DEPARTMENT OF DEFENSE
Defense Contract Management Agency

INSTRUCTION

Government Contract Quality Assurance (GCQA) Surveillance Planning

Quality Assurance Directorate **DCMA-INST 309**
OPR: DCMA-QA **January 27, 2014**
Administrative Changes, March 23, 2015

NOTE: This publication incorporates new requirements and clarifications, and meets the Agency new **policy format** requirements. Chapters 1 and 2, Appendices, and Glossary were added in accordance with (IAW) the new policy format. Chapter 3 Procedures, remains without substantive change except the following additions:

- 3.1.4. At times it may be appropriate to develop a contract management office (CMO) surveillance planning strategy for a particular geographic area, assignment, team or group of acquisitions for very similar low-risk suppliers. In this case, the CMO may develop a surveillance plan template for accomplishing the initial surveillance activities, which would then follow Government contract quality assurance (GCQA) surveillance adjustment requirements IAW paragraph 3.7.
- 3.2.5.1 The process review (PR) method should be employed to reduce the amount of product examinations (PE) while still maintaining confidence of conforming output and contract compliance. When available, quality assurance (QA) personnel should also validate supplier's process controls and statistical control procedures in order to gain confidence in the supplier's ability to prevent nonconformance. This information should be utilized in the determination and efficient planning of a required PE in order to apply resources effectively.
- 3.5. GCQA SURVEILLANCE PLAN EXECUTION.

In addition to the changes identified in the previous bullet list, there are additional changes within the Instruction that provide further clarification and guidance for GCQA surveillance planning. This Instruction should be read in its entirety.

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1. PURPOSE. This Instruction:

a. Reissues and updates DCMA Instruction (DCMA-INST) "GCQA Surveillance Planning" (Reference (a)).

b. Establishes updated policy and assigns roles and responsibilities for activities involved with GCQA surveillance planning requirements.

c. Is established IAW DoD Directive 5105.64 (Reference (b)), DCMA-INST 501, "Policy Publications Program" (Reference (c)), and all references listed.

2. APPLICABILITY. This Instruction applies to all DCMA activities performing GCQA surveillance actions, including those performing Contingency Contract Administration Services (CCAS) QA operations. For classified contracts with security requirements, exceptions to this Instruction shall be in accordance with supplemental instructions maintained by the Special Programs Directorate.

3. MANAGERS' INTERNAL CONTROL PROGRAM (MICP). This Instruction is subject to evaluation and testing IAW DCMA INST-710, "Managers' Internal Control Program" (Reference (d)). The process flowchart ~~is~~ ***and key controls are*** located ~~at Appendix A~~ ***on the Resource Web Page*****.**

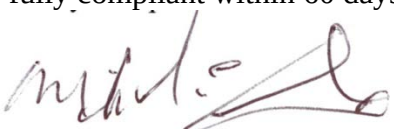
4. RELEASABILITY – UNLIMITED. This Instruction is approved for public release.

5. PLAS CODES.

a. Process 085A - SQA-Surveillance-Customer Requirements
b. Process 085B - SQA-Surveillance-Key Processes
c. Process 085C - SQA-Surveillance-Risk Handling Methods.

6. POLICY RESOURCE WEB PAGE. https://home.dcma.mil/policy/309r

7. EFFECTIVE DATE. By order of the Director, DCMA, this Instruction is effective January 27, 2014, and all applicable activities shall be fully compliant within 60 days from this date.



