

# HOW TO WRITE A QUALITY ASSURANCE SURVEILLANCE PLAN

A 2-Day Workshop on  
*For Performance-Based Contracting  
(PBC)*

## **Course Description:**

The PWS and QASP are among the most critical documents of the entire contracting process. They determine what your organization will have to live with for years to come. This workshop takes you through the process of writing a performance based Quality Assurance Surveillance Plan (QASP) and shows you, step-by-step, how to deliver a solid, professional QASP. You will learn how the contractor views the PWS and how that impacts your QASP development. You will learn to develop innovative ideas, plans and strategies, **in class**, tailored to your organization and designed to empower you to build your document into a dynamic, strong, effective work statement and QASP.

All attendees will receive the *How to Write a QASP Handbook* filled with step-by-step instructions, detailed *Checklists*, examples, tip sheets, checklists, templates, forms and resources that you will use in writing your QASP.

Particularly attractive features to this workshop are the in-class Exercises, which give the attendees hands-on experience with the critical elements of writing a QASP.

**Audience:** This workshop is designed for anyone involved with a contract who wants to better understand their Contracting Officer.

## **Toolkits:**

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklists, tips, techniques, and numerous other tools to help you use your new skills immediately.

## **Additional Information**

**CLP Credits:** 20.0

**CEU Credits:** 1.7

**Suggested Program**

**Prerequisites:** None

**Advanced Preparation:** None

**NASBA Program Level:** Basic

**NASBA Field of Study:**

Specialized Knowledge

**Delivery Method:** Group Live – Classroom



### **Learning Objectives & Topics Covered in this Workshop:**

- The Performance Work Statement Overview
- PWS Content And Format
- Determining The Scope Of Work
- Finding The Information You Need
  - Tools and techniques
  - The Work Breakdown Structure and Tree Diagrams
  - Data collection and analysis
  - Analyzing an organization
  - Performance standards
  - Workload data
  - How to define the quantity and quality of work needed
  - Workload estimates
- Describing The Level Of Service You Require
  - The critical factors
- Nailing Down The Requirements
  - The difference between requirements, needs, wants, and desires
  - What makes it a requirement
- Performance Requirement Summary
  - How to write a requirement so it conveys exactly what you need
  - Telling what you need, not how to do it
  - How to develop performance standards
  - Minimum essential services
- Government Furnished Property And Services (GFP)
  - How to know what GFP you should include in the PWS
  - Types of property and services
  - Pro's and con's of furnishing items as GFP
  - FAR requirements
  - How to pass the required CSO review and approval or your GFP decisions

- Contractor Furnished Items
  - Pro's and con's of contractor furnished items
  - How to decide what to require of the contractor
  - Examples of contractor furnished items
- Technical Exhibits
  - Historical workload data
  - Historical quality factors
- Relationship Of The PWS To The Agency Cost Estimate
- Reviewing And Coordinating The PWS
- Amending The PWS
  - How to make changes to the PWS after it is published
  - When to do it
  - How to reduce the need for PWS modifications
  - Review and approval of the changes
- The Quality Assurance Surveillance Plan (QASP)
  - Purpose of the QASP
  - Inspection and acceptance of services
  - Quality Control vs. Quality Assurance
    - Roles and responsibilities of contractors and the government
    - FAR requirements
    - The importance of quality control and assurance
  - How to write a QASP
    - Content and format
    - The steps
  - The Performance Requirements Summary
  - What is an Acceptable Quality Level?
    - How to define it
    - How to develop the numbers
    - Examples
  - Determining surveillance methods, schedules and requirements
  - Performance Discrepancy Reports

- Corrective action
  - Incentives and Deductions...how to use them
- Best Practices And Lessons Learned

**Items you will take home from this workshop and use well after your training is complete:**

- *How to Write a PWS & QASP Handbook*
- Online Access to *PWS & QASP Toolkit*
- Step-By-Step Instructions
- A Model Document With Government Approved Text
- Examples
- Tip Sheets
- Checklists
- Templates
- Forms
- Lessons Learned