

WS
Open

Excellent QA Plans

~~Inspections, Testing & Calibration
of Electrical Distribution System~~

QUALITY ASSURANCE PLAN

FOR
Maintenance and Testing of Electrical Distribution System
CUSTODIAL SERVICES OF VARIOUS BUILDINGS

AT THE
Hospital CLNC and Camp Lejeune MCB, CMCNC
NAVAL AIR STATION OCEANA, VIRGINIA BEACH, VIRGINIA

CONTRACT No. N62470-86-B-⁶³³²5224

This custodial QA Plan is offered as an example of an excellent QA plan.

In your QA Plan for OPEN-END PAINTING and in future QA Plans please incorporate the detail and background similar to this QA Plan.

PREPARED BY: D. M. MAGYOROSI

enclosure
2

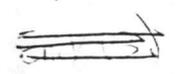


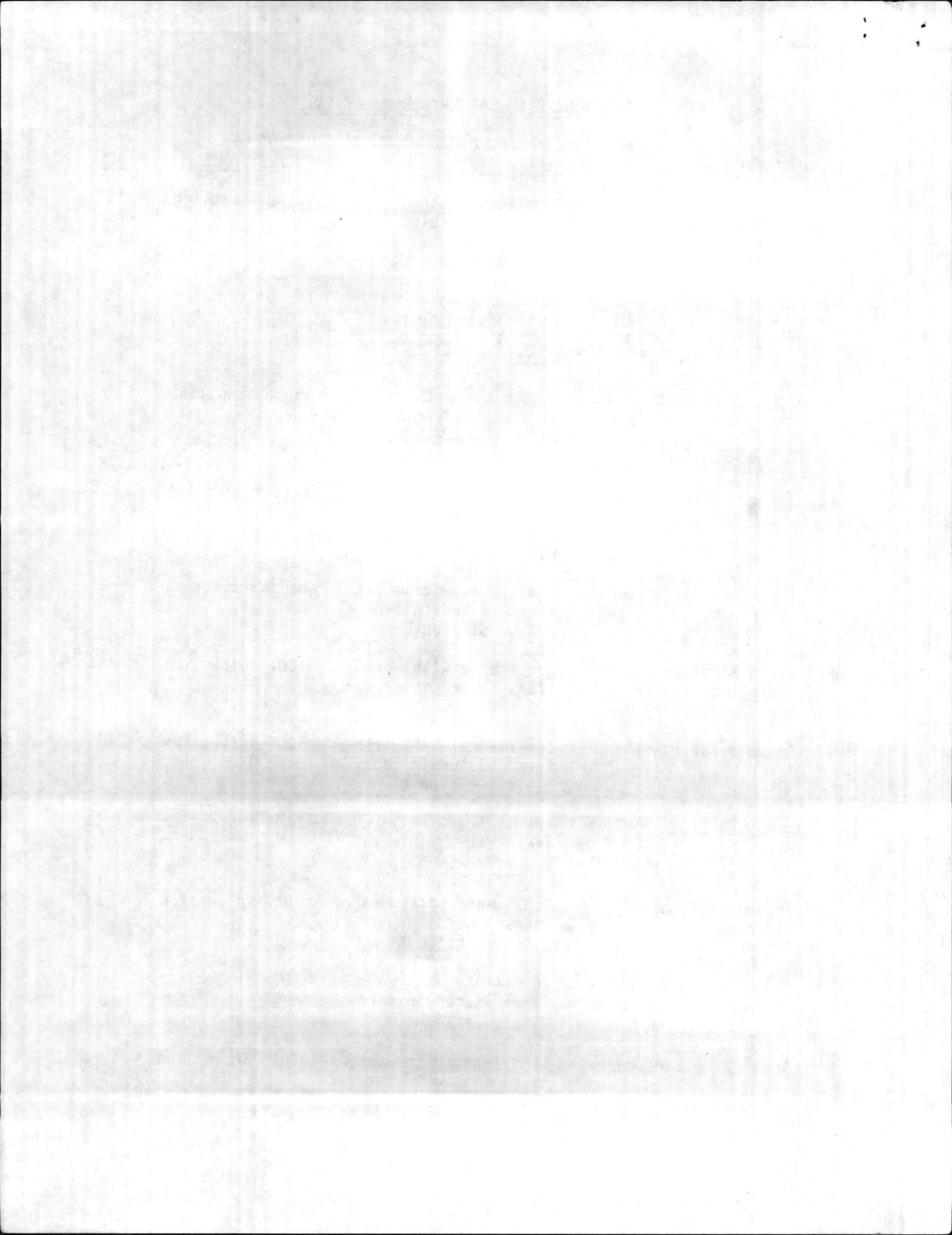
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Time & Cost at sometime

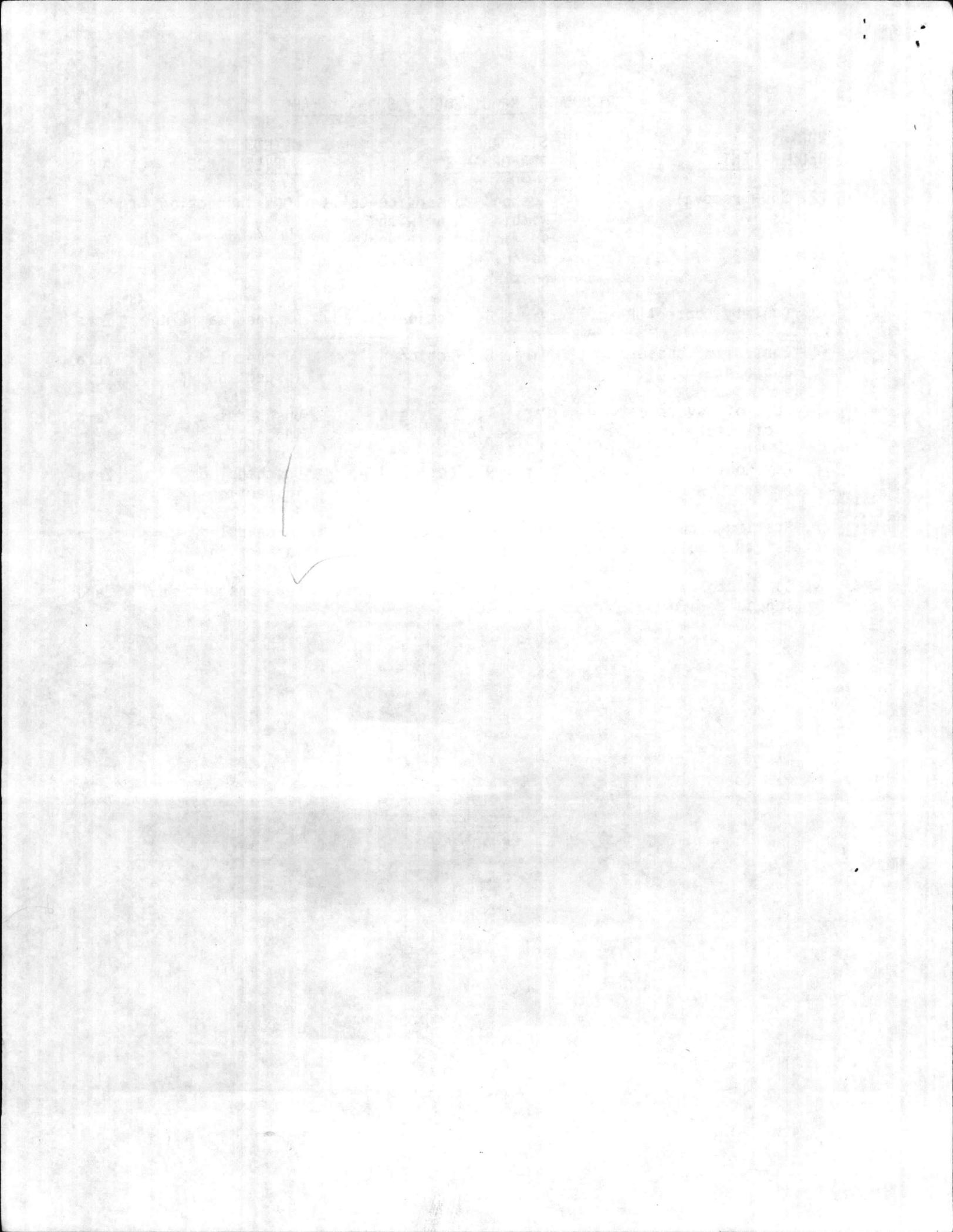
PERFORMANCE REQUIREMENTS SUMMARY TABLE

<u>WORK REQUIREMENT</u>	<u>STANDARD OF PERFORMANCE</u>	<u>METHOD OF SURVEILLANCE</u>	<u>AQL</u>
1. Class A space cleaning (restrooms see 5)	Compliance with work items listed in para. 2.2.5.1 & 2.2.5.2, Section C	Random sampling	10%
2. Class B space cleaning (restrooms see 5)	Compliance with work items listed in para. 2.2.5.1 & 2.2.5.2, Section C	Random sampling	10%
3. Class C space cleaning (restrooms see 5)	Compliance with work items listed in para. 2.2.5.1 & 2.2.5.2, Section C	Random sampling	10%
4. Class D space cleaning (restrooms see 5)	Compliance with work items listed in para. 2.2.5.1 & 2.2.5.2, Section C	Random sampling	10%
5. Clean and service restrooms	Compliance with work items listed in para. 2.2.5, Section C	Random sampling	5%
6. Strip & re-wax resilient tile or terrazo flooring	Compliance with work items listed in para. 2.3.1, Section C	100% inspection	5%
7. Shampoo carpet	Compliance with work items listed in para. 2.3.2, Section C	100% inspection	5%
8. Exterior glass cleaning	Compliance with work items listed in para. 2.3.3, Section C	100% inspection	5%
9. Interior glass cleaning	Compliance with work items listed in para. 2.3.4, Section C	100% inspection	5%
10. Clean venetian blinds	Compliance with work items listed in para. 2.3.5, Section C	100% inspection	5%
11. Service call response	Compliance with work items listed in para. 2.4.1, Section C	100% inspection	5%



PERFORMANCE REQUIREMENTS SUMMARY TABLE

<u>WORK REQUIREMENT</u>	<u>STANDARD OF PERFORMANCE</u>	<u>METHOD OF SURVEILLANCE</u>	<u>AQL</u>
12. Snow removal	Respond to service calls within 1 hour with sufficient size work force, para. 2.4.2, Section C	100% inspection	5%
13. Quality Control Plan	Para. 4, Section E	Planned sampling	Zero
14. Control of passes and badges	Para. 8, Section H	Unscheduled inspection	Zero
15. Care of Government facilities	Para. 1, 2, 3, 4 & 5, Section H	Unscheduled inspection	Zero
16. Key Control	Para. 9, Section H	Unscheduled inspection	Zero
17. Station, Security/ Safety regulations	Para. 6 & 7, Section H	Unscheduled inspection	Zero
18. Contractor work schedule	Para. 5, Section F	100% inspection	Zero



PLAN #1
QA PLAN FOR SPACE CLEANING

1. Contract Requirement

This QA Plan provides for surveillance of all the work items common to space cleaning. Since the spaces being looked at include corridors, lobbies, stairwells, etc., the items being looked at are the individual tasks performed in these spaces:

- Sweeping and Dusting
- Damp Mopping
- Spray Buffing
- Vacuuming
- Low dusting
- Trash Removal
- Ashtrays/Receptacles
- Furniture
- Mat Cleaning
- Chalkboards
- Drinking Fountains
- Grounds Care

2. Primary Method of Surveillance

Random Sampling supported by validated customer complaints.

