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**RE: [Customer Name]
[Job Name]
[JOB # _____]**

**Quality Assurance Surveillance Plan (QASP)
Of *METFAB METALS, LLC* ("MMLLC")**

No agent, employee or other representative of yours---or any other third party--- has the authority/right to modify, extend or amend the terms/conditions of this **QASP** beyond those stated herein, except in a writing signed by all of the parties in appropriate form. **MMLLC** disclaims and cannot warrant, guarantee or make any representations regarding the use or the results of the use of the parts/products supplied by you, or others and/or not in strict conformance with the plans and specifications of the subject job.

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[TBS]

This QASP is intended to be available to all customers as well as employees and familiar to them to the degree relevant to their respective duties. It provides the guidance necessary to fully comply with the subject contract and law, as well as all other controlling regulation. See inside for more detail. If you still have any questions, please address them immediately, as they arise, to Management.



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QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

INTRODUCTION

This quality assurance surveillance plan (*QASP*) is issued pursuant to the requirements listed in [*Contract Plans & Specs*]. This *QASP* sets forth the procedures and guidelines *MMLLC* will use in ensuring the required performance standards or services levels are achieved by the contractor.

Purpose

The purpose of the *QASP* is to describe the systematic methods used to monitor performance and to identify the required documentation and the resources to be employed. The *QASP* provides a means for evaluating whether the parties are meeting the performance standards/quality levels identified in the contract documents and the contractor's quality control plan (*QCP*), and to ensure that the Owner pays only for the level of services received, as specified.

This *QASP* defines the roles and responsibilities of all members of the integrated project team, identifies the performance objectives, defines the methodologies used to monitor and evaluate the contractor's performance, describes quality assurance documentation requirements, and describes the analysis of quality assurance monitoring results.

Performance Management Approach

This structures the acquisition around "what" service or quality level is required, as opposed to "how" the contractor should perform the work (i.e., results, not compliance). This *QASP* will define the performance management approach taken by *MMLLC* to monitor and manage all contractor's performance to ensure the expected outcomes or performance objectives communicated in the contract documents are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information



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that indicates whether expected outcomes for the project are being achieved by the contractor.

Performance management focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the contractor to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. The only exceptions to process reviews are those required by law (federal, state, and local) and compelling business situations, such as safety and health. A “results” focus provides the contractor flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

Performance Management Strategy

The contractor is responsible for the quality of all work performed. The contractor measures that quality through the contractor’s own quality control (QC) program. QC is work output, not workers, and therefore includes all work performed under this contract regardless of whether the work is performed by contractor employees or by subcontractors. The contractor’s QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements. The contractor will develop and implement a performance management system with processes to assess and report its performance to the designated government representative. The contractor’s QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. This QASP enables the government to take advantage of the contractor’s QC program.

The Owner’s representative(s) may monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. It will make determinations based on performance measurement metric data and notify the contractor of those decisions. The contractor will be



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responsible for making required changes in processes and practices to ensure performance is managed effectively.

ROLES AND RESPONSIBILITIES

MMLLC

MMLLC is responsible for monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by the Owner and/or its representatives," "quality assurance representative (QAR)," or "program manager (PM)" and the contractor. ***MMLLC*** will designate one full-time QA inspector for performance management. The number of additional representatives serving as technical inspectors will depend on the complexity of the services measured, as well as the contractor's performance, and the items, products, raw materials, etc identified.

Basically, ***MMLLC*** will monitor and document all materials, supplies, items, received to fulfill its duties under the Contract Documents, per these rules and otherwise. In doing so, the broad outline of its documentation will trace and report the following:

- 1. All Bills of Lading and//or other delivery receipts/proofs of delivery;***
- 2. Mill certifications (where applicable);***
- 3. "Made in America" certifications (where applicable);***
- 4. Tests Reports/certifications (where applicable);***
- 5. Pictures of delivery process, products, product count, etc....***
- 6. As otherwise agreed upon in Contract Documents.***

The Owner's Technical Representative

The Owner's technical representative will be designated in writing to act as its, his or her authorized representative to assist in administering these processes. All limitations will be contained in the written appointment letter. This person will be responsible for technical administration of the project and will ensure Owner's surveillance of performance. This Owner representative is not empowered to make any contractual commitments or



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to authorize any contractual changes. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to *MMLLC* and/or its designated representative for any further action. Only *MMLLC* and/or its designated representative will have the responsibility for completing *QA* monitoring forms used to document the inspection and evaluation of any work performance and the items, products, raw materials, etc obtained.

