

TEXAS A&M UNIVERSITY-TEXARKANA
QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)
FACILITIES SUPPORT SERVICES AGREEMENT

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QUALITY ASSURANCE SURVEILLANCE PLAN

(QASP)

1 INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is being updated and implemented by Texas A&M University-Texarkana (University) for internal control, surveillance, and quality control pursuant to Section 1.6 “Quality Assurance” of the Facilities Support Services Agreement (Contract). In order to provide oversight and regular inspection, this plan sets forth the procedures and guidelines the University will use in ensuring the desired performance standards or service levels are achieved by the Contractor.

1.1 PURPOSE

- 1.1.1 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 Contractor is meeting the performance standards/quality levels necessary and to ensure the University is receiving the services prescribed in the Contract as set forth in the statement of work.
- 1.1.2 This QASP defines the roles and responsibilities of all members of the Integrated Project Team (IPT) consisting of the Project Managers and designated inspectors, 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.

1.2 PERFORMANCE MANAGEMENT APPROACH

- 1.2.1 The Contract 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 the University to monitor and manage the Contractor’s performance to ensure the expected outcomes or performance objectives communicated in the Contract 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 that indicates whether expected outcomes for the project are being achieved by the Contractor.
- 1.2.2 Performance management represents a significant shift from the more traditional Quality Assurance (QA) concepts in several ways. 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.

1.3 PERFORMANCE MANAGEMENT STRATEGY

- 1.3.1 The Contractor is responsible for the quality of all work performed. 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 QC program will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the Contract. The Contractor will develop and implement a performance management system with processes to assess and report its performance to the designated University representative in accordance with Section 1.6 Quality Assurance of the Facilities Support Services Agreement.
- 1.3.2 The University representative(s) will monitor performance and review performance reports furnished by the Contractor to determine how the Contractor is performing against communicated performance objectives. The Contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

2 ROLES AND RESPONSIBILITIES

2.1 The Contract Manger

The Contract Manger is responsible for monitoring Contract compliance, administration, and for resolving any differences between the observations documented by the building occupants or designated inspectors and the Contractor. The Contract Manger may designate one Contract Manger Representative as the University authority for performance management if needed. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the Contractor’s performance, and must be identified and designated by the Contract Manger.

2.2 QA Coordinator

The QA Coordinator is the person responsible for the management and oversight of the QA program. They will be responsible for scheduling and confirming the completion of the quarterly inspection reports and for collecting, investigating and validating customer complaints.

Designated Inspectors

The team of Designated Inspectors shall consist of at least 1 person who occupies each building as well as the Contract Manager and the QA Coordinator. The Designated Inspectors shall be responsible for conducting quarterly inspections of the facilities and presenting their findings to the QA Coordinator. At least 2 Designated Inspectors must participate in any quarterly inspection.

3 SURVEILLANCE TECHNIQUES

In an effort to minimize the performance management burden, simplified surveillance methods shall be used by the University to evaluate Contractor performance when appropriate. The primary methods of surveillance are:

- 3.1 100% Inspection** – Each quarter, the Designated Inspection Team shall complete the Texas A&M University-Texarkana Cleaning Inspection Report (Attachment 1) and submit it to the Contract Manger no later than the fifteenth day following the end of the quarter.
- 3.2 Random monitoring** – Inspections, other than the quarterly requirement, shall be performed by the QA Coordinator, Contract Manger, or designated inspector at random intervals. These findings will be documented in the weekly discussion minutes.
- 3.3 Direct Observation** – Actual observation of the work being performed. This procedure is very costly and is not based in the principles of performance based service Contracting. However, this does provide for analysis of processes which may lead to reduced QA functions in the future once confidence is gained in the Contractor’s performance.
- 3.4 Management Information Systems** – This method evaluates outputs of the Contractors systems, such as reports and databases. This is an inexpensive approach, but the evaluator must establish confidence in the system first that is producing accurate data. In addition, the evaluator must be knowledgeable in knowing what data is being generated to avoid any misinterpretation of the data.
- 3.5 Validated User/Customer Complaints (VU/CC)** – This method relies on the user of the service and/or product to identify deficiencies. The complaints are then investigated and validated by the QA Coordinator or designated individual. It should not replace inspection or observation. Upon notification, the Contract Manger or designated inspector fills out the Quality Assurance Monitoring Form – Customer Complaint Investigation (Attachment 2) and conducts an investigation to validate or invalidate the complaint.
- 3.6 User Survey** – A random survey may be conducted to solicit user satisfaction. This is appropriate for high quantity activities that have been historically satisfactory.