3. Acceptable Quality Level (AQL)

The AQL% for Space Cleaning is 10%.

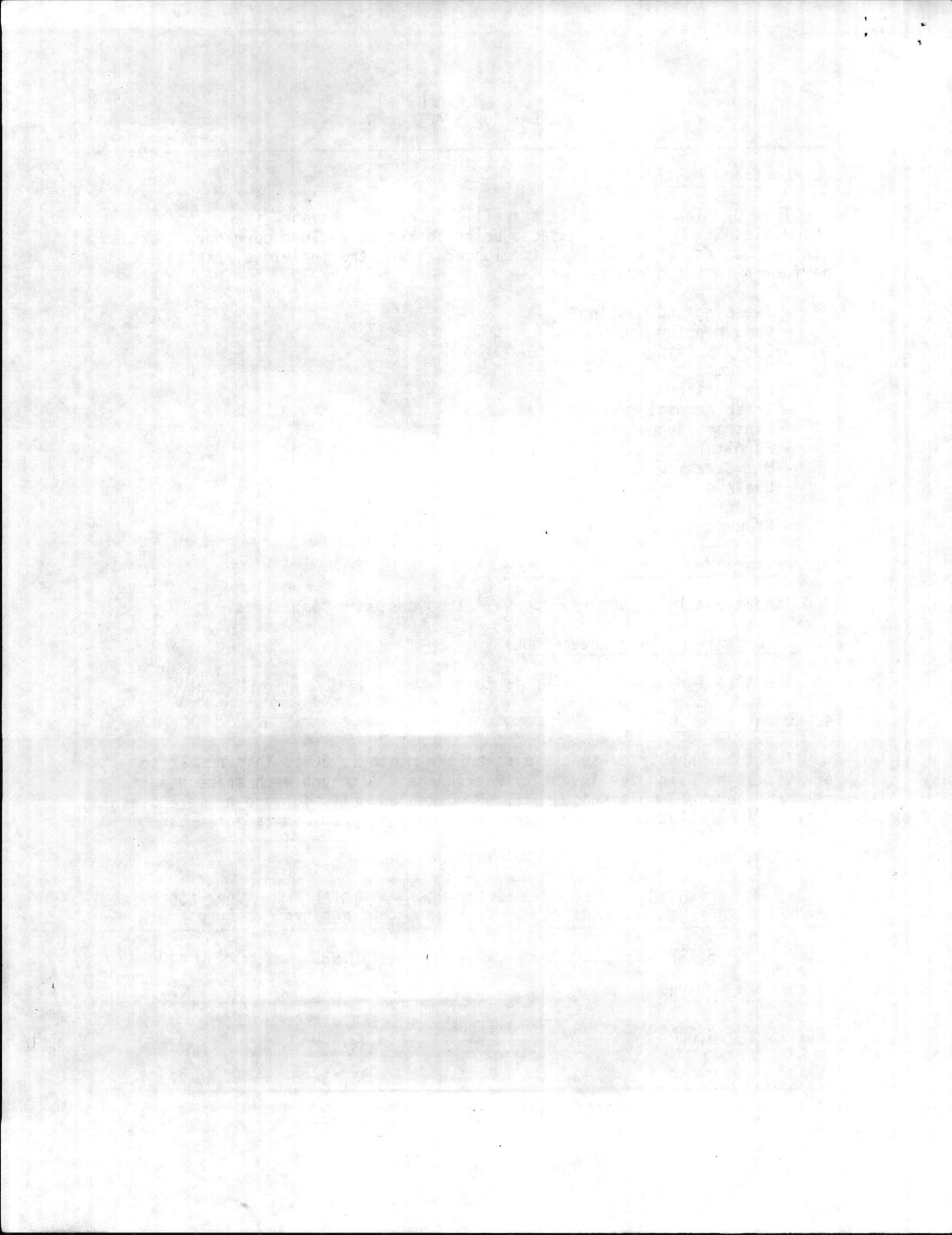
4. Quantity of Work

The total number of spaces cleaned per month is 369. This number is arrived at by using the Inventory Worksheets. Although each space has its own class of service, most spaces will be worked on daily for one or more cleaning tasks. A calculation of the quantity of work is provided as follows:

*384 on next sheet
with the diff.?*

QUANTITY OF WORK

<u>BLDG</u>	<u>SF TO BE CLEANED</u>	<u>NO. SPACES</u>	<u>CLEANINGS/ MONTH</u>	<u>TOTAL SF CLEANED</u>	<u>WORK OCCURRENCES PER MONTH</u>
230	5,285	20	21	110,985	420
232	475	6	21	9,975	126
280	3,020	17	21	63,420	357
320	2,054	13	21	43,134	273
322	1,425	5	21	29,925	105



QUANTITY OF WORK (con't)

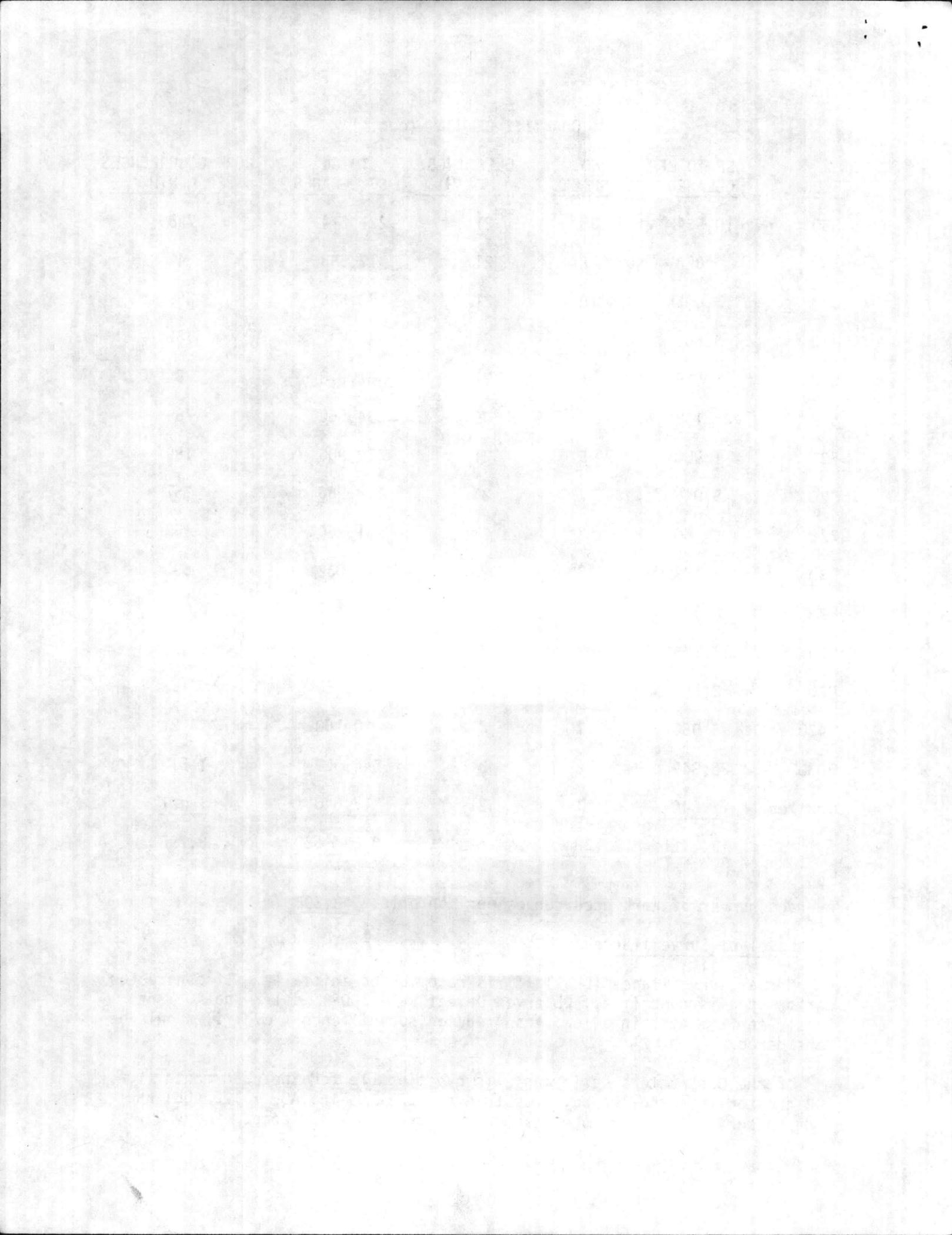
<u>BLDG</u>	<u>SF TO BE CLEANED</u>	<u>NO. SPACES</u>	<u>CLEANINGS/ MONTH</u>	<u>TOTAL SF CLEANED</u>	<u>WORK OCCURRENCES PER MONTH</u>
330	10,534	38	21	221,214	798
332	828	2	21	17,388	42
333	3,506	19	21	73,626	399
416	3,662	8	21	76,902	168
513	1,518	4	21	31,878	84
529	23,152	26	30	694,560	780
531	1,900	9	21	39,900	189
720	8,046	17	21	168,966	357
722	60	3	21	1,260	63
730	8,192	33	21	172,032	693
820	12,531	50	21	263,151	1,050
830	17,105	32	21	359,205	672
920	3,109	8	21	65,289	168
1420	960	1	21	20,160	21
3030	25,949	72	21	544,929	1,512
Trailer	<u>840</u>	<u>1</u>	<u>21</u>	<u>17,640</u>	<u>21</u>
	<u>134,151</u>	<u>384</u>		<u>3,025,539</u>	<u>8,298</u>

Average number of work occurrences per month is: 8,298

5. Level of Surveillance

Normal surveillance (Level II) is recommended initially. If contractor performance is good (i.e., Observed Defect Rate (ODR) is 1/2 the AQL, or less), for 2 months in a row, than reduced surveillance (Level I) should be considered.

If the Contractors performance is questionable for the past month (i.e. ODR greater than the AQL but less than or equal to the AQL + 1/2 AQL) and reduced surveillance was used, return to normal surveillance.



If Contractor performance is unsatisfactory in any month (i.e. ODR % = AQL% + 1/2 AQL%), then increased surveillance (Level III) should be implemented for the following month.

6. Sample Size

Using the Sample Size Tables 1, 2 and 3 in the NAVFAC Service Contracts: Specifications and Surveillance Manual, the following sample sizes are required for an AQL of 10% and a population of 8,298 space cleanings:

<u>Level of Surveillance</u>	<u>No. Per Month</u>
Normal (Level II)	136
Reduced (Level I)	36
Increased (Level III)	267

*Assumes 21 working days per month.

7. Sample Selection Procedure

With a total of 8,298 work occurrences per month, the total number of inspections required is 135 for level II surveillance. The space and the cleaning day are both randomly selected, using a LANTNAVFACENGCOM developed computer program. Evaluation worksheets are prepared for each day of the month that evaluations are to be performed.

8. Evaluation Procedures

Each of the spaces randomly selected are to be evaluated for conformance of performance to specification requirements. For each space evaluated the QAE will classify the contractor's performance as either Satisfactory (S) or Unsatisfactory (U). This classification will be based on substantial completeness or work performed.

Evaluation worksheet, attached to this plan, shall be prepared by the QAE for each day evaluations are scheduled for the coming month. On the day that work is to be evaluated, the QAE will visit the work site and evaluate performance of each work item listed. Work items that have been performed satisfactorily will have a "s" recorded, those that are unsatisfactory or non-performed will have a "u" entered. The Contractor will be informed immediately of any unsatisfactory or not performed work. At the end of the day, QAE will determine the total amount of work unsatisfactory or non-performed (see the right column of the sample worksheet). At the end of each month this information will be the basis for any deductions made.