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REFERENCES

(a) DCMA-INST 309, "***Government Contract Quality Assurance (***GCQA***)*** Surveillance Planning," ~~February 2012 (hereby cancelled)~~ ***January 27, 2014***
(b) DoD Directive 5105.64, "Defense Contract Management Agency (DCMA)," January 10, 2013
(c) DCMA-INST 501, "Policy Publications Program," ~~October 1, 2013~~ ***May 12, 2014***
(d) DCMA-INST 710, "Managers' Internal Control Program," April 21, ~~2104~~ ***2014***
(e) DCMA-INST 318, "QA Development," ~~February 11, 2014~~ ***August 18, 2014***
(f) DCMA-INST 315, "First Level Supervisory Review," ~~January 31, 2013~~ ***July 24, 2014***
(g) DCMA-INST 323, "Data Collection and Analysis," May 15, 2013
(h) DCMA-INST 326, "Risk Assessment - QA," February 28, 2012
(i) DCMA-INST 302, "First Article and Production Lot Testing," December 17, 2013
(j) DCMA-INST 303, "Critical Safety Items - QA," April 10, 2013
(k) DCMA-INST 320, "Navy Special Emphasis Program (NSEP)," October 24, 2013
(l) DCMA-INST 325, "Contract Technical Review," January 23, 2014
(m) DCMA-INST 317, "Air Launch and Recovery Equipment Critical Safety Items (ALRE CSI) Surveillance," July 1, 2013
(n) DCMA-INST 308, "Safety of Flight (SOF) - QA," February 15, 2013
(o) DCMA-INST 307, "National Aeronautics and Space Administration Support," February 2010
(p) DCMA-INST 205, "Major Program Support," December 4, 2013
(q) DCMA-INST 304, "Packaging Management Program," May 2, 2013
(r) DCMA-INST 312, Standard Inspection Requirements," May 15, 2013
(s) Federal Acquisition Regulation (FAR), Subpart 52.246-11, "Higher-Level Contract Quality Requirement"
(t) DCMA-INST 322, "Quality System Audit," September 30, 2011
(u) DCMA-INST 324, "Product Examination," July 26, 2013
(v) DCMA-INST 311, "Process Review - QA," July 31, 2013
(w) Defense Federal Acquisition Regulation Supplement (DFARS), Subpart 237.172, "Service Contracts Surveillance," ~~April 12, 2013~~ ***December 11, 2014***

CHAPTER 1

POLICY

1.1. POLICY. It is DCMA policy that:

1.1.1. QA personnel develop GCQA surveillance plans which incorporate effective risk mitigation strategies that define methodologies and techniques used to reduce the likelihood of risk causes and to establish a basis of confidence that the supplies meet the quality and technical requirements of the contract.

(**NOTE:** The terms "supplies" and "service" are considered synonymous with the term "product" throughout this Instruction.)

1.1.2. GCQA surveillance plans are developed in conjunction with a risk assessment that considers item criticality, consequence of nonconformance (impact), and likelihood of occurrence.

1.1.3. Where applicable, QA personnel maximize the use of PR to promote the prevention of defects versus PE for the detection of defects. When available, QA personnel validate and utilize to the maximum extent possible, supplier process controls and statistical control procedures in order to determine and apply effective and efficient resources.

1.2. ORDER OF PRECEDENCE. In the event of conflicts between the surveillance plan, DCMA policy publications, and the contract, the contract takes precedence.

1.3. WAIVER/DEVIATION AUTHORITY. Approval of waivers and deviations to this Instruction is not authorized at the Operations level. Waivers and deviations are to be processed IAW DCMA-INST 501 (Reference (c)).

CHAPTER 2

ROLES AND RESPONSIBILITIES

2.1. CONTRACT MANAGEMENT OFFICE (CMO) COMMANDER/DIRECTOR. The quality of surveillance plans are the responsibility of the CMO Commander for those developed and maintained under their purview. They shall establish effective controls and appropriate managerial approval levels to ensure compliance with this Instruction.

2.2. CMO QA FUNCTIONAL DIRECTOR.

2.2.1. CMO QA functional directors must obtain authorization for the rejection of a quality assurance letter of instruction (QALI) from their respective headquarters (HQ) Operations Directorate (i.e., Special Programs, International and Operations).

2.2.3. CMO QA functional directors must ensure all QA personnel receive training and understand the requirements of this Instruction.

