

**Title: National Laboratory Certification Program - Quality Assurance Surveillance Plan**

No.	Task	Activity	Acceptable Performance Standard	QA Method
A1	Meetings with Government Project Officer (GPO)	Contractor prepares an agenda for each meeting.	<p>Agenda is complete and reflects the contractor's activities since the previous site visit meeting.</p> <p>Agenda is sent to GPO at least 2 weeks before the meeting.</p> <p>Agenda anticipates future activities.</p>	GPO reviews the agenda.
A2	DTAB Meetings	<p>Appropriate contractor staff members attend the DTAB meetings.</p> <p>Contractor assists GPO in developing the agenda.</p> <p>Contractor prepares presentations as requested by the GPO.</p>	<p>Contractor sends only staff members making presentations.</p> <p>Presentations are clear and complete.</p> <p>Presentations are sent to the GPO at least 1 week before the DTAB meeting.</p>	GPO reviews the presentations for compliance with policy and completeness.
A3	Foreign Program Activities	Contractor sends staff members to a foreign country to participate in a meeting as requested by the GPO.	<p>Contractor sends no more than 2 staff members.</p> <p>Staff must have the appropriate expertise in the subject matter of the meeting.</p>	GPO approves the contractor staff selected to attend the meeting.
B1	Standard Operating Procedure (SOP) Manual	Contractor has an SOP manual that describes all aspects of the contractor's program to satisfy the Statement of Work.	Contractor revises the SOP as changes occur.	GPO reviews the SOP during site visits.
B2	Security System	Contractor has procedures to maintain the security of workplace and all the NLCP records.	<p>Contractor staff use passwords to access electronic records.</p> <p>Access to archived records must be documented.</p>	GPO reviews security procedures.
B3	Distributing Documents	Contractor distributes various types of documents and information to inspectors and laboratories upon request of the	Contractor prepares a cover letter explaining the reason for distributing the information.	GPO approves the cover letter and receives a copy of the information

No.	Task	Activity	Acceptable Performance Standard	QA Method
		GPO.	Documents are distributed within 1 week after receiving the request from the GPO.	through the same means of distribution.
B4	Freedom of Information Act (FOIA)	Contractor assists the GPO in preparing and assembling materials in response to FOIA requests.	Contractor prepares a list and provides copies of the documents that are available to the GPO within 1 week.	GPO reviews the materials for completeness.
B5	NLCP Documents	Contractor develops and revises various NLCP program documents.	Contractor prepares the first drafts of required NLCP documents.  Contractor revises the NLCP documents as policies change.  No more than 3 drafts are needed to prepare final documents.	GPO reviews the drafts and approves the final documents.
B6	Mandatory Guidelines	Contractor assists the GPO in revising the Guidelines.	Contractor reviews each draft and recommends changes to the GPO within 2 weeks after the draft is prepared.	GPO monitors contractor response.
C1	Inspector / Laboratory Director Workshop	Contractor presents an annual workshop to inform inspectors and laboratory directors of changes in the NLCP.  Contractor establishes the requirements for trained inspectors to acquire continuing education to retain their active status.  Contractor offers a make-up session for trained inspectors who were unable to attend the annual workshop.	Contractor uses appropriate number of staff members to give the presentations at the workshop.  Length of workshop is sufficient to present all of the changes in the NLCP and to give the attendees sufficient opportunity to ask questions.  Final presentation materials are available 1 week before the workshop is scheduled.  Continuing education requirements are reasonable.	GPO reviews and approves the workshop agenda, presentations, and contractor staff members attending the workshop.  GPO reviews feedback from the workshop attendees.
C2	Contractor Staff Professional Development	Contractor's NLCP contract-dedicated professional staff members may be authorized to	Professional staff members only attend a meeting or take a course where the	GPO approves attendance at professional