The QAE will judge the Contractor's overall performance in each space/room evaluated. This judgement will be based on substantial completion of total work requirements. If two (2) or more work items in a space or room are found to be unsatisfactory, the overall performance for that space or room shall be unsatisfactory. Rooms/spaces satisfactorily completed will have a "S" entered in the worksheet row titled "OVERALL PERFORMANCE". Likewise, unsatisfactory overall performance will have a "U" entered. At the end of the month the QAE will count the number of rooms/areas that were judged unacceptable overall (see the bottom line of the worksheet). This information will be used to determine the Contractor's overall performance for comparison to the AQL.

9. Analysis of Results

At the end of the month, the QAE shall count the number of rooms/areas classified as unsatisfactory, "U's", and compute the overall defect rate for the month. The Observed Defect Rate (ODR) is the number of "U's" divided by the sample size.

$$\text{ODR} = \frac{(\text{Total \#U's})}{(\text{Total \#U's} + \text{S's})} \times 100$$

For example, assume the total number of U's recorded during the past month were 12,

$$\text{ODR} = \frac{12}{147} \times 100 = 8.2\%$$

(Note: 7 samples are drawn each day for 21 days: $7 \times 21 = 147$)

Conclusions that can be drawn based on the ODR are:

a. The Contractor's performance is good if the ODR is less than 1/2 the AQL. The Contractor should be informed by the SCM that his work performance for the past month has been above average if he has achieved a low ODR and the number of validated complaints were small.

b. The Contractor's performance is satisfactory if the ODR is less than or equal to the AQL.

c. The Contractor's performance is questionable and may require a warning to the Contractor to improve performance if ODR is greater than AQL but less than or equal to 1.5 times the AQL. Validated customer complaints should be reviewed to see what course of action may be indicated. If the number of complaints were higher than normal, action should be taken; if the number of complaints has not changed or is less than normal, action should be delayed until more information is available.

d. The Contractor's performance is unsatisfactory if ODR is greater than 1.5 times the AQL.

In our example the AQL was 10% and the ODR was 8.2%. Therefore, the conclusion drawn about the Contractor's overall performance for the past month is that it has been satisfactory.

DAILY OR WEEKLY EVALUATION WORKSHEET FOR SPACE CLEANING (QA PLAN 1)

SAMPLE SELECTED FOR EVALUATION on (insert date)

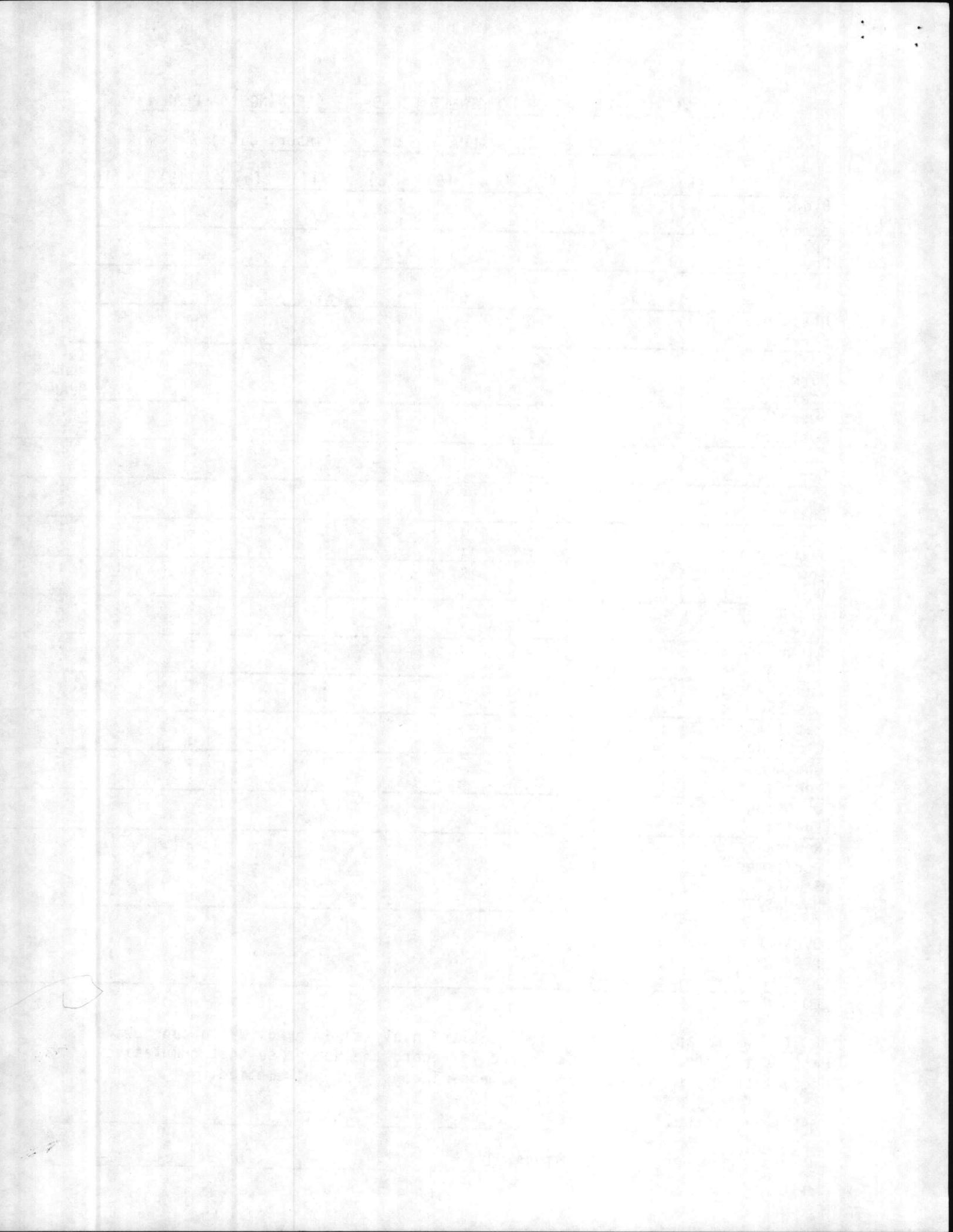
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	
Bldg. Number	:	:	:	:	:	:	:	:	:	:	:
Space or Room No.	:	:	:	:	:	:	:	:	:	:	:
Total SF	:	:	:	:	:	:	:	:	:	:	:
Class of Service	:	:	:	:	:	:	:	:	:	:	:
Work Items:											TOTAL UNSAT QUANTITY
Sweep/Dust Mop	:	:	:	:	:	:	:	:	:	:	:
Damp Mop	:	:	:	:	:	:	:	:	:	:	:
Spray Buffing	:	:	:	:	:	:	:	:	:	:	:
Vacuumping	:	:	:	:	:	:	:	:	:	:	:
Low Dusting	:	:	:	:	:	:	:	:	:	:	:
Trash Removal	:	:	:	:	:	:	:	:	:	:	:
Ashtrays /Recept	:	:	:	:	:	:	:	:	:	:	:
Furnit Dusting	:	:	:	:	:	:	:	:	:	:	:
Mat Cleaning	:	:	:	:	:	:	:	:	:	:	:
Chalk-boards	:	:	:	:	:	:	:	:	:	:	:
Drinking Founts	:	:	:	:	:	:	:	:	:	:	:
Rework Performed	:	:	:	:	:	:	:	:	:	:	:
S= SAT	:	:	:	:	:	:	:	:	:	:	:
U= UNSAT	:	:	:	:	:	:	:	:	:	:	:
OVERALL PERFORMANCE	:	:	:	:	:	:	:	:	:	:	:

COMMENTS:

NOTE: Where an unsatisfactory quantity involves number of waste cans or desks not dusted etc., the Inspector should record the number so that cumulative deduction may be made. EX: U/4 means 4 cans were not emptied.

QAE's Signature: _____ Date: _____

CONTRACTOR REPRESENTATIVE SIGNATURE _____ DATE: _____



PLAN #2
QA PLAN FOR RESTROOM CLEANING AND SERVICING

1. Contract Requirement

This QA Plan provides for surveillance of contract requirements specification, Section C, paragraphs 2.2.5.1, Cleaning Restrooms and 2.2.5.2, Servicing Restrooms. Requirements include:

- all fixtures cleaned and disinfected
- floors free of dirt and disinfected
- wainscoting and partitions free of dirt and stains
- mirrors cleaned
- supplies replenished
- waste recepticals emptied

2. Primary Method of Surveillance

Random Sampling supported by Validated Customer Complaints.

3. Acceptable Quality Level (AQL)

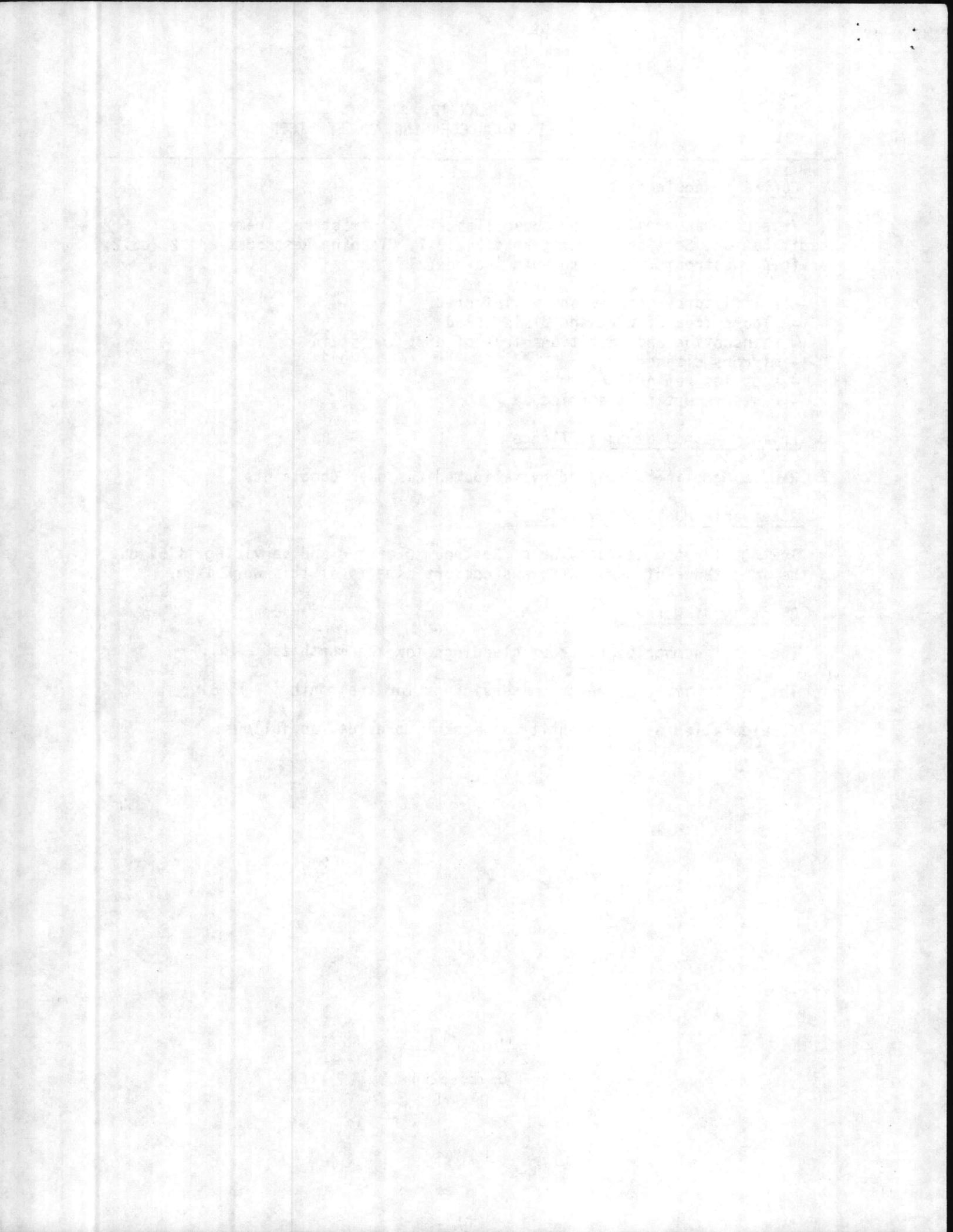
The AQL for the key service of Restroom Cleaning and servicing is 5% due to the importance of the health and comfort aspects of this work item.