2.3. QA FIRST-LEVEL SUPERVISOR (FLS). The QA FLS must:

2.3.1. Ensure QA personnel possess the necessary competencies to perform the tasks defined in this Instruction as related to the assigned facility, program, contract, or product IAW DCMA-INST 318, “QA Development” (Reference (e)).

2.3.2. IAW DCMA-INST 315, “First Level Supervisory Review” (Reference (f)), ensure QA personnel develop, execute, maintain and adjust GCQA surveillance plans IAW this Instruction.

2.4. QA PERSONNEL. QA personnel must:

2.4.1. Develop and document a GCQA surveillance plan and adjust the strategy as warranted by data analysis IAW DCMA-INST 323, “Data Collection and Analysis” (Reference (g)), for:

2.4.1.1. Risk causes identified IAW DCMA-INST 326, “Risk Assessment - QA” (Reference (h)).

2.4.1.2. Risk causes associated with first article testing/production lot testing and critical safety items as prescribed in DCMA-INST 302, “First Article and Production Lot Testing” (Reference (i)), and DCMA-INST 303, “Critical Safety Items - QA” (Reference (j)).

2.4.1.3. Navy special emphasis programs IAW DCMA-INST 320, “Navy Special Emphasis Program (NSEP)” (Reference (k)).

2.4.2. Assure GCQA surveillance events which serve as a basis of confidence for product acceptance have been accomplished IAW the established GCQA surveillance plan.

2.4.3. Request QA engineer assistance when additional technical expertise may be needed for surveillance planning. Areas where assistance may be warranted include, but are not limited to: automatic test equipment, materials, special processes, nondestructive test, process capability, and statistical process control.

CHAPTER 3

PROCEDURES

3.1. GCQA SURVEILLANCE PLAN CONSIDERATIONS. QA personnel must develop risk-based GCQA surveillance plans by performing a risk assessment IAW DCMA-INST 326 (Reference (h)).

3.1.1. GCQA surveillance planning starts with a detailed contract technical review (CTR) IAW DCMA-INST 325, "Contract Technical Review," (Reference (l)). This review should also include any applicable QALIs, Letters of Delegation (LOD), and Memorandums of Agreement (MOA). This review includes place of performance contracts by QA personnel located at both the prime contractor and additional place(s) of performance.

3.1.2. If contract requirements include any of the following, QA personnel should refer to the applicable DCMA instruction to ensure surveillance planning is performed as required:

- Air Launch and Recovery Equipment Critical Safety Items (ALRE CSI Surveillance) (DCMA-INST 317 (Reference (m)))
- Navy Special Emphasis Program (DCMA-INST 320 (Reference (k)))
- Critical Safety Items (DCMA-INST 303 (Reference (j)))
- Safety of Flight (DCMA-INST 308, "Safety of Flight (SOF) – QA" (Reference (n)))
- National Aeronautics and Space Administration Support (DCMA-INST 307 (Reference (o)))
- First Article Test (DCMA-INST 302, "First Article and Production Lot Testing" (Reference (i)))
- Major Program Support (MPS) (DCMA-INST 205, "Major program Support" (Reference (p)))

3.1.3. Surveillance planning of Preservation, Packing, Packaging and Marking (PPP&M) must be considered IAW DCMA-INST 304, Packaging Management Program" (Reference (q)).

3.1.4. GCQA surveillance plans may be based on a specific contract, program or facility. At times it may be appropriate to develop a CMO surveillance planning strategy for a particular geographic area, assignment, team or group of acquisitions for very similar low-risk suppliers. In this case, the CMO may develop a surveillance plan template for accomplishing the initial surveillance activities, which would then follow GCQA surveillance adjustment requirements IAW paragraph 3.6.

3.1.5. The overall scope of surveillance activity must be based upon the results of the risk assessment and traceable to each applicable risk statement on the risk profile (see Figure 1).

