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## *Mission and Installation Contracting Command*



# Industry Outreach Quality

Joe Merry

Quality Assurance C-SPO

Joe.merry@us.army.mil

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## ***MICC Quality Program***

- The MICC Quality Program is in the final stages of development
- Development of this program drew from many resources but took into account two basic areas
  - Government responsibilities
  - Contractor responsibilities





## ***MICC Quality Program***

- Government's responsibility
  - Clearly define and articulate requirements through the contract
  - Quality Assurance oversight to gain objective quality evidence that the Government has received the services or products they are paying for
  - The Government Quality Program is not to perform inspections for the contractor, the contractor is always responsible for the quality of services and products delivered
  - Essentially, Government Quality Assurance is to ensure that the contractor's quality system is performing adequately
  - Request Corrective Action when services or products do not meet the requirements of the contract





## ***MICC Quality Program***

- Contractor's responsibility
  - Ensure delivery of quality services or products on time and within budget IAW the contract
  - Quality System which is compliant with the requirements of the contract whether it's a Quality Control Plan (QCP) or a Quality Management System (QMS)
  - Quality inspection system that ensures services or products are acceptable and ready for government acceptance
  - A system which stresses prevention of non-conformance rather than correction of non-conformance
  - A system to address customer complaints and corrective action requests





## ***MICC Quality Program***

- MICC Quality Program is focusing on
  - Standardization of the MICC quality assurance approach
  - Standard approach to Corrective Action Requests
  - In most cases customer nominated and appointed Contracting Officer's Representatives (COR) will perform government quality assurance
  - Training and mentoring of CORs in sound quality assurance practices to include development of Quality Assurance Surveillance Plans (QASP), surveillance techniques, surveillance schedules, corrective actions, documentation, data analysis, etc.
  - QASPs will be specific to each acquisitions requirements





## ***MICC Quality Program***

- MICC Quality Program is focusing on (cont.)
  - For contracts which require higher level quality the Government will conduct Quality Management System (QMS) audits by trained Quality Assurance professionals





## ***Corrective Action Requests (CARs)***

- The MICCC Quality Program Policy addresses Corrective Action Requests
- CARs will be issued based on non-compliance to contractual requirements discovered by the Government.
- All non-conformances discovered by the Government will be documented even if it can be and is corrected on the spot
- Scheduled data analysis will be conducted to detect trends of non-conformance which may result in a CAR





## ***Corrective Action Requests***

- KO will be the government official to issue corrective action requests
- All Corrective Action Requests as a minimum will have
  - Contract Number
  - Specific contractual requirement including the contract reference
  - Specific non-compliance. What observations were made that were not in compliance to contractual requirements
  - Date, time and place of findings
  - Contractor personnel present at time of findings





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# ***Corrective Action Requests***

- All CARs as a minimum will have (cont.)
  - Due date for contractor's response
  - Name of Government official issuing CAR



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## ***Corrective Action Requests***

- Required Contractor Response
  - Cause(s) of the nonconformity
  - Actions taken or planned to eliminate the cause(s) and prevent recurrence of the nonconformity
  - Actions taken to correct the specific nonconformity
  - Whether other services/products are affected, including services/products already delivered to the customer
  - Action taken to correct the weakness which allowed deficient services/products to be presented to the government for acceptance
  - Target date(s) for implementation of planned actions





# Higher Level Contract Quality Requirements

- **FAR 46.202-4 -- Higher-Level Contract Quality Requirements.**

- (a) Requiring **compliance** with higher-level quality standards is appropriate in solicitations and contracts for complex or critical items (see [46.203\(b\)](#) and (c)) or when the technical requirements of the contract require –
  - (1) Control of such things as work operations, in-process controls, and inspection; or
  - (2) Attention to such factors as organization, planning, work instructions, documentation control, and advanced metrology.
- (b) When the contracting officer, in consultation with technical personnel, finds it is in the Government's interest to require that higher-level quality standards be maintained, the contracting officer shall use the clause prescribed at [46.311](#). The contracting officer shall indicate in the clause which higher-level quality standards will satisfy the Government's requirement. Examples of higher-level quality standards are ISO 9001, 9002, or 9003; ANSI/ISO/ASQC Q9001-2000; ANSI/ASQC Q9001, Q9002, or Q9003; QS-9000; AS-9000; ANSI/ASQC E4; and ANSI/ASME NQA-1.





# Higher Level Contract Quality Requirements

- FAR 52.246-11 -- Higher-Level Contract Quality Requirement**

## Higher-Level Contract Quality Requirement (Feb 1999)

The Contractor shall comply with the higher-level quality standard selected below. [If more than one standard is listed, the offeror shall indicate its selection by checking the appropriate block.]

	Title	Number	Date	Tailoring

*[Contracting Officer insert the title, number (if any), date, and tailoring (if any) of the higher-level quality standards.]*





## ***Higher Level Contract Quality Requirements***

- When the KO in consultation with technical personnel determine it's in the Government's best interest to require higher-level quality standards
  - KO must indicate which standard will satisfy contract requirements
    - ISO 9001, 9002, or 9003 (*Obsolete*); ANSI/ISO/ASQC Q9001-2000; ANSI/ASQC Q9001, Q9002, or Q9003; QS-9000; AS-9000; ANSI/ASQC E4; and ANSI/ASME NQA-1.
- ISO 9001-2008





## ***Higher Level Contract Quality Requirements***

- Generally IAW 46.202-4 the Government will require compliance to the higher level standard referenced in the solicitation rather than third party certification.
  - Compliance – the contractor’s Quality Management System (QMS) meets the requirements of the specified quality standard i.e. ISO 9001-2008 and self certifies.
  - Third Party Certified – the contractor’s Quality Management System (QMS) meets the requirements of the specified quality standard i.e. ISO 9001-2008 and has contracted with a recognized third party certification body to certify the system.
- The key word is compliance





## ***Higher Level Contract Quality Requirements***

- Compliance to ISO 9001-2008 is preferred however some contracts will be written with the requirement for third party certification when it is determined to be in the best interest of the Government.
- In either case the acquisition was determined to be critical enough to require higher-level quality i.e. ISO 9001-2008.
- The Government will perform risk based system compliance audits to verify acceptable Contractor QMS.





## ***Higher Level Contract Quality Requirements***

- Answer to specific industry questions
  - The QMS called out in the basic contract on an IDIQ contract will be the same QMS requirement for all task orders.
  - When ISO 9001-2008 is called out in the contract without specific instructions requiring third party certification (registration) then the requirement to the contractor is to maintain a ISO 9001-2008 compliant QMS.
  - Contractor ISO compliant systems meet the requirement as long as the solicitation does not specifically require third party certification
  - The reality is whether third party certification is required or not the contractor still must maintain a compliant QMS.





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# *Questions?*

POC for the presentation:

Joe Merry

Quality Assurance C-SPO

Phone: 210-221-4427

E-mail: [joe.merry@us.army.mil](mailto:joe.merry@us.army.mil)



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UNCLASSIFIED 17