4. Quantity of Work

The total number of restroom cleanings for the month is 1,161.

The total number of restroom servicings for the month is 1,161.

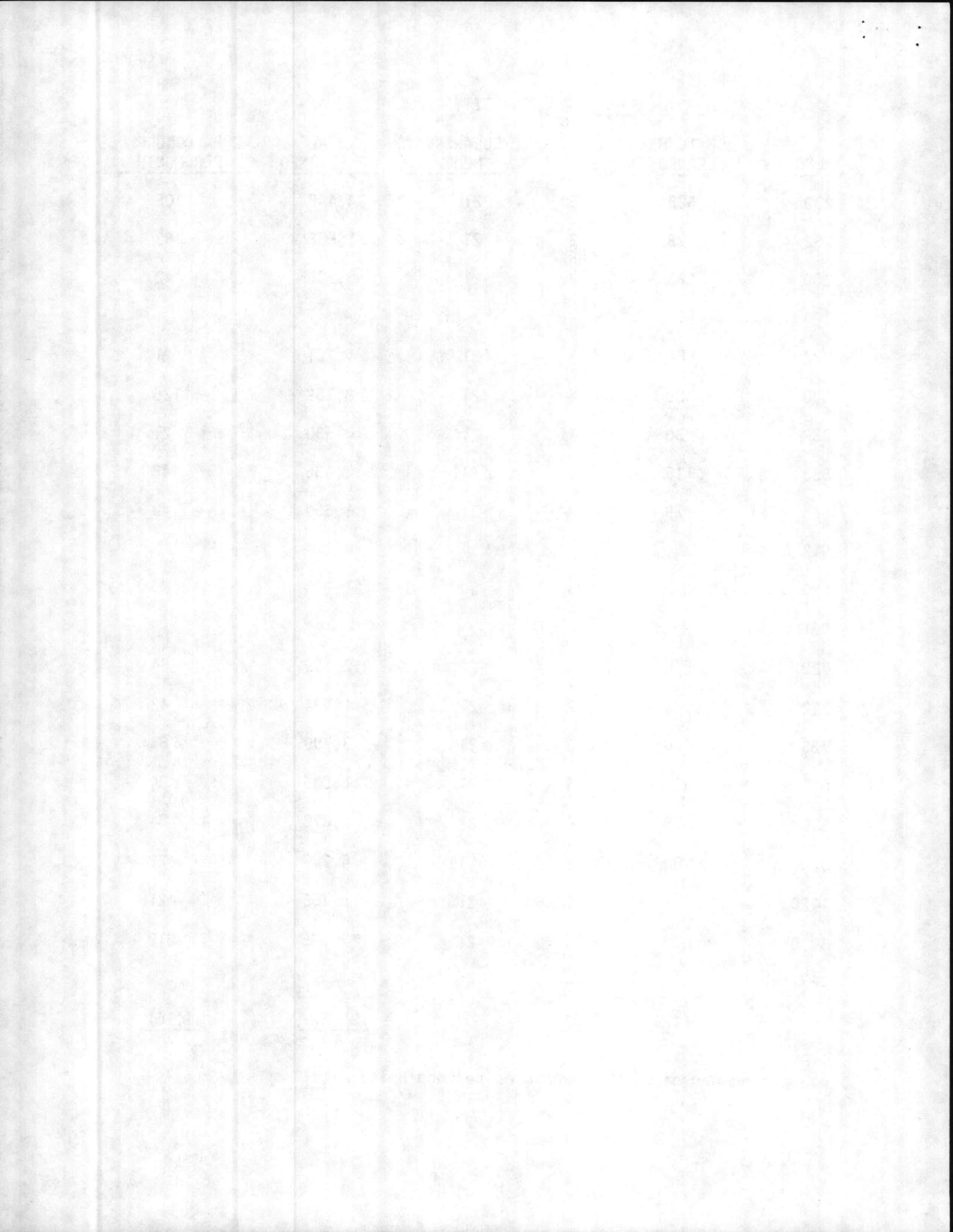
A calculation of the quantity of work is provided as follows:



QUANTITY OF WORK

<u>BLDG</u>	<u>SF TO BE CLEANED</u>	<u>NO. SPACES</u>	<u>CLEANINGS/ MONTH</u>	<u>TOTAL SF CLEANED</u>	<u>WORK OCCURRENCES PER MONTH</u>
230	688	5	21	14,448	105
232	78	3	21	1,638	63
280	285	2	21	5,985	42
320					
322	81	1	21	1,701	21
330	389	6	21	8,169	126
332	30	1	21	630	21
333	116	2	21	2,436	42
416	79	2	21	1,659	42
513					
529	702	3	30	21,060	90
531					
720	579	4	21	12,159	84
722	54	2	21	1,134	42
730	419	3	21	8,799	63
820	535	4	21	11,235	84
830	318	4	21	6,678	84
920	200	1	21	4,200	21
1420	36	1	21	756	21
3030	835	10	21	17,535	210
Trailer	--	-	-	--	-
	<u>5,424</u>	<u>54</u>		<u>120,222</u>	<u>1,161</u>

Average number of work occurrences per month is: 1,161



5. Level of Surveillance

Normal surveillance (Level II) is recommended initially. If contractor performance is good (i.e., Observed Defect Rate (ODR) is 1/2 the AQL, or less), for 2 months in a row, then reduced surveillance (Level I) should be considered.

If the Contractors performance is questionable for the past month (i.e., ODR greater than the AQL but less than or equal to the AQL + 1/2 AQL) and reduced surveillance was used, return to normal surveillance.

If Contractor Performance is unsatisfactory in any month (i.e. ODR% = AQL + 1/2 AQL%), then increased surveillance (Level III) should be implemented for the following month.

6. Sample Size

Using the Sample Size Tables 1, 2 and 3 in the NAVFAC Service Contracts: Specifications and Surveillance Manual, the following sample sizes are required for an AQL of 5% and a population of 1,161

<u>Level of Surveillance</u>	<u>Per Month</u>
Normal (Level II)	241
Reduced (Level I)	74
Increased (Level III)	401

* Assumes 21 working days per month.

7. Sampling Selection Procedure

The sample selection procedure for restroom cleaning and servicing is the same as for room cleaning. With a total of 993 work occurrences per month, the total number of inspections required is 231 for level II surveillance. Evaluation worksheets are prepared for each day of the month that evaluations are to be performed.

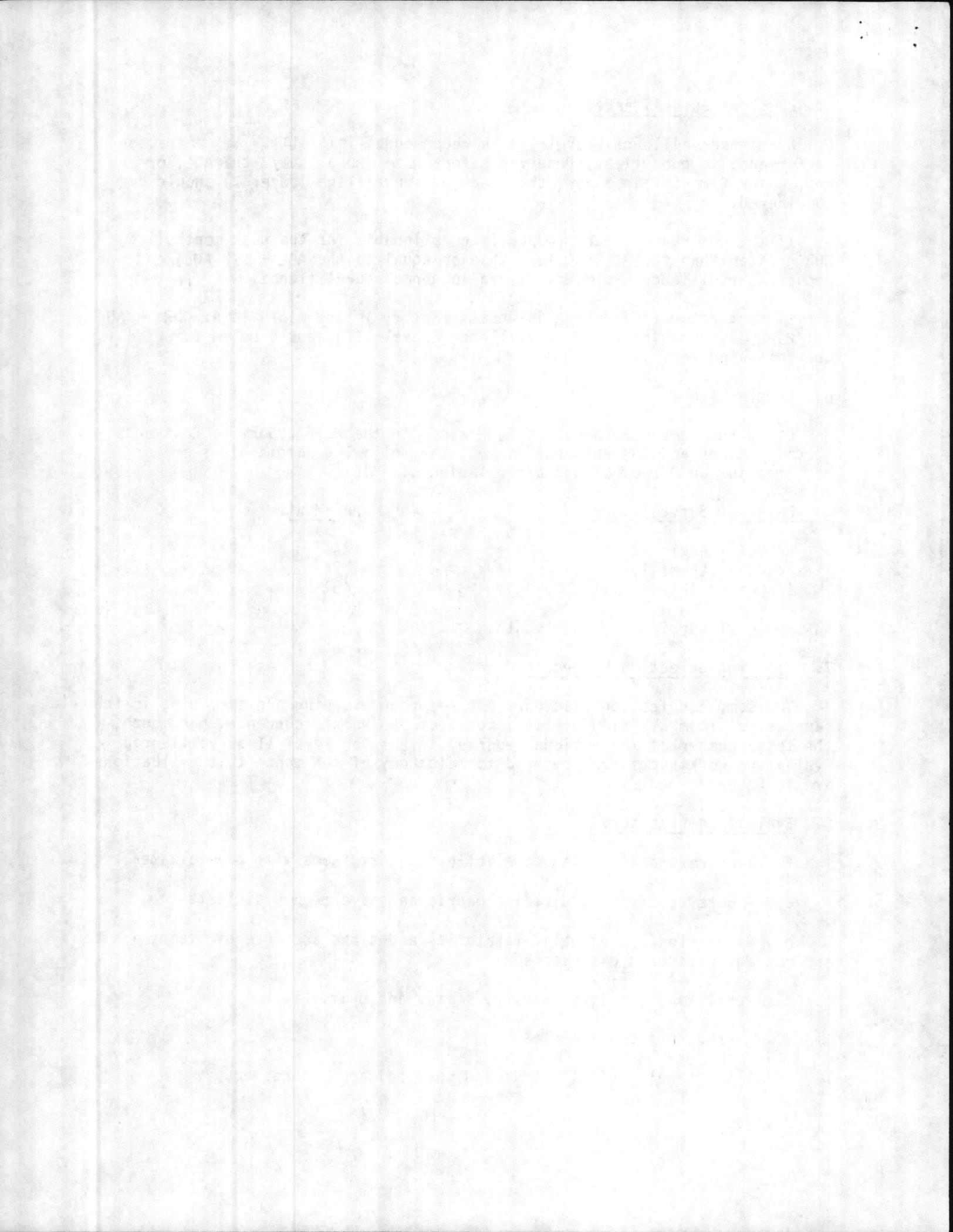
8. Evaluation Procedure

For each restroom sampled, the following work items will be evaluated:

- a. Floors are free of dirt and debris and have been disinfected.
- b. Water closets, urinals, lavatories and sinks are free of stains inside and out and have been disinfected.
- c. Partitions are free of dirt, stains and graffiti.
- d. Mirror surfaces are clean.
- e. Paper towel, toilet tissue and soap holders are not empty.

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f. Trash receptacles show evidence of being emptied.

The QAE must realize that the restrooms are continuously used and cannot expect trash receptacles to be completely emptied or paper supplies to be full. The point is that the Contractor has a responsibility to prevent run-outs, keep trash receptacles from overflowing, and keep the floors, fixtures and partitions clean.