3.1.6. Risk Consequence. Risk consequence cannot be influenced by GCQA surveillance. However, the scope of the surveillance must be based on the risk consequence. The greater the risk consequence is, the greater the scope of the surveillance must be.

3.1.6.1. High-risk consequences may require system, process, and product or service surveillance, whereas low-risk consequences may only require occasional reviews of the supplier's control mechanisms. Similarly, high-risk consequences may require surveillance of an entire process or system while low-risk consequences may require surveillance of only selected elements.

3.1.7. Risk Likelihood. Risk likelihood drives the frequency and intensity of GCQA surveillance activity. Where the likelihood of occurrence is high, surveillance should be performed more frequently until the likelihood of occurrence is reduced to an acceptable level.

3.1.7.1. For the purposes of GCQA surveillance planning, frequency may be expressed in terms of time (e.g., every month) or in terms of throughput (every third lot). Intensity may be expressed in terms such as 100 percent, or sampling terms such as acceptable quality level or verification level.

3.1.8. Surveillance Planning for QALIs. For QALIs containing a mixture of both specific mandatory surveillance requirements and more general identification of risks areas (contract clauses, processes, or characteristics) or surveillance activity, the mandatory aspects do not need to be risk-assessed. The mandatory surveillance activities must be identified in the surveillance plan. Non-mandatory planned activities resulting from CTR and risk assessment must also be identified in the surveillance plan IAW this Instruction.

3.1.8.1. If QALI requirements are determined to be excessive or vague, QA personnel must inform the customer and recommend alternative surveillance strategies, supported by performance data and/or analysis. If the concern is not resolved, the issue must be elevated through the chain of command for the determination to accept or reject the QALI.

3.1.8.2. If the QA functional director, CMO Deputy, or CMO Commander/Director determine a customer QALI should be rejected, the QA functional director must obtain authorization for the rejection from their respective HQ Operations Directorate (i.e., Special Programs, International, Operations). The QALI will be performed as requested until authorization is received.

3.1.9. Surveillance Planning for MPS. QA personnel must work closely with their assigned Program Integrator/Support Program Integrator to ensure a unified approach to surveillance planning and reporting. QA personnel must ~~develop their surveillance plans~~ ***provide support to their assigned PST*** IAW DCMA-INST 205 (Reference (p)).

3.1.10. Planning for Letters of Delegation (LOD). For sub-tier supplier locations with LODs requesting to verify, perform, or witness specific tasks only, the development of a surveillance plan is not required. In such cases, the list of activities specified in the delegation serves as the surveillance plan.

3.1.11. Qualified Product List (QPL), Qualified Manufacturer List (QML), and Qualified Supplier List (QSL) Surveillance. When requested by the DoD-responsible activity, QPL, QML, and QSL surveillance must be accomplished IAW the instructions received. The requested

surveillance must be performed even though there may be no active contracts at the supplier facility.

3.1.11.1. When the specified surveillance instructions are excessive (e.g., witnessing of lengthy or automated tests), QA personnel must establish a dialog with the issuing activity and propose alternative surveillance. If an agreement cannot be reached, the issue must be elevated through the chain of command.

3.1.11.2. When requested, QA personnel must make their historical data on supplier operations available to DoD activities conducting QPL, QML, and QSL audits.

3.1.12. Raw material guidance is available for surveillance planning consideration on the Resource Web page (see Supplemental Guidance for Raw Material Requirements and Processes Affecting Material Properties).

(**NOTE:** For additional CCAS-specific instruction regarding establishment of GCQA surveillance plans, refer to paragraphs 3.1.13. through 3.1.13.1.4., which were added in Appendix C.)

3.2. GCQA SURVEILLANCE PLAN ACTIVITIES. Surveillance plans must identify or reference the planned surveillance activities that address each risk cause identified during CTR and the risk assessment process.

(**NOTE:** The surveillance plan does not have to address every process employed by a supplier or identified on the facility process list. The risk assessment process identifies if the systems/ processes/characteristics should have surveillance based on their potential consequence if noncompliant, and the likelihood of the supplier producing and delivering noncompliant product.)

