

PERFORMANCE REQUIREMENTS SUMMARY

Factor No.	Performance Indicator	Performance Standard	AQL Maximum Allowable Degree If Deviation (Acceptable Quality Level)	Method – Type of Surveillance Reduction When AQL Exceeded	Incentive/Disincentive for meeting or not meeting the performance standards
1	Shipment schedule is met.	All quotas are delivered to Medical Centers per established schedule.	1 discrepancy per month	COR Weekly inspection	Negative impact will be reflected on past performance evaluation - CPARS
2.	Weights are accurate	Weight processed/ received equals weight billed	2 discrepancies per month	COR Delivery tickets and daily weight records	Negative impact will be reflected on past performance evaluation - CPARS
3.	Laundry is clean	Laundry is clean, dry, free of lint and odor, spots and stains removed.	.25% per gross wt. processed each month.	Random Sampling - carts of clean linen, daily by COR	Negative impact will be reflected on past performance evaluation - CPARS
4.	Whiteness and tensile strength retention.	Test specimen laundered IAW standard textile laboratory practice.	5% deviation after washing for whiteness retention and tensile strength loss per test	Contractor furnished specimens per independent laboratory.	Negative impact will be reflected on past performance evaluation - CPARS
5.	Proper textile finish for items	All articles are properly processed; articles are free from wrinkles and scorches; IAW Stds.	.25% per month	Random Sampling – carts clean linen, daily.	Negative impact will be reflected on past performance evaluation - CPARS
6.	Packaging is properly accomplished.	Laundered items are bundled, tied, wrapped, covered, etc.	.25% per month	Random Sampling – carts clean linen, daily.	Negative impact will be reflected on past performance evaluation - CPARS
7.	Provide required reports.	Data required submitted on time.	1 discrepancy per month.	Check list	Negative impact will be reflected on past performance evaluation - CPARS
8.	Damaged Clean linen items.	Laundered items are not physically damaged due to improper processing or carelessness.	2.5 percent per month	Random Sampling - carts of clean linen, daily.	Negative impact will be reflected on past performance evaluation - CPARS
9.	Response	CPM responds within 1 hr. to request for contact from CO, COR.	1 discrepancy per month.	COR awareness	Negative impact will be reflected on past performance

					evaluation - CPARS
10.	Transport / Storage trailers/carts are cleaned with a tuberculocidal germicide/disinfectant, after unloading the soiled linen and prior to loading the trailer/cart with clean linen.	Trailers/carts are clean, dry, and free of visible soil	2.5 %	Daily inspections	Negative impact will be reflected on past performance evaluation - CPARS
11.	Emergency response.	Contractor responds to emergency service request within one hour.	N/A	Customer Complaint	Negative impact will be reflected on past performance evaluation - CPARS