The Evaluation Worksheet, such as that attached to this plan, shall be prepared by the QAE for each day evaluations are scheduled for the coming month. On the day that work is to be evaluated, the QAE will visit the work site and evaluate performance of each work item listed. Work items that have been performed satisfactorily will have a "s" recorded, those that are unsatisfactory or non-performed will have a "u" entered. The Contractor will be performed immediately of any unsatisfactory or not performed work. At the end of the day the QAE will determine the total amount of work, unsatisfactory or non-performed (see the right column of the worksheet). At the end of the month this information will be the basis for any deductions made.

The QAE will judge the Contractor's overall performance in each restroom evaluated. This judgement will be based on substantial completion of total work requirements. If two (2) or more work items in a restroom are found to be unsatisfactory, the overall performance for that restroom shall be unsatisfactory. Restrooms satisfactorily completed will have a "S" entered in the worksheet row titled "OVERALL PERFORMANCE". Likewise, unsatisfactory overall performance will have a "U" entered. At the end of the month the QAE will count the number of restrooms that were judged unacceptable overall (see the bottom line of the worksheet). This information will be used to determine the Contractor's overall performance for comparison to the AQL.

9. Analysis of Results

At the end of the month, the QAE is to count the number of satisfactory evaluations for restroom cleaning and servicing. The Observed Defect Rate (ODR) is computed as:

$$\text{ODR} = \frac{(\text{Total \# U's})}{(\text{Total \# U's and S's})} \times 100$$

For the example above - assume the total number of U's recorded for restroom cleaning during the past month were 16.

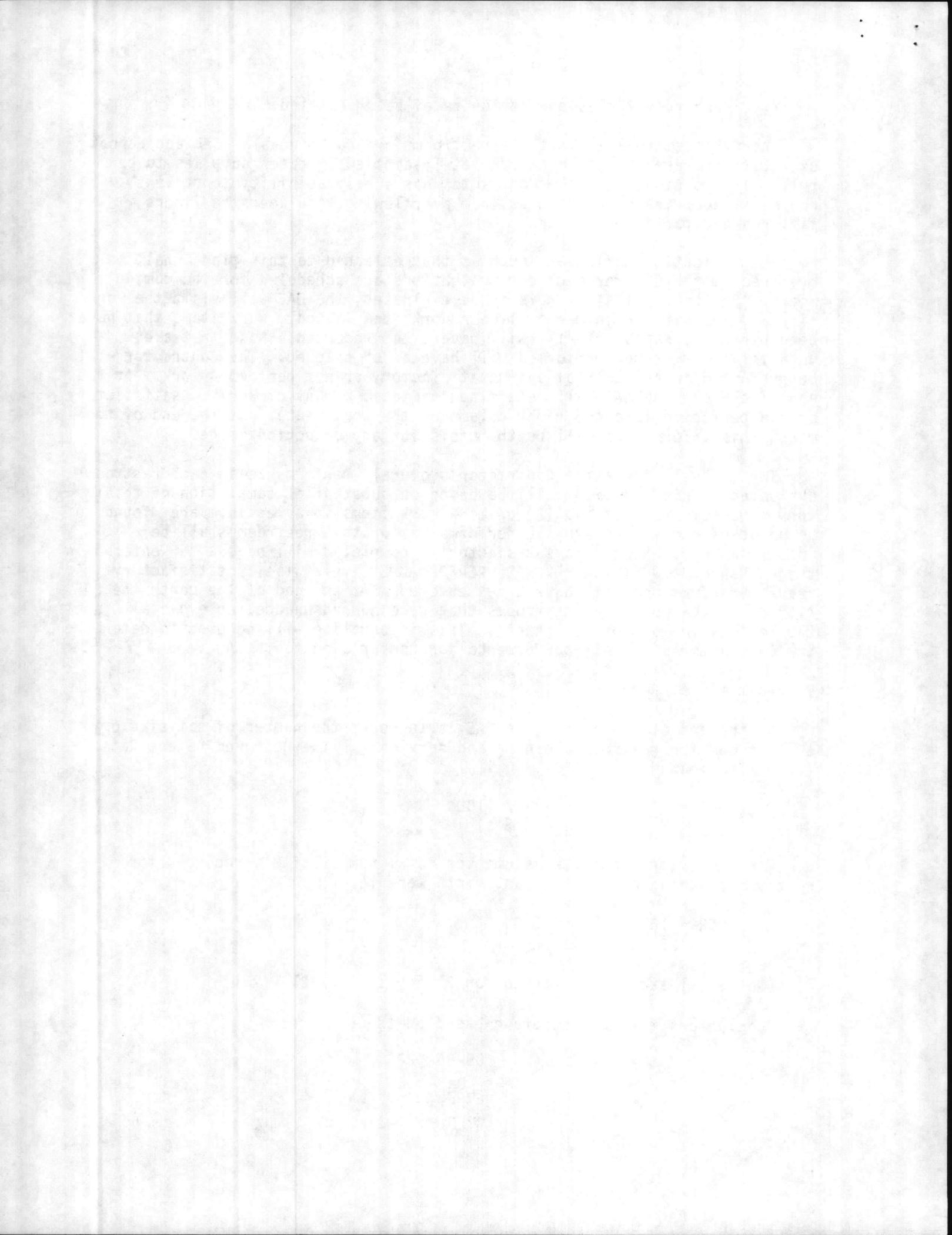
$$\text{ODR} = \frac{16}{231} \times 100 = 6.9\%$$

(Note: 11 samples are drawn for 21 days: 11 X 21 = 231)

Conclusions that can be drawn based on the ODR are:

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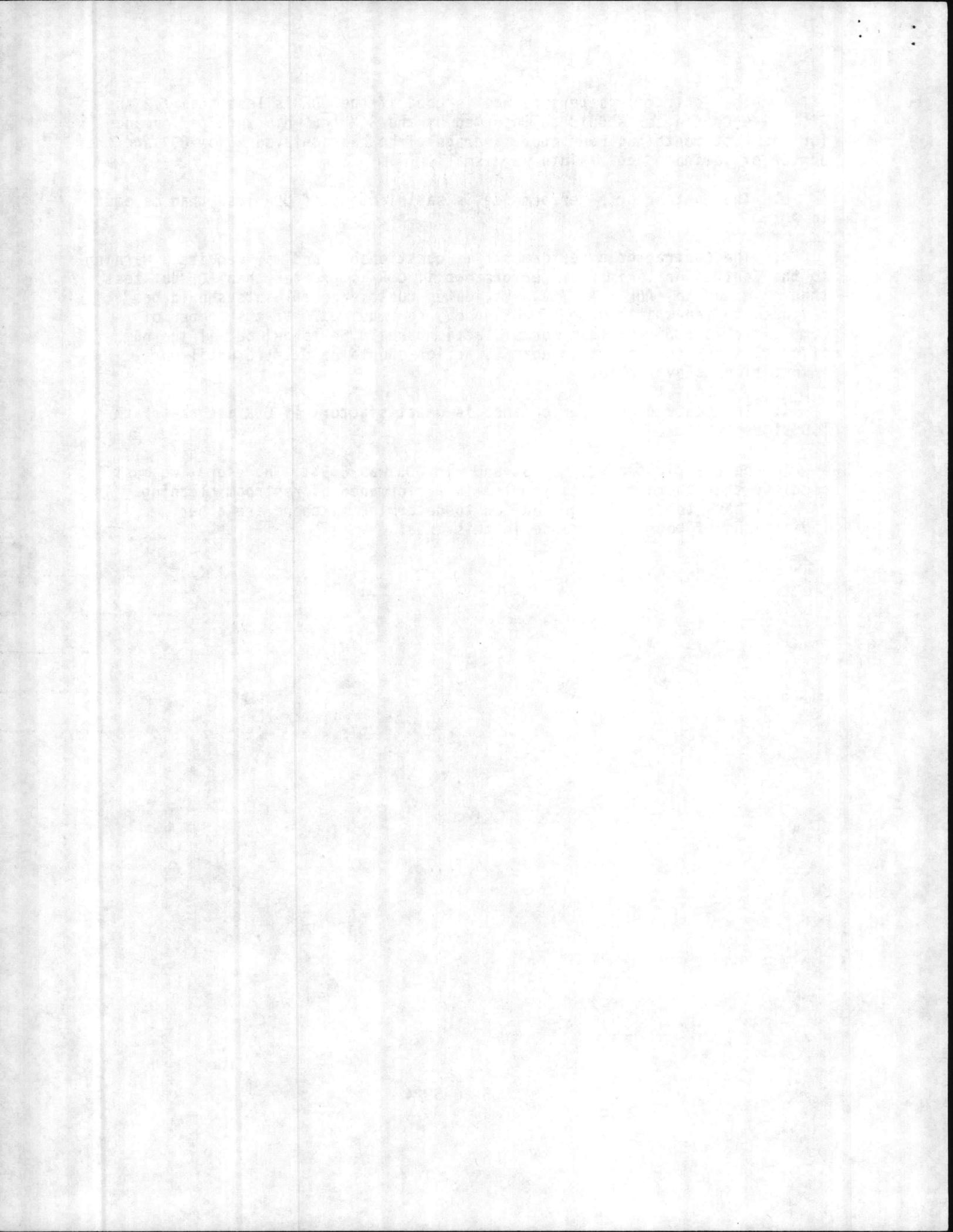
a. The Contractor's performance is good if the ODR is less than 1/2 the AQL. The Contractor should be informed by the SCM that his work performance for the past month has been above average if he has achieved a low ODR and the number of validated complaints were small.

b. The Contractor's performance is satisfactory if ODR less than or equal to AQL.

c. The Contractor's performance is questionable and may require a warning to the Contractor to improve performance if ODR is greater than AQL but less than or equal to $(AQL + AQL/2)$. Validated customer complaints should be reviewed to see what course of action may be required. If the number of complaints were higher than normal, action should be taken; but if the number of complaints were less than normal, action should be delayed until more information is available.

d. The Contractor's performance is unsatisfactory if ODR is greater than 1.5 times the AQL.

In the example the AQL was 5% and the ODR was 6.9%. Therefore, we must conclude that there may be a problem in performance of restroom cleaning. The QAE will have to take further action to determine if there are other indications of poor performance in this area.