3.2.1. The GCQA surveillance plan must address each characteristic, product, process, or system identified as a potential risk cause and identify the method, frequency, intensity and, as applicable, schedule of surveillance.

(NOTE: Low likelihood risk causes are an identified risk and GCQA surveillance activities are required to mitigate that risk.)

3.2.1.1. Scope, intensity, and frequency for GCQA surveillance activities must be established to meet customer-directed requirements, assure the supplier is meeting contractual requirements, and to establish and maintain a basis of confidence for product/service acceptance.

3.2.1.2. The surveillance methods, intensity, and frequency should be commensurate with the identified risk.

3.2.1.3 The GCQA surveillance plan must identify any risk cause delegated to a supporting CMO.

3.2.2. QA personnel should determine whether the supplier has an inspection system that is acceptable to the government IAW DCMA-INST 312, "Standard Inspection Requirements" (Reference (r).

3.2.3. When the CTR identifies a requirement for a Quality Management System (QMS) (refer to FAR, Subpart 52.246-11, "Higher-Level Contract Quality Requirement" (Reference (s))), the QMS or specific QMS clauses must be identified as a risk cause(s) and the GCQA surveillance plan must:

- Identify system audit as the method to be used
- Identify the clauses or sub-clauses to be audited, if a partial audit is identified
- Include schedules and/or frequency for planned audits based on the likelihood risk (the maximum time period for the full QMS must be IAW DCMA-INST 322, "Quality System Audit" (Reference (t)))

(**NOTE:** For additional CCAS-specific instruction regarding how system audits will be conducted, refer to Appendix C paragraph 3.2.3.1.)

3.2.4. When the risk cause is identified as a process, the GCQA surveillance plan must identify it for PR and/or PE.

3.2.4.1. PE normally will not be selected alone and, if selected, paragraph 3.7.1 of DCMA-INST 324, "Product Examination" (Reference (v)) must be complied with.

3.2.4.2. PR should also be employed to reduce the amount of PE required for confidence that the process is producing conforming output. If all of the characteristics selected to be evaluated are verifiable, then a PE would be a part of the surveillance methodology**.**

3.2.4.3. When the likelihood rating is moderate or high, and PR is the only selected surveillance method, the frequency of the PR must be commensurate with the risk but accomplished semiannually, as a minimum. If PE is also used to mitigate risk, the frequency of PR may be extended up to three additional months.

(**NOTE:** This requirement is not applicable for CCAS operations.)

3.2.4.4. The PR portion of the surveillance plan must identify if the PR will be completed as a single event or incrementally, and identify the frequency, schedule, and identification of the process outputs to be verified IAW DCMA-INST 311, "Process Review - QA" (Reference (u)).

3.2.4.5. Production rates must be considered when establishing the frequency for recurring PRs. PRs must be scheduled at intervals of no greater than one year when either of the following occurs:

- Identified risk cause is a special process
- Process is associated with a high-consequence risk cause

3.2.5. When the risk cause is identified as a product characteristic or feature, the GCQA surveillance plan must include PE as part of the surveillance methodology.

3.2.5.1 The PR method should be employed to reduce the amount of PEs while still maintaining confidence of conforming output and contract compliance. When available, QA personnel should also validate supplier's process controls and statistical control procedures in order to gain confidence in the supplier's ability to prevent nonconformance. This information should be utilized in the determination and efficient planning of a required PE in order to apply resources effectively.

3.2.5.2. A PE should be planned and performed as early in the product realization process as practicable. The higher the performance risk likelihood, the greater the benefit of an early PE.

3.2.5.3. The GCQA surveillance plan must identify the specific characteristics to be verified or reference a supplemental document that identifies the specific characteristics. The plan must also identify the intensity and frequency of planned PEs. Multiple characteristics of the same product may be verified using PEs with different frequencies and intensities.