METHODOLOGIES TO MONITOR PERFORMANCE

Surveillance Techniques

In an effort to minimize the performance management burden, simplified surveillance methods shall be used to evaluate contractor performance when appropriate. The primary methods of surveillance are (include those that apply)

- Random monitoring, which shall be performed by the designated inspector.
- 100% Inspection – shall be performed by the designated inspector and he shall review the generated documentation, in his discretion and enter summary results into the Surveillance Activity Checklist.
- Periodic Inspection – Owner rep may perform the periodic inspection on a monthly basis.

Customer Feedback

The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints.

Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed, and must be forwarded to *MMLLC* who will accept those customer complaints and investigate using the *Quality Assurance Monitoring Form*.



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Customer feedback may also be obtained from the results of random customer complaints.

QUALITY ASSURANCE DOCUMENTATION

Monitoring Forms

QA surveillance will be reported using the monitoring forms. The forms, when completed, will document the assessment of the contractor's performance under the contract to ensure that the required results are being achieved.

MMLLC will retain a copy of all completed *QA* surveillance forms.

ANALYSIS OF QUALITY ASSURANCE ASSESSMENT

Determining Performance

MMLLC and/or Owner will use the monitoring methods cited to determine whether the performance standards/service levels have been met. If any contractor has not met the minimum requirements, it may be asked to develop a corrective action plan to show how and by what date it intends to bring performance up to the required levels.

Reporting

At the end of each month, *MMLLC* may prepare a written report summarizing the overall results, *if any*, of the quality assurance surveillance of performance. This written report, which includes the contractor's submitted monthly report and the completed quality assurance monitoring forms (Attachment 2), will become part of the *QA* documentation. It will enable *MMLLC* to demonstrate whether all contractors are meeting the stated objectives and/or performance standards, including technical/scheduling objectives.



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Reviews and Resolution

The Owner may require the contractor's project manager, or a designated alternate, to meet with its rep as deemed necessary to discuss performance evaluation. The agenda of the reviews may include:

- **Monthly performance assessment data and trend analysis**
- **Issues and concerns of both parties**
- **Projected outlook for upcoming months and progress against expected trends, including a corrective action plan analysis**
- **Recommendations for improved efficiency and/or effectiveness**
- **QA reports.**
- ***Whatever else any party deems relevant to contractual performance***



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ATTACHMENT 1: PERFORMANCE REQUIREMENTS SUMMARY

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative)
EXAMPLES:				
Submit a report of scheduled, completed, and outstanding tasks monthly	100% of reports accurately depict current status	99%	File reviews, periodic inspections, and random, observations, customer complaints	TBD.
Administer quality control program including subcontractor management in accordance with our <i>QC</i> Program	100% of reports accurately depict current status	99%	File reviews, periodic inspections, and random, observations, customer complaints	TBD
Submit management reports as required	100% of reports accurately depict current status	99%	File reviews, periodic inspections, and random, observations, customer complaints	



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Special Conditions

1. All work will be done in full conformance with the major contract that *Metfab Metals, LLC* has entered into for this subject Project.
2. Strict "**Quality Control**" is a major condition of this work. We will provide you with a matrix for the recording of all steps, in writing, of the controls in place to do so. Reports will be as provided in the Plans & Specs. As before, *Metfab Metals, LLC* will have (from time to time) an employee on your worksite to inspect and record the process as it unfolds and record aspects of this strict "**Quality Control**" ("**QC**"). You will provide him with full access to this work on a 24/7 basis and sufficient space, facilities and assistance to execute his/their essential functions. The overall "Project Design Team", as well as all major contractors on the Project also, reserves the right to do periodic inspections on your premises, as they deem necessary. This is essential to the assignment of this Purchase Order to you. Strict "**Quality Control**" is meant to include conformance with all this major project's "**Quality Control Manual**" (*to be supplied*) and must be understood to encompass receiving of the fabricated and/or completed parts, assemblies, trusses and other **AESS** segments for the underlying Project, their blasting, finishing, handling, packing, storage and shipping. If required in the judgment of *Metfab Metals, LLC* and/or the major contractors and Design Team here, you will supply heat for the processes and containment at no additional charge. You will have the initial responsibility for the management of all **QC** steps and the coordination of the documentation mandated for this project.



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3. If this is an **AESS**¹ job, not only must production be carried out to bring about the designed results within strict tolerances, but all post-production steps will also be exercised with the utmost care. All measures must be taken in the finishing, handling and shipping to re-deliver these to us (or the jobsite) in excellent condition.

4. As post-finishing steps may be essential elements of this Purchase Order, you will label all parts, assemblies, trusses and other **AESS** segments for the underlying Project here.

Metfab Metals, LLC

James A. Murray, COO

¹ **AESS** is **Architecturally Exposed Structural Steel**, and is defined here for this Project as finely-finished steel members (prepped, welded, filled, blasted, polished, and uniquely painted/finished) to be permanently open to the view and touch of all after the job is done. **AESS** work is never covered by sheetrock or otherwise hidden from public view.