

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

For The

Oak Grove Technologies

SeaPortE Contract Efforts

N00178-05-D-4474

TABLE OF CONTENTS

| | |
|-----|--|
| 1.0 | INTRODUCTION |
| 1.1 | PURPOSE..... |
| 1.2 | PERFORMANCE MANAGEMENT APPROACH |
| 1.3 | PERFORMANCE MANAGEMENT STRATEGY |
| 2.0 | ROLES AND RESPONSIBILITIES |
| 3.0 | IDENTIFICATION OF SERVICES TO BE PERFORMED |
| 4.0 | METHODOLOGIES TO MONITOR PERFORMANCE..... |
| 5.0 | QUALITY ASSURANCE REPORTING |
| 6.0 | ANALYSIS OF QUALITY ASSURANCE MONITORING RESULTS |
| 7.0 | ORGANIZATION STRUCTURE..... |
| 8.0 | FAILURE TO PERFORM..... |

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

1.0 INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in contract award **N00178-05-D-4474**, dated 5/31/2005. This **QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)** sets forth the procedures and guidelines that Oak Grove Technologies will use in evaluating our technical capability and performance factors associated with providing services relevant to SeaPortE task orders.

1.1 PURPOSE

1.1.1. The purpose of the QASP is to describe the systematic methods used to measure performance. The QASP will also identify the resources needed and the deliverables required to satisfy specific tasks. The QASP provides a means for evaluating whether Oak Grove Technologies is meeting the performance standards identified as well as achieving the specified and implied objectives of our customer.

1.1.2 This QASP is designed to define roles and responsibilities, identify the performance objectives, define the methodologies used to monitor and evaluate Oak Grove's performance, describe quality assurance reporting, and describe the analysis of quality assurance monitoring results.

1.2 PERFORMANCE MANAGEMENT APPROACH

1.2.1 The task order RFQ and supporting SOW / PWS structures the acquisition around "what" service is required and the performance end state. This QASP defines the performance management approach taken to monitor, manage, and take appropriate action on Oak Grove Technologies' performance against expected outcomes or performance objectives communicated in the SOW / PWS. Performance management rests upon developing a capability to review and analyze information generated through expectation metrics. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management. The information generated in a performance management approach provides information that indicates whether or not expected outcomes for required services are being achieved adequately by Oak Grove.

1.2.2 Performance management also represents a significant shift from the more traditional Quality Assurance (QA) concepts in several ways. Performance management focuses on assessing whether or not outcomes are being achieved and migrates away from scrutiny on compliance with the processes and practices used to achieve the outcome. An outcome focus provides Oak Grove flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved at the desired levels of performance.

1.3 PERFORMANCE MANAGEMENT STRATEGY

1.3.1 Oak Grove Technologies' Quality Control Plan (QCP) shall set forth the staffing and procedures for self inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. Oak Grove shall develop and implement a performance management system with processes to assess and report their performance to the designated Government representative.

1.3.2 The Government representative will monitor performance and review performance reports furnished by Oak Grove to determine how the Oak Grove is performing against communicated performance objectives. The Government will make decisions based on performance measurement metric data and notify Oak Grove Technologies of those decisions. Oak Grove shall be responsible for making required changes in processes and practices to ensure performance is managed effectively.

2.0 ROLES AND RESPONSIBILITIES

2.1. The Contracting Officer (CO) is responsible for monitoring contract compliance, contract administration and cost control; and resolving any differences between the observations documented by the COR/COTR/ACO, and the Oak Grove's performance.

2.2 The CO will designate one full-time COR/COTR/ACO as the Government authority for performance management.

2.3 The COR/COTR/ACO is responsible for monitoring, assessing, and communicating the technical performance and assisting Oak Grove Technologies. The COR/COTR/ACO will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the contractor's work performance.

3.0 IDENTIFICATION OF SERVICES TO BE PERFORMED

Oak Grove Technologies will provide operations and maintenance support in accordance with the PWS. The performance standards are established in the paragraph of the PWS that covers the specific category of work.

4.0 METHODOLOGIES TO MONITOR PERFORMANCE

4.1 In an effort to curtail contract administration burden, simplified methods of surveillance techniques will be used by the Government to evaluate Oak Grove's performance. The primary methods of surveillance are random checks, observations, inspections, complaints and review of those records and files that are required to be maintained and delivered under this statement of work.

4.2 Oak Grove Technologies is expected to establish and maintain professional communication between its employees and customers. The principal objective of professional communication between employees and customers is customer satisfaction. Performance management drives Oak Grove to be customer focused through initially addressing customer complaints and investigating the issues and/or problems.

NOTE: The customer always has the option to communicate complaints to the COR as opposed to Oak Grove Technologies. The COR will accept the customer complaints and will investigate using the Quality Assurance Monitoring Form – Customer Complaint Investigation.