No.	Task	Activity	Acceptable Performance Standard	QA Method
		attend one professional meeting or one training course per year using contract funds.	subject matter is related to the NLCP.	meetings or courses.
D	Special Projects	Contractor conducts special projects as requested by the GPO.	<p>Contractor develops a plan to complete each research project.</p> <p>Time to complete each project is reasonable.</p> <p>Interim progress reports are provided at various times.</p> <p>A draft report is available within 2 weeks after completing the project.</p> <p>A final report is available 2 weeks after GPO review.</p>	<p>GPO reviews and approves the plan.</p> <p>GPO monitors timeliness of interim progress reports.</p> <p>GPO reviews and approves the final report.</p>
E	Specimen Investigations	Contractor investigates problems with specimen test results when requested by the GPO.	<p>Contractor initiates each specimen investigation within 2 working days after receiving the request from the GPO.</p> <p>Contractor completes each specimen investigation and reports the findings to the GPO within 1 month after initiating the investigation.</p> <p>Each report is factual and complete.</p>	GPO reviews the report and findings for accuracy and completeness.
F	Special Inspections	Contractor arranges to conduct a special inspection of laboratory when requested by the GPO.	<p>Contractor selects the appropriate inspectors within 2 working days.</p> <p>Contractor schedules the inspection to occur within 3 weeks after receiving the request.</p> <p>Contractor submits a final inspection report to the GPO within 1 week after an inspection is completed.</p> <p>The inspection report is concise and complete.</p>	<p>GPO approves the inspectors selected by the contractor.</p> <p>GPO reviews the report.</p>

No.	Task	Activity	Acceptable Performance Standard	QA Method
G	Reports and Accounting	Contractor provides each report and/or list as specified in the Statement of Work	<p>Each report and list is current and complete.</p> <p>Each report and list is submitted to the GPO IAW the delivery schedule.</p>	GPO reviews reports for accuracy and completeness.
H	Appeals	Contractor assists the GPO in preparing documents to support an adverse action (such as, suspension or revocation) taken against a laboratory.	Contractor prepares a list and copy of the documents supporting the adverse action to the GPO within 3 working days after the request.	GPO reviews all documents when available.
I	NLCP Applications	Contractor sends out NLCP application package upon request.	<p>Application package is sent to requestor within 2 working days.</p> <p>Application package contains current program documents.</p>	<p>GPO monitors time to send out the application packages.</p> <p>GPO reviews application package to ensure it is complete.</p>
J	Cost Tracking System/Database	Contractor tracks and documents all contract costs.	<p>The cost tracking system correctly documents the cost for each task that is reimbursed with federal funds.</p> <p>The cost tracking system correctly documents the cost for each task that is reimbursed with fees collected from labs.</p>	GPO reviews the cost summaries monthly for accuracy and compliance with federal accounting regulations.
K	Evaluation of Applications	Contractor evaluates application packages to determine if a laboratory has the capability to participate in the NLCP.	<p>Contractor completes a review of the application package within 2 weeks after receipt and sends a letter to the applicant laboratory regarding acceptance or rejection of laboratory into the initial certification process.</p> <p>Contractor response to the lab also indicates any actions, if needed, that the lab must take to be accepted into the initial certification process.</p>	GPO reviews laboratory application packages and letters during site visits to determine if the acceptances or rejections were appropriate.

