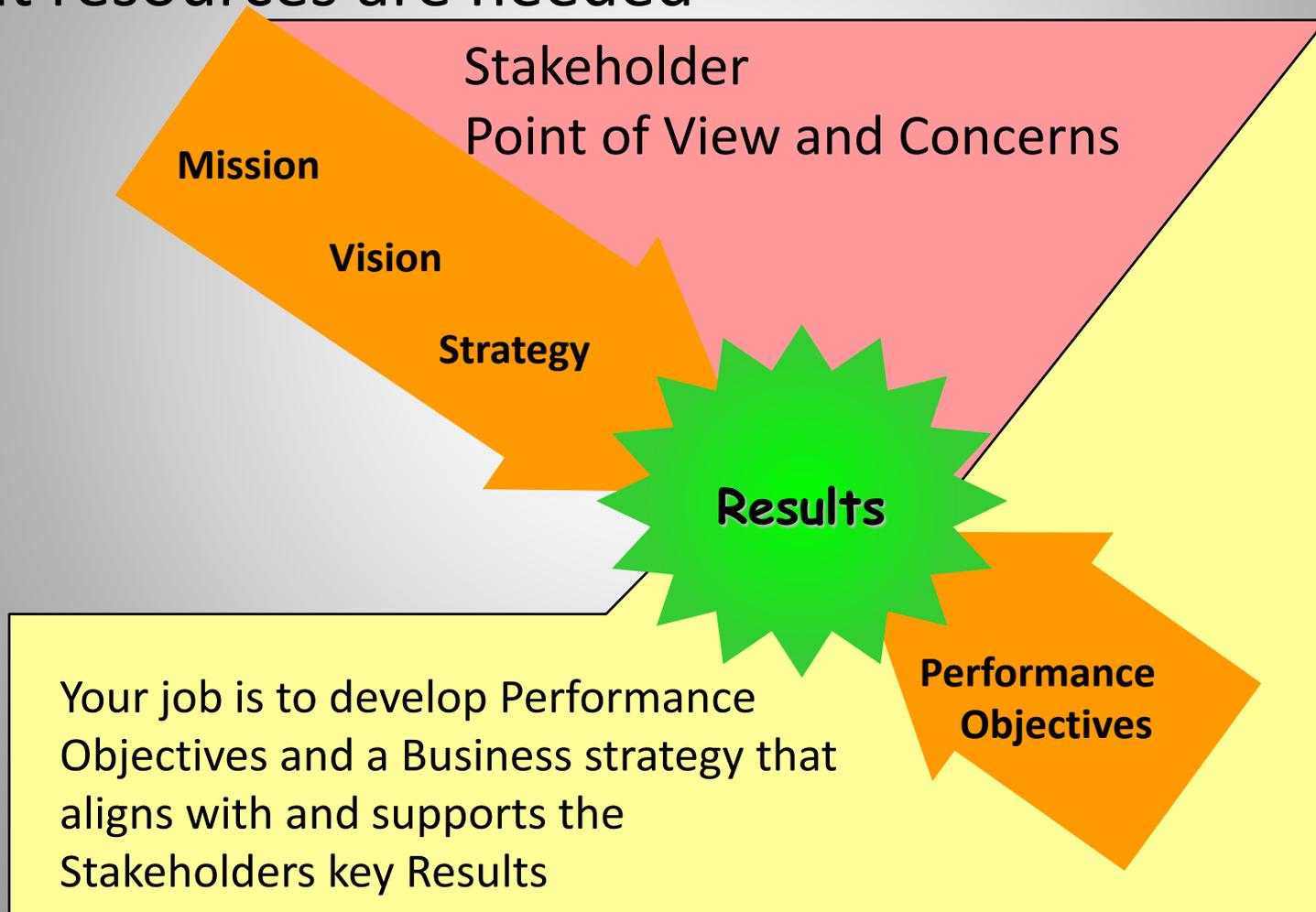


**But first, let's go back to
where we started.**



Align Mission And Performance Objectives

- Focus on what outcomes are required, not on what resources are needed





Conducting a Requirements Analysis

Overview of Requirements Analysis Process





Conducting a Requirements Analysis

- The Acquisition Team should verify the continued need for the identified output by asking questions, such as:
 - Who needs the output or result?
 - Why is the output needed?
 - What is done with it?
 - What occurs as a result?
 - Is it worth the effort and cost?
 - Would a different output be preferable?