4.3 The acceptable quality levels for performance are structured to allow Oak Grove to manage how the work is performed while providing negative incentives for performance shortfalls. Oak Grove established the desired performance level at one hundred percent (100%) for certain critical activities such as those involving facility environment, security, chemical biological, radiological, and toxin activities, and accident control. Other levels of performance are keyed to the relative importance of the task to the overall mission performance.

5.0 QUALITY ASSURANCE REPORTING

5.1 The performance management feedback loop begins with the communication of expected outcomes. Performance standards are expressed in the PWS and measured by the required performance metrics. Offerors are directed to provide their own proposal for performance metrics and incentives in the RFP.

5.2 The Government's QA monitoring, accomplished by the COR, will be reported using the monitoring forms. The forms, when completed, will document the COR's understanding of Oak Grove's performance under the contract to ensure that the PWS requirements are being met.

5.2.1 The COR will retain a copy of all completed QA monitoring forms.

6.0 ANALYSIS OF QUALITY ASSURANCE MONITORING RESULTS

6.1 The Government will use the observation methods to determine whether the AQLs have been met. The Government will evaluate the results which then may be translated into the specific negative incentives that cause adjustments to Oak Grove's monthly payments, should performance not meet the AQL's.

6.2 At the end of each month, the QAS will prepare a written report for the ACO summarizing the overall results of the quality assurance monitoring of Oak Grove Technologies' performance. This written report which consists of the Oak Grove's submitted monthly report and the completed Quality Assurance Monitoring Forms will become part of the QA documentation.

6.3 The ACO may require Oak Grove's project manager, to meet with the ACO, QAS, and other Government personnel as deemed necessary to discuss performance evaluation. The ACO will define a frequency of in-depth reviews with Oak Grove Technologies.

6.4 In addition to QA monitoring, the QAS will use the information contained in Oak Grove's monthly report to assess Oak Grove's level of performance for each objective measured in this QASP. The QAS must coordinate and communicate with Oak Grove to resolve issues and concerns of marginal or unacceptable performance. For "less than acceptable" ratings, Oak Grove Technologies should highlight its perspective on factors driving customer satisfaction and present plans to adjust service levels accordingly to bring the satisfaction rating up to an acceptable level.

6.5 The ACO/QAS and Oak Grove Technologies should jointly formulate tactical and long-term courses of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification at the convenience of the PCO/ACO.

7.0 ORGANIZATION STRUCTURE

7.1 Figure 1-1 below shows the organization structure Oak Grove will use in the Quality Assurance Surveillance Plan. It should be noted that the PM reports directly to the President/CEO of Oak Grove and so there will be no bureaucracy involved if the CO and/or COTR have issues that need to be elevated for resolution. Oak Grove’s organization reflects our desire for rapid issue resolution in a manner to minimize management levels, simplify interfaces to customers, and provide clear task responsibility and accountability.

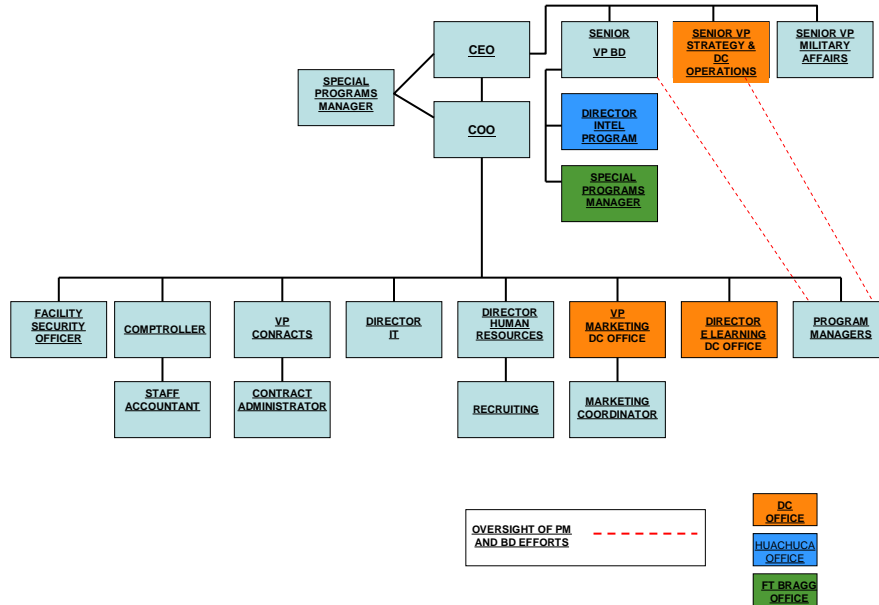


Figure 1-1. Oak Grove Team Organizational Structure.