(**NOTE:** For additional CCAS-specific instruction for PR scheduling, service examinations (SE), and service examinations not performed (SENP) refer to Appendix C paragraphs 3.2.6. through 3.2.6.3.)

3.3. GCQA SURVEILLANCE PLAN ANALYSIS. The GCQA surveillance plan must include the plan for data collection and analysis (DC&A) as prescribed by DCMA-INST 323 (Reference (g)) and, as a minimum, address the following:

- Data to be collected
- Frequency of collection
- Method of analysis
- Frequency of analysis

(**NOTE:** For additional CCAS-specific instruction regarding DC&A, refer to Appendix C paragraph 3.3.1.)

3.4. GCQA SURVEILLANCE PLAN DOCUMENTATION. QA personnel must document the GCQA surveillance plan details to include the following items:

- Supplier name, commercial and Government entity (CAGE) code, and address
- Supplier point of contact
- Name of CMO QA personnel
- Scope of plan (i.e., facility, contract, program, team)
- Contract number (for contract-specific plan)
- Highest level quality requirement (AS9100C, ISO-9001:2008, Standard Inspection, etc.)
- Facility process list

- Risk statements and their associated risk consequence rating
- Performance factors
- Risk causes and their associated risk likelihood ratings
- Planned and scheduled surveillance activities
- The location of surveillance data records
- The date the plan was first developed (in its current format) if known, revision date, and a comment of what changed or a reference to a record containing a description of what changes/adjustments were made to surveillance

3.4.1. The plan portion of the RPP form may be used to document the surveillance plan (see Figure 1). The RPP form is particularly useful for many sustainment contracts.

Figure 1. Risk Profile and Plan (RPP) Form

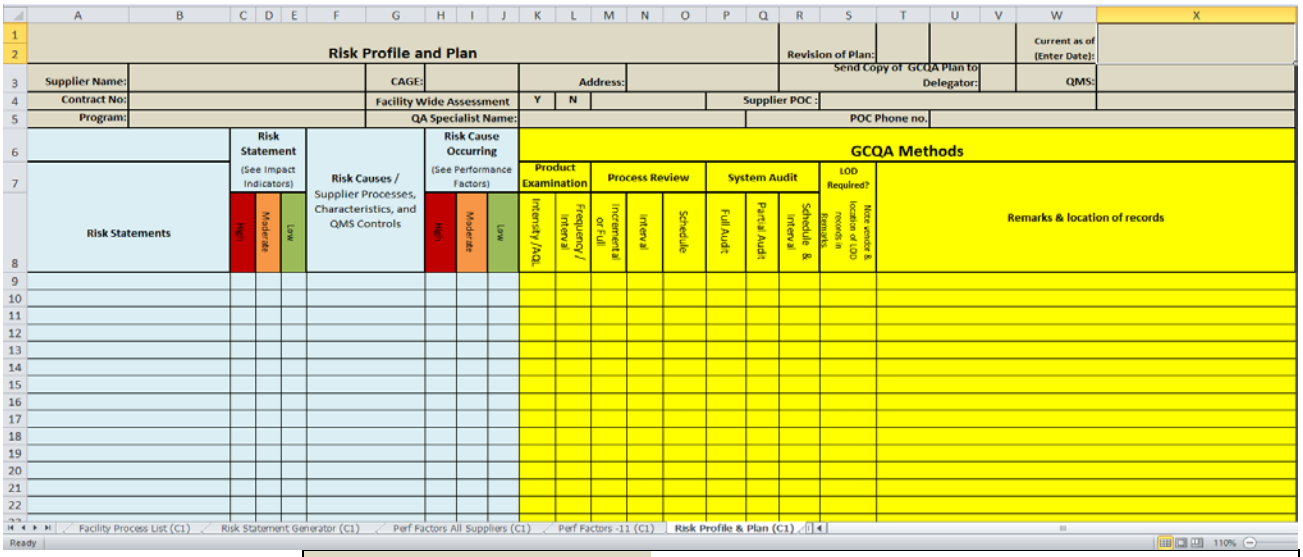

Figure 1 Legend

General Information	Mandatory Use
Risk Profile Information	Mandatory Use
GCQA Surveillance Plan	Establishing and maintaining a surveillance plan is mandatory. Use of this specific form for surveillance planning is optional, but highly recommended.

