QUALITY ASSURANCE SURVEILLANCE PLAN FOR DEVELOPMENT AND REVISION OF AVIATION/AIRMAN KNOWLEDGE/TRAINING PUBLICATIONS 20 OCTOBER 2010

The Federal Aviation Administration (FAA), Flight Standards Service, Regulatory Support Division, Airman Testing Standards Branch, AFS-630 contracts with qualified contractor to provide Development and Revision of Aviation/Airman Knowledge/Training Publications. Contractors performing this work are required to meet specified performance standards. This Quality Assurance Surveillance Plan (QASP) identifies the activities that will be carried out by the Government to determine whether the contractors providing services are in compliance with the performance standards. Contractors found to be performing below the acceptable level on one or more performance standards are subject to loss of eligibility for further work under the contract.

The QASP utilizes three types of surveillance mechanisms to assess contractor performance: Deliverable Reviews, Internal Quality Control Reviews, and Project Manager Evaluation. *Exhibit 1: Performance Review Standards Summary* shows the performance standards established for this work, and the type of surveillance mechanism that will be used to assess performance against each standard.

Exhibit 1: Performance Review Standards Summary

Performance Requirement	Target Performance	Minimum Acceptable Performance	Surveillance Method and Frequency	Comments
Requirements for Deliverable Timeliness (SOW 1.3.6)				
Draft deliverables scheduled for Government review must be submitted in accordance with the schedule set forth in the most recent approved task order work plan	Completed by the date specified in the most recent approved version of the task order work plan	Completed within five business days of the date specified in the most recent approved version of the task order work plan	Deliverable Review (review of submission dates by the COTR)	

Exhibit 1: Performance Review Standards Summary (continued)

Performance Requirement	Target Performance	Minimum Acceptable Performance	Surveillance Method and Frequency	Comments
Requirements for Deliverable Timeliness (continued) (SOW 1.3.7)				
The final deliverable must be submitted by the date set forth in the most recently approved task order work plan	Final deliverable is submitted on or before the submission date specified in the most recently approved task order work plan	Final deliverable is submitted within five business days of the submission date specified in the most recently approved task order work plan	Deliverable Review (review of submission dates by the COTR)	
Requirements for Deliverable Quality (SOW 1.3.6 and 1.3.7)				
Draft and final deliverables must comply with handbook project outline/work instructions provided by the government	All draft and final deliverables comply with applicable outline/work instructions	Any deliverable points of non-compliance with outline/work instructions are minor	Deliverable Review (Post-submission review by the COTR)	
Draft and final deliverables must reflect a strong understanding of the handbook subject matter	Zero technical or editing errors by contractor due to insufficient understanding of handbook subject matter	No more than 10 percent of the total pages in each submitted draft of a handbook will have technical or editing errors due to insufficient contractor understanding of handbook subject matter	Deliverable Review (review of draft and final documents by designated FAA management or staff)	

Exhibit 1: Performance Review Standards Summary (continued)

Performance Requirement	Target Performance	Minimum Acceptable Performance	Surveillance Method and Frequency	Comments
Requirements for Deliverable Quality (continued) (SOW 1.3.7)				
The final deliverable must meet all contract and task order requirements related to deliverable preparation and submission.	All contract and task order requirements related to deliverable preparation and submission are met.	Any departure from the requirements must be minor and correctable within five business days of the receipt of a Government request for changes	Deliverable Review (Review by the COTR)	

The remainder of this document explains how each of the three surveillance activities will be carried out and presents the forms that will be used under the various activities.

Surveillance Mechanism #1: Deliverable Reviews

Deliverable review will serve as the quality assurance surveillance mechanism for assessing two aspects of contractor performance: deliverable timeliness and deliverable quality. At the time each draft or final deliverable is submitted to the FAA COTR, he or she will complete the form shown on the next page as *Exhibit 2: Deliverable Performance Review Form*. A copy of the completed form will be sent to the the contractor Project Manager for receipt within 30 business days of the draft or final deliverable submission.

If the contractor Project Manager does not disagree with the information provided on the form, the form will be filed in the contract folder to track trends in performance. If the contractor Project Manager disagrees with the information provided on the form, he or she has 10 business days to protest the findings in writing to the COTR.

Use of this surveillance method will help ensure that contractors submit the required deliverables on time, that they use writers with appropriate technical knowledge in preparing the deliverables, and that their work products meet all requirements for formatting, reading level, incorporation of graphics, and use of specified software and operating systems. Thus, it is an important tool for assuring the quality of the handbooks developed under the contract.

Exhibit 2: Final Deliverable Performance Review Form

Contractor Name:

_____

Contract/Task Order Number: _____

Contractor Project Manager Name:

_____

Contractor Project Manager Telephone and E-mail Contacts:

_____

_____

Title of Deliverable: _____

Version Number (if applicable): _____

Section 1: Deliverable Timeliness

Deliverable Due Date: _____

Date Received by COTR: _____

Number of Days Early: _____ OR Late: _____

Level of Performance on Timeliness (circle one)

Target Standard Met – on or before submission date in work plan.

Minimal Standard Met – within 5 business days after submission date in work plan.

Standard Not Met – more than 5 days after submission date in work plan.

COTR Notes: _____

_____

Section 2: Deliverable Outline/Work Instruction Compliance

Outline for Deliverable Followed? Yes ____ OR No ____ OR Almost _____

Work Instructions Followed: Yes ___ OR No _____ OR On all Major Points _____

Level of Performance on Outline/Work Instruction Compliance

Target Standard Met (answered Yes to both items above)

Minimum Standard Met (answered Yes to one or both items above)

Standard Not Met (answered No to one or both items above)

COTR Notes: _____

_____

Section 3: Technical Accuracy of Deliverable

Total Number of Deliverable Pages: _____

Total Number of Pages Having Technical Errors: _____

Percentage of Total Pages Having Subject Matter Knowledge Errors: _____

Level of Performance on Technical Accuracy

Target Standard Met – 0% error rate.

Minimum Standard Met – Less than 10% error rate.

Standard Not Met – More than 10% error rate.

COTR Notes: _____

_____

Section 4: Deliverable Contract and Task Order Requirements Compliance

Does the deliverable meet contract and task order writing style and level requirements? (SOW 2.1.1)

Yes _____ No _____

If no, please explain basis for conclusion: _____

Does the deliverable meet contract and task order information technology use requirements? (SOW 2.1.2)

Yes _____ No _____

If no, please explain basis for conclusion: _____

Does the deliverable meet contract and task order graphics quality requirements? (SOW 2.1.3)

Yes _____ No _____

If no, please explain basis for conclusion: _____

Does the deliverable meet applicable contract and task order printing preparation requirements? (SOW 2.1.4)

Yes _____ No _____

If no, please explain basis for conclusion:_____

Does the deliverable meet applicable contract and task order submission requirements? (SOW 2.1.5)

Yes _____ No _____

If no, please explain basis for conclusion:_____

Level of Performance on Deliverable Contract and Task Order Compliance Standard

Target Standard Met – 0% error rate.

Minimum Standard Met – Less than 10% error rate.

Standard Not Met – More than 10% error rate.

COTR Notes: _____

_____

Form Completed By: _____
(Name)

_____
(Title)

Form Completed On: _____
(Date)

Distribution: Contractor Project Manager