DAILY OR WEEKLY EVALUATION WORKSHEET FOR SPACE CLEANING (QA PLAN 2)

SAMPLE SELECTED FOR EVALUATION on (insert date)

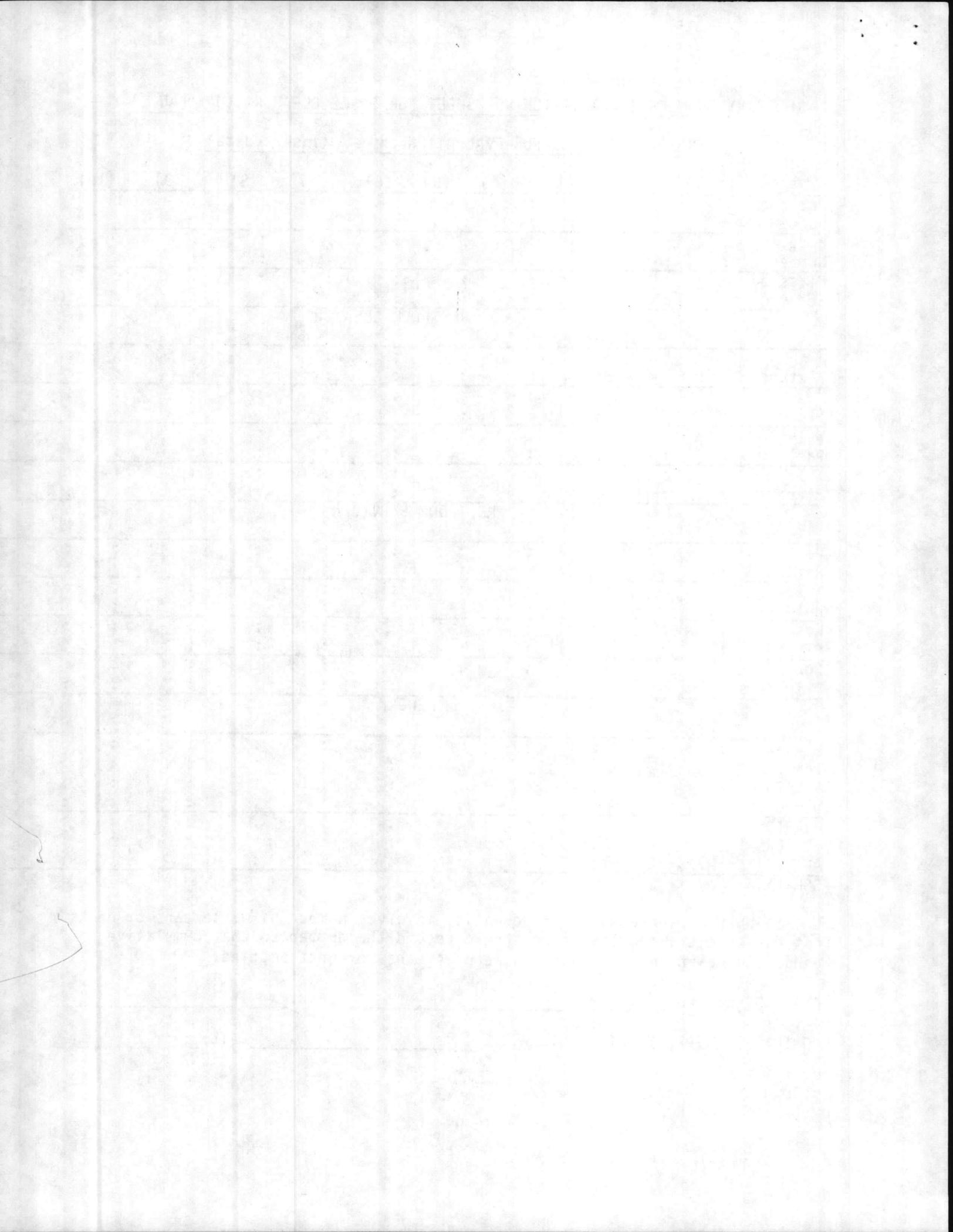
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	
Restroom	:	:	:	:	:	:	:	:	:	:	:
Number	:	:	:	:	:	:	:	:	:	:	:
Bldg	:	:	:	:	:	:	:	:	:	:	:
Number	:	:	:	:	:	:	:	:	:	:	:
Class of	:	:	:	:	:	:	:	:	:	:	TOTAL
Service	:	:	:	:	:	:	:	:	:	:	UNSAT
RESTROOM CLEANING											QUANTITY
Fixtures	:	:	:	:	:	:	:	:	:	:	:
Floor	:	:	:	:	:	:	:	:	:	:	:
Wainscot	:	:	:	:	:	:	:	:	:	:	:
Part.	:	:	:	:	:	:	:	:	:	:	:
Mirrors	:	:	:	:	:	:	:	:	:	:	:
RESTROOM SERVICING											
Paper	:	:	:	:	:	:	:	:	:	:	:
Holdes	:	:	:	:	:	:	:	:	:	:	:
Towel	:	:	:	:	:	:	:	:	:	:	:
Holdes	:	:	:	:	:	:	:	:	:	:	:
Waste	:	:	:	:	:	:	:	:	:	:	:
Recep.	:	:	:	:	:	:	:	:	:	:	:
Soap	:	:	:	:	:	:	:	:	:	:	:
Dispensers	:	:	:	:	:	:	:	:	:	:	:
REWORK											
Rework	:	:	:	:	:	:	:	:	:	:	:
Performed	:	:	:	:	:	:	:	:	:	:	:
S = SAT	:	:	:	:	:	:	:	:	:	:	:
U = UNSAT	:	:	:	:	:	:	:	:	:	:	:
OVERALL	:	:	:	:	:	:	:	:	:	:	:
PERFORM-	:	:	:	:	:	:	:	:	:	:	:
ANCE	:	:	:	:	:	:	:	:	:	:	:

COMMENTS:

NOTE: Where an unsatisfactory quantity involves number of waste cans or desks not dusted etc., the Inspector should record the number so that cumulative deduction may be made. EX: U/4 means 4 cans were not emptied.

QAE's Signature: _____ Date: _____

CONTRACTOR REPRESENTATIVE SIGNATURE _____ DATE: _____



PLAN #3
QA PLAN FOR ORDERED WORK REQUIREMENTS

This QA Plan is applicable to all ordered work requirements. This work includes:

- Strip and re-wax floors
- Shampoo carpet
- Clean exterior glass
- Clean interior glass
- Clean venetian blinds
- Service call response
- Snow removal

In as much as the procedures are the same for each of these services, the following QA Plan applies to each.

1. Contract Requirements

Surveillance planning requirements for these services are in Section C, para. 2.3.1 through 2.4.2 of this specification.

2. Primary Method of Surveillance

100% inspection

3. Acceptable Quality Level (AQL)

An AQL of 5% is recommended for each work item.

4. Quantity of Work

The quantity of work for each work item is determined from specific work orders issued for the coming month. Average is nine (9) work orders per month.

5. Level of Surveillance

NA

6. Sample Size

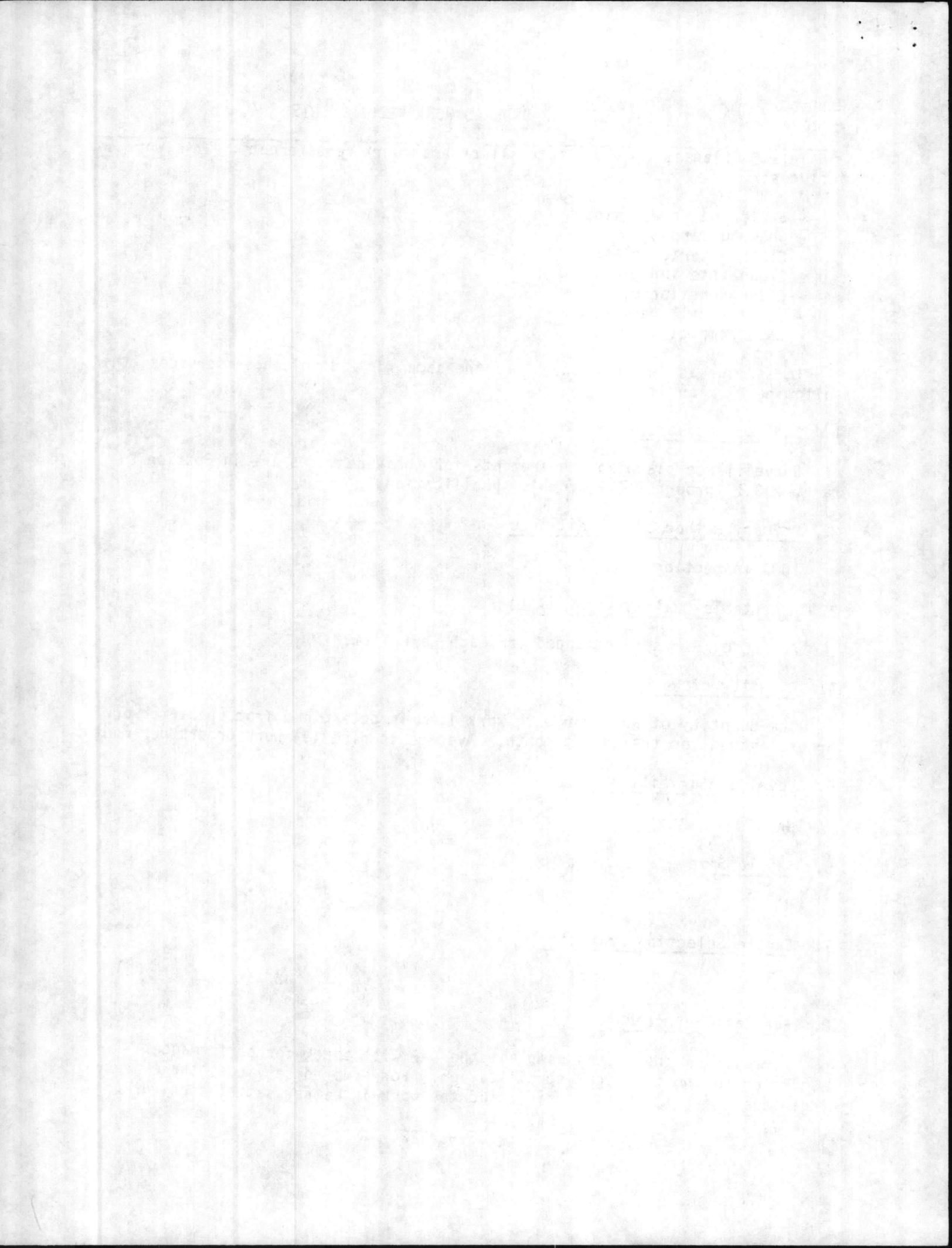
NA

7. Sample Selection Criteria

NA

8. Evaluation Procedure

For each of the spaces sampled, the QAE will check for performance according to the technical specification. For ordered services, there are no individual work items to consider and the work is either satisfactory or



unsatisfactory. The evaluation worksheet attached to this plan shall be prepared by the QAE for each work order issued.

9. Analysis of Results

At the end of the month compute the ODR. If the ODR is greater than the AQL, performance is unsatisfactory. If on the other hand, the ODR is less than or equal to the AQL, performance is satisfactory.

QA PLAN - CONTRACT ADMINISTRATIVE REQUIREMENTS (Plan #4)

1. Contract Requirements

This QA Plan is applicable to Section requirements. Administrative requirements are:

- A Quality Control Plan administrated by the Contractor
- Proper control of passes and badges
- Employee identification
- Care and cleanliness of Government facilities provided
- Key control
- Compliance with Station regulations
- Submission and adherence to a work schedule

2. Primary Method of Surveillance

Planned Sampling

3. Acceptable Quality Level

For administrative requirements the AQL is "0". The Contractor is either in compliance with the specification or he is not.