No.	Task	Activity	Acceptable Performance Standard	QA Method
L	Responsible Person (RP) Qualifications	Contractor evaluates the qualifications of each individual proposed to be an RP, co-RP, or Alternate-RP at a lab.	Contractor completes an evaluation within 1 week of receipt of the request and sends a letter to the laboratory stating acceptance, rejection, and/or actions needed to make the individual acceptable.	GPO reviews the RP evaluation process during site visits.
M1	Pre-Inspection Activities	<p>Contractor maintains an inspection program to ensure that each lab is inspected as described in the Mandatory Guidelines.</p> <p>Contractor selects inspectors and arranges all of their travel.</p> <p>Contractor requires labs to submit information that is reviewed by inspectors prior to inspections.</p>	<p>Each inspection is scheduled to occur within 2 weeks of its projected schedule.</p> <p>Contractor selects inspectors and makes travel arrangements at least 4 weeks before the inspection is scheduled.</p> <p>Contractor distributes pre-inspection materials to inspectors at least one week before the inspection.</p>	<p>GPO monitors the inspection schedule monthly.</p> <p>GPO reviews the acceptability of the pre-inspection activities during site visits.</p>
M2	Special Inspections	Contractor schedules special lab inspections when requested by the GPO.	<p>Contractor selects inspectors and schedules inspection to occur within 3 weeks of request from the GPO.</p> <p>Contractor provides a final report to the GPO within 2 weeks after the special inspection has been completed.</p> <p>Contractor tracks all costs associated with each special inspection to ensure that total cost is accurate.</p>	<p>GPO approves the inspectors selected for the special inspection and reviews the inspection report for completeness.</p> <p>GPO reviews the costs to ensure they are accurate.</p>

No.	Task	Activity	Acceptable Performance Standard	QA Method
M3	Inspector Reimbursement	Contractor pays inspectors a consulting fee and reimburses them for all allowable travel expenses.	Contractor ensures that inspectors receive the reimbursements no later than 2 weeks after receiving their travel claims.	GPO reviews the accuracy and timeliness of the reimbursements during site visits.
M4	Post-Inspection Activities	<p>Contractor reviews the inspectors' reports and prepares a final inspection report that provides an outcome for the inspection.</p> <p>Contractor reviews information submitted by a lab in response to the cover letter.</p>	<p>Contractor prepares the final inspection report within 2 weeks after receiving the inspectors' reports.</p> <p>Contractor reviews information submitted by a lab and responds to the lab within 2 weeks after receiving the information.</p>	GPO reviews copies of the reports for compliance with policies and completeness on a continuing basis.
N1	PT Samples	Contractor prepares PT samples as described in the Mandatory Guidelines.	Contractor sends sets of PT samples to each lab IAW the Mandatory Guidelines.	GPO approves the preparation of the sets of samples.
N2	PT Report	Contractor provides a report to each lab summarizing each lab's performance on analyzing the PT samples.	The PT reports are provided to the labs within 2 weeks after receiving all the test results from the labs.	GPO reviews the reports for accuracy and completeness.
N3	PT Program Remedial Action	<p>Contractor has a process to notify a lab when it has not satisfied all the requirements of the PT program.</p> <p>Contractor reviews any additional information submitted by a lab in response to PT deficiencies.</p>	<p>Contractor notifies a lab within 1 week after identifying a deficiency.</p> <p>Contractor completes reviewing additional information within 1 week after receiving the information and sends a response to the laboratory on its evaluation of the information.</p>	GPO reviews the records for completeness and timeliness.
N4	Reference Laboratory Testing	Contractor uses several reference labs to analyze PT samples before they are sent to the labs.	The reference labs verify that all the PT samples were prepared as intended.	GPO monitors the PT samples that were prepared.
O	Transition/Transfer Activity	Contractor has a plan to transfer all records to another contractor when the contract ends.	Contractor submits the plan at least 3 months before the contract expires.	GPO reviews the plan for its feasibility and timeliness.

<b>No.</b>	<b>Task</b>	<b>Activity</b>	<b>Acceptable Performance Standard</b>	<b>QA Method</b>
	Contract Management	Contract is effectively and efficiently managed. The contractor notifies the PO of any problems encountered in the performance of the work and proposes solutions in a timely way.	<p>PO is made aware of all major challenges encountered in performing the work.</p> <p>The contractor always consults with the PO regarding proposed solutions to problems.</p> <p>Major deliveries of reports and other materials are met on time.</p>	<p>PO monitoring. DCM monitoring including required administrative report, subcontracting report, annual property report, accurate invoices and bring problems to the attention of the Contracting Officer as appropriate.</p>