3.5. GCQA SURVEILLANCE PLAN EXECUTION. Surveillance activity must be executed IAW the developed GCQA surveillance plan and all applicable instructions to include: DCMA-INST 324 (Reference (u)); DCMA-INST 311 (Reference (v)); DCMA-INST 322 (Reference (t)); and DCMA-INST 323 (Reference (g)). The results of the GCQA efforts/activities shall be documented IAW the instruction for each applicable surveillance activity.

3.6. GCQA SURVEILLANCE PLAN ADJUSTMENTS. QA personnel must update the GCQA surveillance plan as changes in risk occur.

3.6.1. Updates may be based on a single risk event as described during risk assessment (refer to DCMA-INST 326 (Reference (h))) or on the results of DC&A (see DCMA-INST 323 (Reference (g)).

(**NOTE:** For additional CCAS-specific instruction regarding surveillance plan updates, refer to paragraph 3.6.2., which was added in Appendix ~~C~~***A***.)

CHAPTER 4

COMPETENCIES AND CERTIFICATIONS

4.1. QA DEVELOPMENT. Competency and certification requirements for all QA personnel are addressed in DCMA-INST 318 (Reference (e)), and the Training Competency Assessment Tool link located on the Resource Web page.

APPENDIX A

CONTINGENCY CONTRACT ADMINISTRATION SERVICES (CCAS) REQUIREMENTS

C.1. Paragraphs 3.1.13. through 3.1.13.1.4. The following CCAS-specific instructions are included after paragraph 3.1.11 in this Instruction.

3.1.13. GCQA surveillance plans must be established for each forward operating base (FOB)/contingency operating base (COB).

3.1.13.1. If a quality assurance surveillance plan (QASP) has been provided by the customer in conjunction with the preparation of the statement of work (DFARS, Subpart 237.172, "Service Contracts Surveillance" (Reference (w)), it must be factored into the GCQA surveillance plan for each FOB/COB.

3.1.13.1.1. In some cases, the QASP may serve as the basis for oversight and a risk profile/surveillance plan may not be needed.

3.1.13.1.2. A QASP may specify actions, reports, or other activities which may deviate from DCMA policy. In such cases, every attempt must be made to execute the customer's QASP as written. Reason(s) for not completing the QASP as specified must be documented.

3.1.13.1.3. If QASP requirements are determined to be excessive or vague, QA personnel must inform the customer and recommend alternative surveillance strategies, supported by performance data and/or analysis.

3.1.13.1.4. QASP requirements that depart from DCMA policy do not require a deviation/waiver (refer to DCMA-INST 501 (Reference (c)).

C.2. Paragraph 3.2.3.1. The following CCAS-specific instruction is included after paragraph 3.2.3. in this Instruction.

3.2.3.1. The theater technical director or designee will detail how system audits will be conducted, since the execution of the QMS extends throughout the area of responsibility. The time period for the full QMS must not exceed 12 months in order to provide sufficient input for award-fee data collection and analysis on incentive and award-fee contracts.

C.3. Paragraphs 3.2.6. through 3.2.6.3. The following CCAS-specific paragraphs are included after paragraph 3.2.5.3. in this Instruction.

3.2.6. Process reviews, in addition to or in lieu of SEs, must be scheduled as needed based on risk.

3.2.6.1. SEs, using established checklists, are the equivalent of PEs. Referencing the checklists in the surveillance plan is sufficient identification of specific characteristics to be verified. Frequency of SEs must be based on the likelihood risk rating established for each service (reference DCMA-INST 326, paragraph 6 (Reference (h))). SEs must be conducted as indicated in Table 1:

Table 1. Service Examination (SE) Frequencies by Risk Rating.