4. Quantity of Work

See (Evaluation Procedure), Para. 8 below:

5. Level of Surveillance

Level II (Normal)

6. Sample Size

See (Evaluation Procedure), Para. 8 below:

7. Sampling Procedure

See (Evaluation Procedure), Para. 8 below:

8. Evaluation Procedure

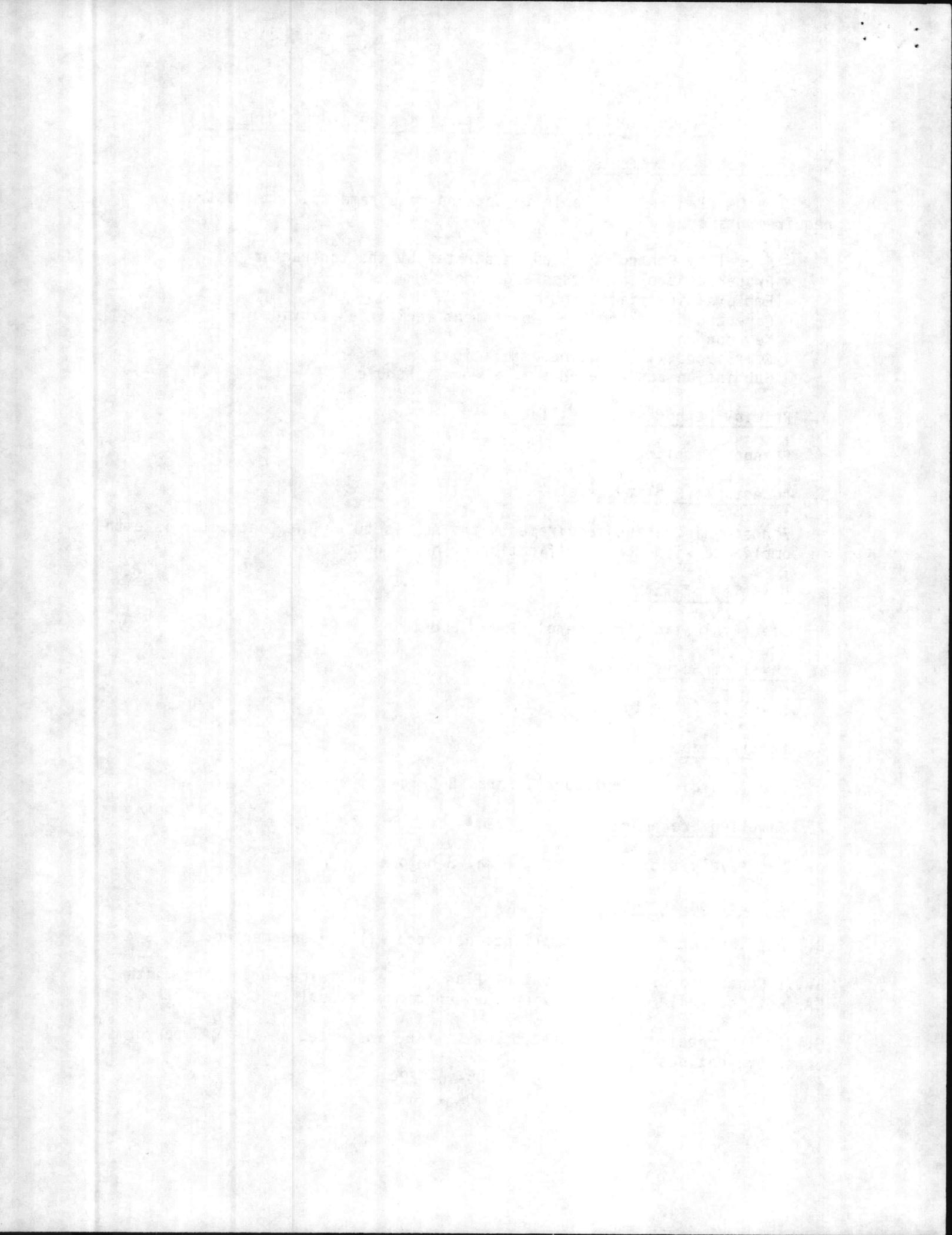
8.1 All instances of non-compliance detected will be documented.

8.1.1 Contractor's Quality Control Plan: Once or twice during the month the QAE will schedule time to review the Contractor's Quality Control files.

8.1.2 The requirements listed below will be inspected as the QAE performs other evaluations:

05-86-5224

QA - 16



Proper Control of Passes and Badges

Employee Identification

Care and Cleanliness of Government Facilities Provided

Key Control

Compliance with Station Regulations

8.1.3 Submission and Adherence to Work Schedules: Each month the QAE will review the Contractor's work schedule. The QAE will recommend to the OIC approval/disapproval of the schedule.

9. If, during the month, there is a discrepancy noted for administrative requirements, the QAE will advise the OIC of the potential problem area and recommend the action he feels is needed to correct the problem.

DAILY EVALUATION WORKSHEET FOR (ORDERED WORK)
(QA Plan 3)

SAMPLE SELECTED FOR EVALUATION on (insert date)

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	
Space or	:	:	:	:	:	:	:	:	:	:	:
Room No.	:	:	:	:	:	:	:	:	:	:	:
Bldg.	:	:	:	:	:	:	:	:	:	:	: TOTAL
Number	:	:	:	:	:	:	:	:	:	:	: UNSAT
											: QUANTITY

ORDERED WORK											
Strip/Re-	:	:	:	:	:	:	:	:	:	:	:
wax Flr	:	:	:	:	:	:	:	:	:	:	:
Shampoo	:	:	:	:	:	:	:	:	:	:	:
Carpet	:	:	:	:	:	:	:	:	:	:	:
Clean Ext	:	:	:	:	:	:	:	:	:	:	:
Glass	:	:	:	:	:	:	:	:	:	:	:
Clean Int	:	:	:	:	:	:	:	:	:	:	:
Glass	:	:	:	:	:	:	:	:	:	:	:
Clean Ven	:	:	:	:	:	:	:	:	:	:	:
Blinds	:	:	:	:	:	:	:	:	:	:	:
Serv Call	:	:	:	:	:	:	:	:	:	:	:
Response	:	:	:	:	:	:	:	:	:	:	:
Snow	:	:	:	:	:	:	:	:	:	:	:
Removal	:	:	:	:	:	:	:	:	:	:	:
	:	:	:	:	:	:	:	:	:	:	:

REWORK											
Rework	:	:	:	:	:	:	:	:	:	:	:
Performed	:	:	:	:	:	:	:	:	:	:	:
S= SAT	:	:	:	:	:	:	:	:	:	:	:
U= UNSAT	:	:	:	:	:	:	:	:	:	:	:

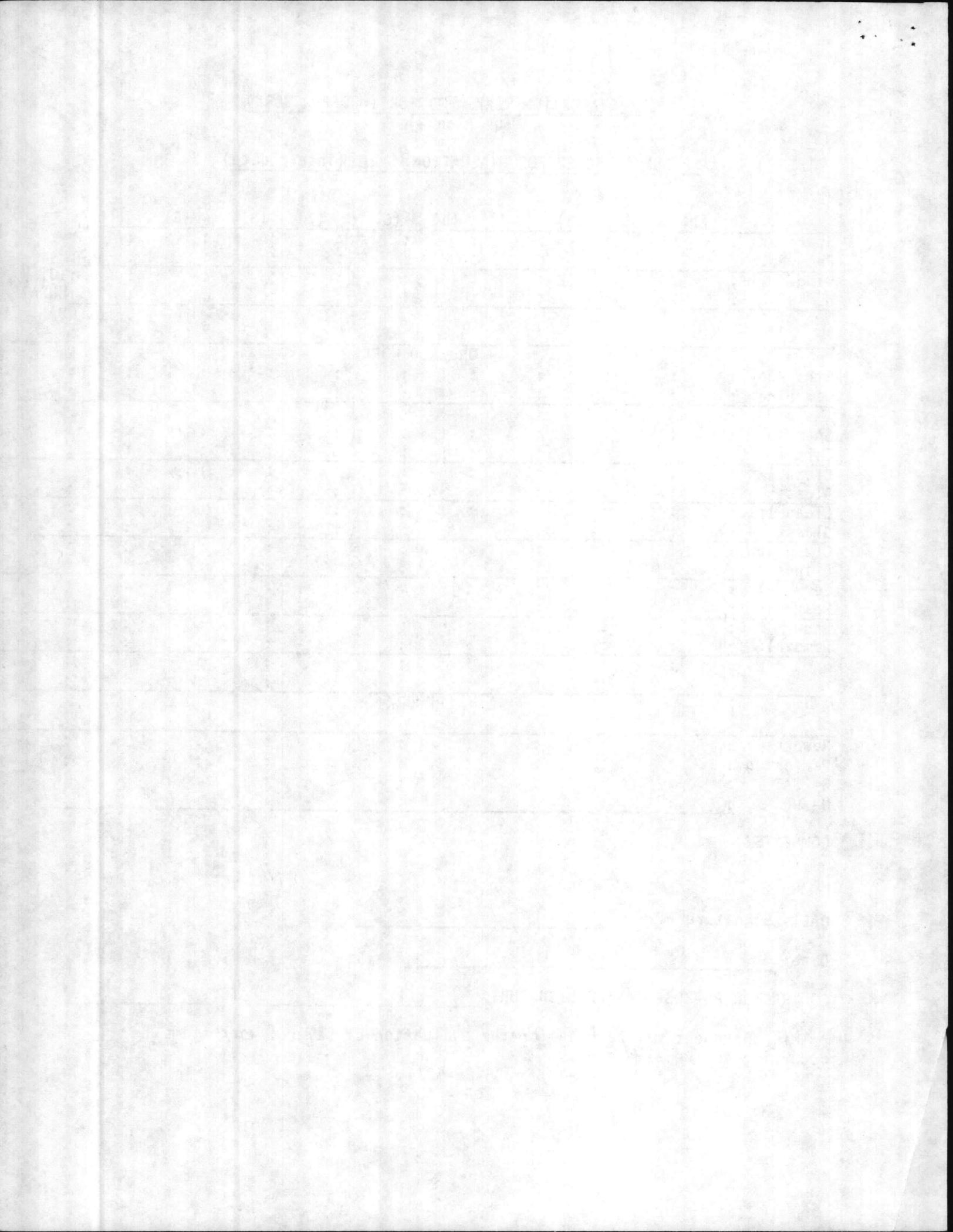
COMMENTS:

QAE's Signature: _____

Date: _____

CONTRACTOR REPRESENTATIVE SIGNATURE _____ DATE: _____

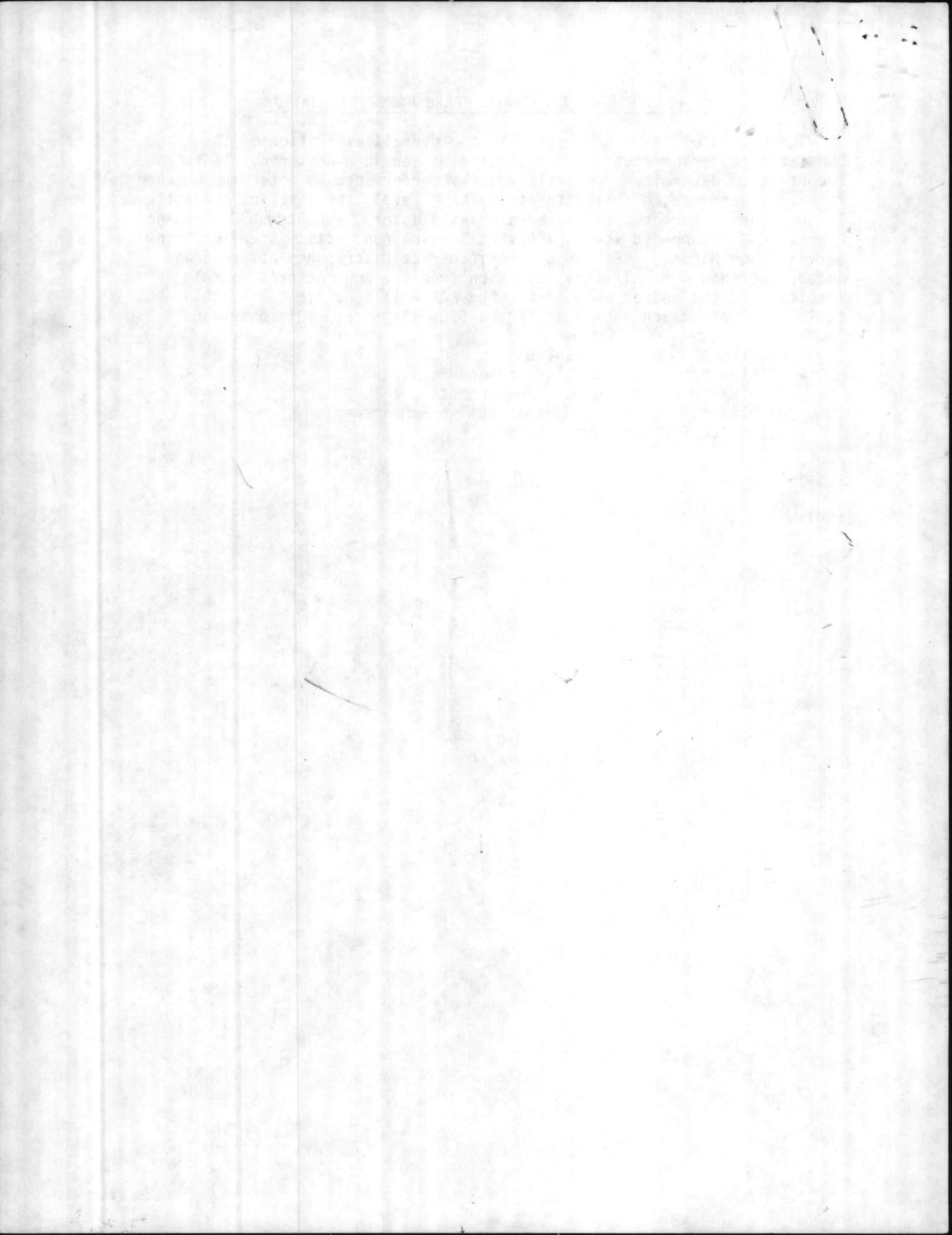
* This worksheet may be used for the evaluation of several work items occurring in the same area.