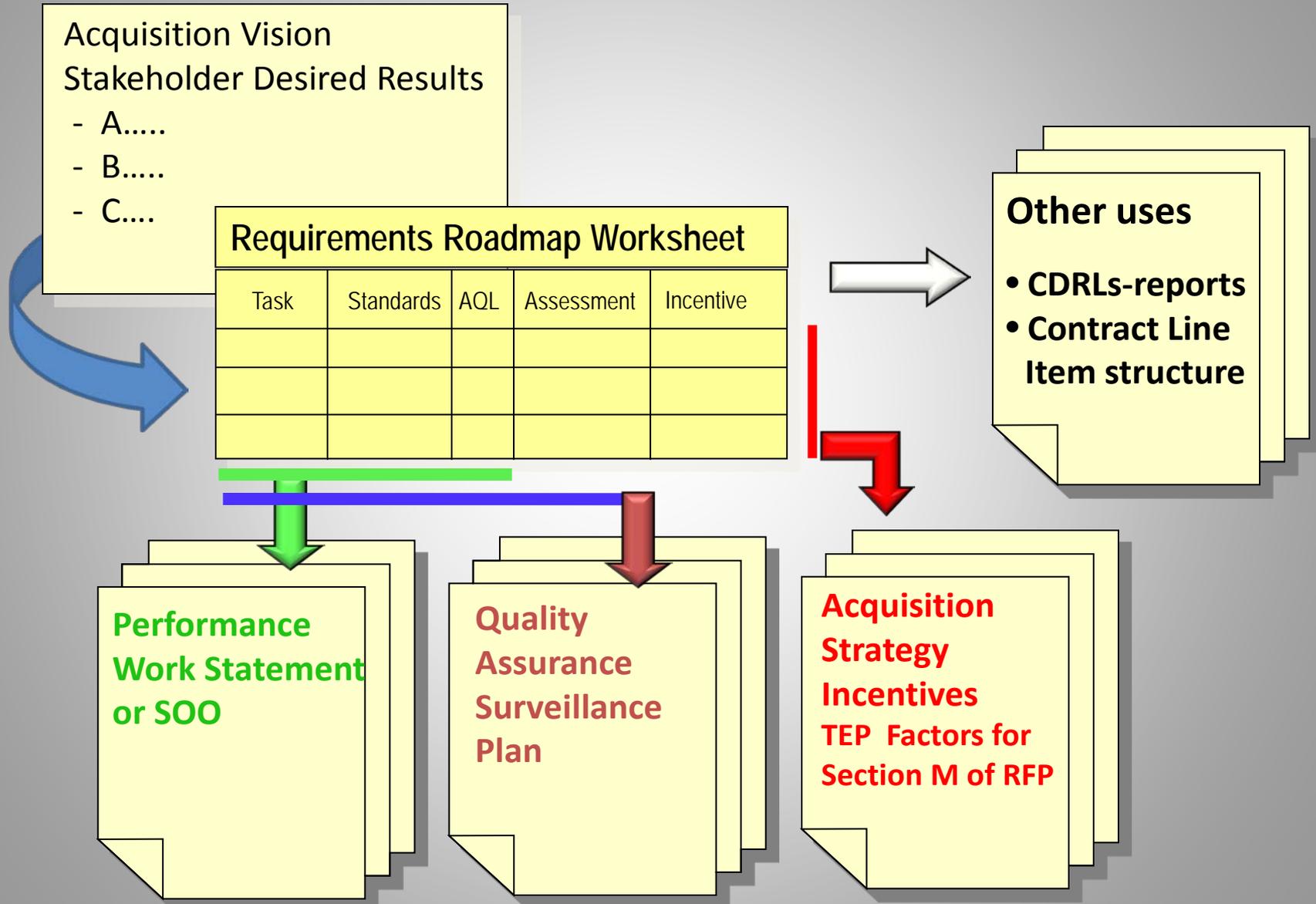
Building the Requirements Roadmap

Key Terms in the Requirements Roadmap Worksheet

Term	Definition/Description
High Level Objectives (HLOs)	<ul style="list-style-type: none">• Information captured during stakeholder and customer interviews• List what needs to be accomplished to satisfy the overall requirement, from a top-level perspective
Tasks	<ul style="list-style-type: none">• Results or actions required to achieve the HLO• It may take several tasks to satisfy an HLO• The goal of a task is to describe what action or result is required (not how to accomplish it)
Standards	<ul style="list-style-type: none">• Appropriate, reasonable, and measurable performance standards (i.e., how well the work must be performed to support mission requirements successfully)• Adjectives and adverbs that describe the desired quality of the service's outcome• Reflect the minimum needs to meet the task results• As cost drivers, standards should not be overstated
Acceptable Quality Levels (AQLs)	<ul style="list-style-type: none">• Minimum number (or percentage) of acceptable outcomes that the government requires• Deviation from a standard• Reflects recognition that unacceptable work can happen and that in most cases zero tolerance would be prohibitively expensive



Roadmap Provides the Linkage





Roadmap Provides the Linkage

Acquisition Vision
Stakeholder Desired Results

- A.....
- B.....
- C....