Risk Rating	Frequency
High	Twice monthly: 1 audit by a contracting officer representative (COR) and 1 audit by a quality assurance representative (QAR)/Government technical product representative (GTPR). Both audits may be completed by either the COR or the QAR/GTPR when one or the other is unavailable).
Moderate	Monthly
Low	Periodic checks sufficient enough to maintain awareness of the service and any changes which may influence and require adjustment of its rating.

3.2.6.2. The following SEs must be conducted as indicated in Table 1:

- Daily situational reports
- Service orders/service order reports
- Generator/equipment logs
- Contractor QA inspection reports
- Contractor nonconformance reports and DCMA corrective action reports/corrective action plans
- Pest management reports
- Fire inspection reports
- Water production and distribution reports
- Customer survey reports
- Electrical distribution plans
- Any additional data available

(**NOTE:** Examinations and travel to site should be attempted by QASs/GTPRs. The desk service examination (DSE) should be done near the last week of the month and all documented travel and other prohibiting issues throughout the month must be annotated in the summary block of the SE record. A DSE must be noted with "DSE" placed at the end of the file name of each desk examination performed.)

3.2.6.3. Service Examination Not Performed (SENP). If contractor personnel cannot be reached to perform a DSE, a SENP may be submitted after obtaining lead QAR approval. The SENP is documented on a SE record with a detailed explanation documented in the summary block as to why a non-site and DSE could not be performed. The questions in a SENP audit do not have to be marked as not applicable or not observed. Every service must have either an audit performed or a SENP document.

C.4. Paragraph 3.3.1. The following CCAS-specific instruction is included after paragraph 3.3. in this Instruction.

3.3.1. DC&A must be conducted monthly in order to identify potential adjustments to the GCQA surveillance plan. In addition, the QAR will use DC&A results as input into award-fee inputs on incentive and award-fee contracts.

C.5. Paragraph 3.6.2. The following CCAS-specific instruction is included after paragraph 3.6.1. in this Instruction.

3.6.2. CCAS-Specific Instruction. Within 60 days of assignment, QA personnel must update the GCQA surveillance plan. If no surveillance plan changes are necessary, it must be annotated as such in the plan. Thereafter, QA personnel must update the GCQA surveillance plan due to changes in risk.

GLOSSARY

DEFINITIONS

Critical Application Item. An item that is essential to weapon system performance or operation, or the preservation of life or safety of operating personnel, as determined by the military Services.

Critical Safety Item. A subset of Critical Application Item. A part, assembly, or support equipment whose failure could cause loss of life, permanent disability, major injury, loss of a system, or significant equipment damage.

ACRONYMS

ALRE CSI	air launch and recovery equipment critical safety items
CAGE	commercial and Government entity
CCAS	contingency contract administration services
CMO	contract management office
COB	contingency operating base
COR	contracting officer representative
CTR	contract technical review
DC&A	data collection and analysis
DCMA-INST	DCMA Instruction
DFARS	Defense Acquisition Regulation Supplement
DSE	desk service examination
FAR	Federal Acquisition Regulation
FLS	first-level supervisor
FOB	forward operating base
GCQA	Government contract quality assurance
GTPR	Government technical product representative
HQ	headquarters
IAW	in accordance with
KC	key control
LOD	letter of delegation
MICP	managers' internal control program
MOA	Memorandum of Agreement
PE	product examination
PLAS	Performance Labor and Accounting System
PPP&M	Preservation, Packing, Packaging and Marking
PR	process review
QA	quality assurance
QALI	quality assurance letter of instruction
QAR	quality assurance representative
QASP	quality assurance surveillance plan
QML	qualified manufacturer list
QMS	quality management system

QPL	qualified product list
QSL	qualified supplier list
RPP	risk profile and plan
SE	service examination
SENP	service examination not performed