CONTRACTOR'S OVERALL PERFORMANCE EVALUATION

The end result of a QA Program is the overall evaluation of the Contractor's performance for each custodial service monitored. It is important to determine an overall monthly performance to determine whether to increase, decrease, or maintain at the same level, the level of surveillance. If the overall performance has been unsatisfactory, a Contract Discrepancy Report (CDR) is needed (see the NAVFAC Service Contracts: Specifications and Surveillance Manual). Each and every contract discrepancy observed and documented should result in a deduction from the Contractor's monthly invoice. At the end of each month, the QAE will complete the Monthly Evaluation Report and submit it to the OIC. This report is based on:

- QA Plan #1 - Space Cleaning
- QA Plan #2 - Restroom Cleaning and Servicing
- QA Plan #3 - Ordered Work Requirements
- QA Plan #4 - Contract Administrative Requirements
- Validated Customer Complaints



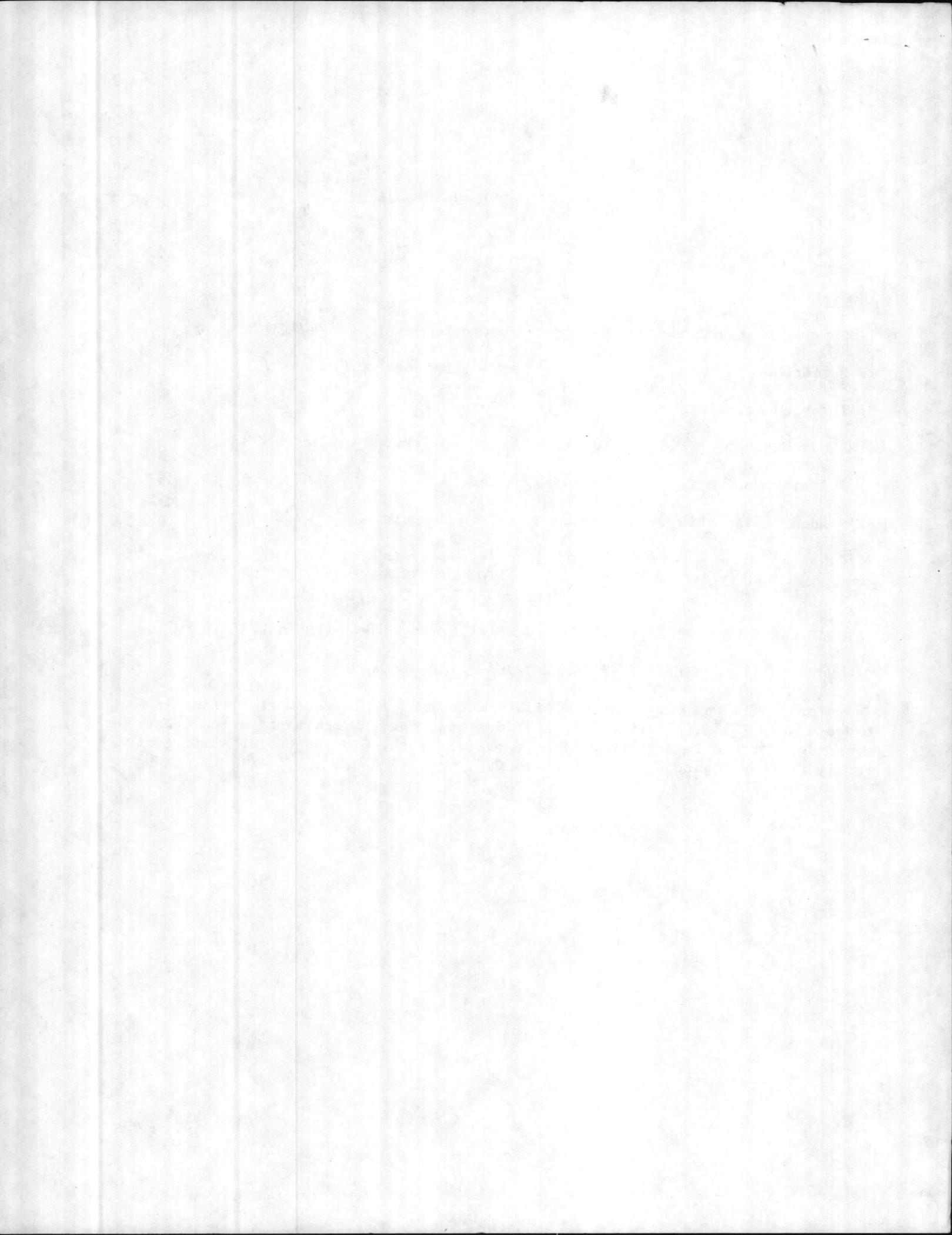
STAFFING PLAN
CONTRACT N62470-86-C-5516

<u>REQUIREMENT</u>	<u>METHOD OF SURVEILLANCE</u>	<u>(AQL) ACCEPTABLE QUALITY LEVEL</u>	<u>QAE TIME</u>
1. General Management	100 %	Zero Defects	40 MH/YR
2. Surface Prep	100 %	Zero Defects	100 MH/YR
3. Interior Painting	100 %	Zero Defects	400 MH/YR
4. Floor Waxing	100 %	Zero Defects	100 MH/YR
5. Refinish Woodwork	100 %	Zero Defects	20 MH/YR
6. Sanding/Refinishing	100 %	Zero Defects	50 MH/YR
7. Clean Up	100 %	Zero Defects	40 MH/YR
		TOTAL DIRECT QAE TIME	750 MH/YR

TOTAL QAE TIME (DIRECT X 1.5 for administrative time) = 1125 MH/YR

QAE HOURS = (1125 MH/YR) / (1744 MH/YR/QAE) = 0.64 QAE

Therefore, only one part time QAE billet required. This estimate of time is based upon a 100% utilization of the bid amount for the contract period. The personnel for the inspection will be provided by the OIC inspection staff as the Family Housing Department pays SIOH to OIC.



INSPECTION GUIDE NO.1

Printout cancelled by operator INSPECTION GUIDE NO.1

1. Contract Requirements:

2. Peformance indicators: Standards of Performance

3. Primary Method
of Surveillance:

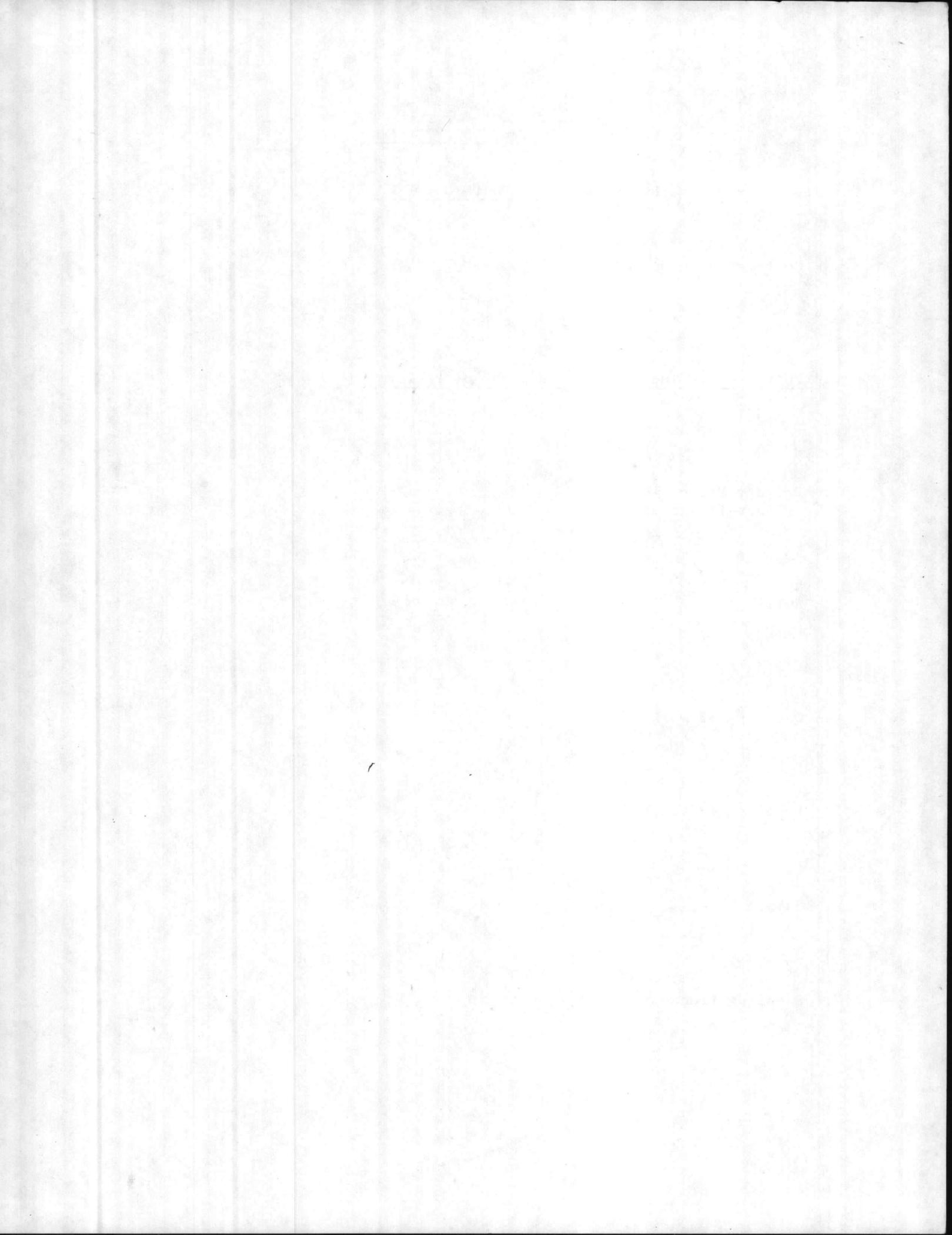
3. AQL:

4. Quantity of Work

5. Level of Surveillance:

6. Sample Size:

7. Sampling Procedure:



8. Evaluation Procedure:

9. Analysis of Results: a. Acceptable if defects less than AQL.

b. Otherwise, unacceptable. Issue CDR.



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