Requirements Roadmap Worksheet

Tasks	Standards	AQL	Assessment	Incentive

The QASP flows from your Roadmap and includes methods and types of assessment

- CDRIs-reports
- Contract Line Item structure

Performance
Work Statement
or SOO

Quality
Assurance
Surveillance
Plan

Acquisition
Strategy
Incentives
TEP Factors for
Section M of RFP



QASP

- There are several key questions that should be asked when reviewing and evaluating a QASP:
 - Is the value of evaluating the contractor's performance on a certain task worth the cost of surveillance?
 - Has customer feedback been incorporated into the QASP?
 - Has random or periodic sampling been utilized in the QASP?
 - Are there incentives to motivate the contractor to improve performance or to reduce costs?
 - Are there disincentives to handle poor performance?
 - Will the contractor focus on continuous improvement?



Capturing Performance Information

Assessment Methods

Random
sampling

Periodic
sampling

Trend
analysis

Customer
feedback

Third-party
audits



Contract Admin Considerations

Questions for Contracting Officer to Consider

- Do you have enough CORs with the appropriate training to perform the necessary performance surveillance?
- Is the proposed surveillance plan too onerous?
- How will DCMA be involved in the post-award administration process?
- If a cost type contract is awarded, does the Acquisition Team have the requisite skill set required to administer a complex cost type contract?
- Is the QASP objective or subjective? What are the implications of this in a post-award monitoring effort?



Surveillance Matrix

Elements of a Surveillance Matrix

PWS Paragraph	Performance Objective / Elements	Standards / AQL	Inspection			Calculation / Ratings
			What	How/ Method	When/ Freq	

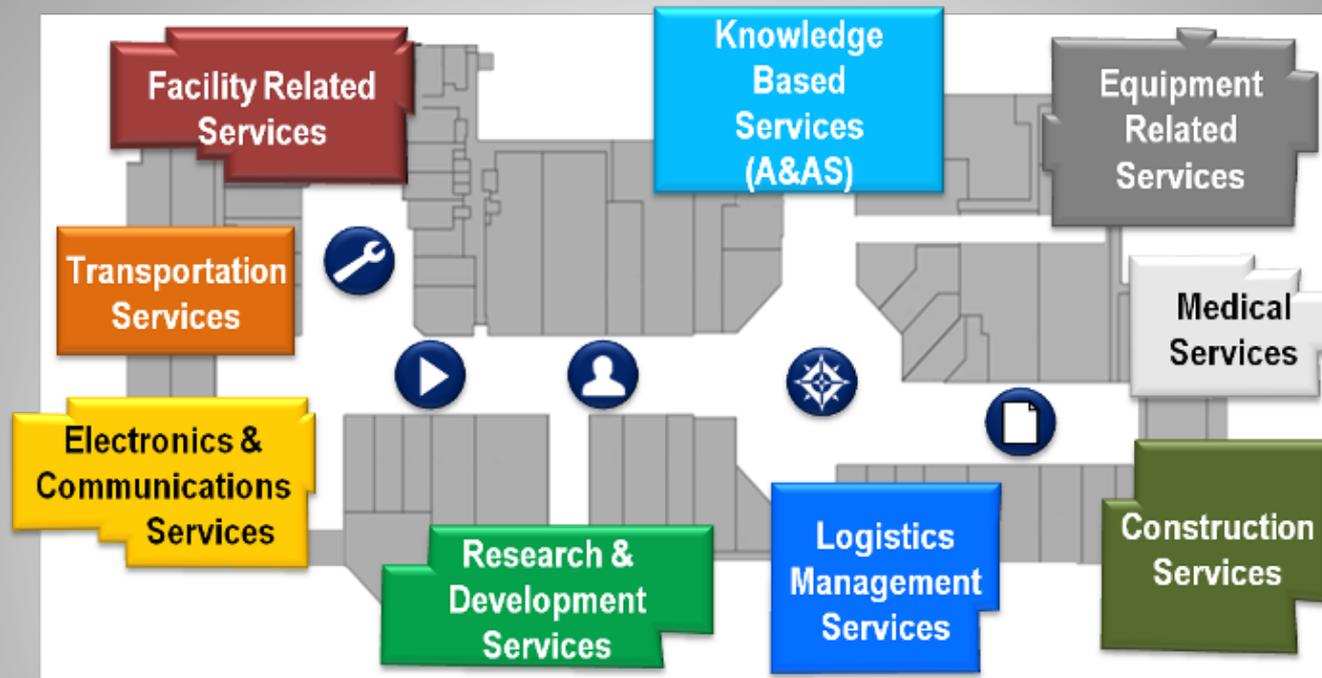


Have You Heard?

- DAU Service Acquisition Mall (SAM)
 - No not that one.
 - A comprehensive one-stop repository for customers with service requirements.
- Acquisition Requirements Roadmap Tool (ARRT)
 - Helps turn the systematic review of a requirement into requirements documentation (PWS, QASP, etc.).



Service Acquisition Mall - SAM



- Integrates Sourcing Process and Learning assets with Product Service Code Knowledge
 - Utilizes same sourcing process contained in SAW and ACQ 265
- Aligns with DPAP Service Taxonomy
- <http://sam.dau.mil>