

## Offeror's Quality Control Plan Content

### Criterion 1—Management

1. Establish a functional responsibilities and levels of authority for contractor personnel designated to manage and assess work.
2. Establish management processes for planning, scheduling and providing resources for the work.

### Criterion 2—Personnel

1. Establish processes to hire, train, and qualify personnel to be capable of performing their assigned work.
2. Establish process to verify personnel have and maintain a valid driver's license.

### Criterion 3—Management/Quality Improvement

1. Establish processes to identify, control and correct problems that hinder performances or do not meet contract requirements.

### Criterion 4—Performance/Work Processes

1. Establish procedures required to perform work consistent with the SOW, administrative controls, safety controls, and contract requirements using approved instructions, procedures or other appropriate means.
2. Identify the specific tasks needed to perform the work.
3. Identify how personnel will be trained.
4. Describe how work will be organized.

### Criterion 5—Assessment

1. Establish process to conduct internal assessments to measure the adequacy of work performance and to promote improvement.
2. Identify the recommended methods the Government should use in its QASP to monitor and assess the contractor's performance to ensure that the work meets the Government's objectives. (Common methods used to monitor performance via the QASP are random sampling, periodic sampling, visual examination, customer complaints.)