



HOW TO WRITE A QUALITY ASSURANCE SURVEILLANCE PLAN

For Performance-Based Contracting (PBC)

A 2-Day Hands-On TMS Experience
Delivered in Live or Live Virtual Classrooms!

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.

Learning Objectives & Topics Covered in this Workshop:

- The Performance Work Statement Overview
- PWS Content and Format
- Determining the Scope of Work

Audience: This workshop is designed for all government personnel.

Toolkits:

Receive a **Student Handbook** and **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information:

CPE Credits: 15.0

CEU Credits: 1.3

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Specialized Knowledge

Delivery Method: Group Live – Live Virtual Classroom





- 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
 - Pros and cons of furnishing items as GFP
 - FAR requirements
 - How to pass the required CSO review and approval or yourGFP decisions
- Contractor Furnished Items
 - Pros and cons 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