4 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.

Performance management drives the Contractor to be customer focused through initially and internally addressing customer complaints and investigating the issues and/or problems, but the customer always has the option to communicate complaints to the Contract Manger as opposed to the Contractor.

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 the Contract Manger. The Contractor and

Contract Manger will accept those customer complaints and investigate using the Quality Assurance Monitoring Form – Customer Complaint Investigation (Attachment 2).

Customer feedback may also be obtained either from the results of formal customer satisfaction surveys or from random customer complaints.

5 ACCEPTABLE QUALITY LEVELS

The Acceptable Quality Levels (AQLs) require a minimum of 90% of the quarterly inspections to score a rating of 90 or higher. The QASP is structured to allow the Contractor to manage how the work is performed while providing negative feedback for performance shortfalls.

6 QUALITY ASSURANCE DOCUMENTATION

6.1 The Performance Management Feedback Loop

The Performance Management Feedback Loop begins with the communication of expected outcomes. Performance standards are expressed in the Contract and assessed using the performance monitoring techniques prescribed in this document.

6.2 Monitoring Forms

The University's QA surveillance, accomplished by the QA Coordinator and the Contract Manger, will be reported using the monitoring forms in Attachments 1 and 2. The forms, when completed, will document the University's assessment of the Contractor's performance under the Contract to ensure that the required results are being achieved. The Contract Manager will retain a copy of all completed QA surveillance forms.

7 ANALYSIS OF QUALITY ASSURANCE ASSESSMENT

7.1 Determining Performance

University shall use the monitoring methods cited to determine whether the performance standards/service levels/AQLs have been met. If the 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.

7.2 Reporting

Not later than thirty days following the end of the quarter, the Contract Manager will prepare a written report for the Vice President for Finance and Administration (VPFA) summarizing the overall results of the quality assurance surveillance of the Contractor's performance. This written report, which includes the Contractor's submitted weekly report(s) and the completed quality assurance monitoring forms (Attachment 1), will become part of the QA documentation. It will enable the University to demonstrate whether the Contractor is meeting the stated objectives and/or performance standards, including cost/technical/scheduling objectives. A written summary report will be shared with the VPFA once a year and the quarterly written reports can be shared upon request by the VPFA or as needed.

8 REVIEWS AND RESOLUTION

The Contract Manger may require the Contractor's project manager, or a designated alternate, to meet with the Contract Manger and other University IPT personnel as deemed necessary to discuss performance evaluation. The Contract Manger will define a frequency of in-depth reviews with the Contractor, including appropriate self-assessments by the Contractor; however, if the need arises, the Contractor will meet with the VPFA as often as required or per the Contractor's request. 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
- Other topics as time permits

ATTACHMENT 1: University Cleaning Inspection Report

TEXAS A&M UNIVERSITY-TEXARKANA INSPECTION REPORT READ "Instructions" ON REVERSE		DATE OF INSPECTION		OVERALL RATING
		BUILDING AND FLOOR		
		INSPECTED BY <i>(Participating Team Members)</i>		
SERVICES PERFORMED		RATING (1 thru 5)	ITEM	CONDITIONS TO BE CORRECTED AND REMARKS
CATEGORY	ITEM*			
A OUTSIDE WORK	1. COURTS			
	2. DRIVES			
	3. LAWNS / FLOWER BEDS			
	4. FIELDS			
	5. WALKS			
B ENTRANCE LOBBY & CORRIDOR CLEANING	6. FLOORS-CORNERS			
	7. BASEBOARDS			
	8. WALL SPOTTING			
	9. METAL SURFACES			
	10. GLASS SURFACES			
	11. DECORATIVE PIECES			
	12. DRINKING FOUNTAINS			
	13. SEATING AREAS			
C ELEVATOR CLEANING	14. DOORS			
	15. METAL SURFACES			
	16. WALLS			
	17. FLOORS & CORNERS			
D FLOOR CARE	18. TREADS & RISERS			
	19. SWEEPING			
	20. SCRUBBING			
	21. BUFFING			
E ROOM CLEANING	22. WAXING			
	23. FURNITURE			
	24. METAL SURFACES			
	25. MIRRORS			
	26. WALL SPOTTING			
	27. WINDOW SILLS			
	28. RADIATORS - GRILLS			
F WINDOW CLEANING	29. FLOORS			
	30. RUGS			
	31. BASEBOARDS - DOORS			
G HIGH CLEANING	32. GLASS			
	33. SASH			
	34. SILLS			
H TOILET ROOM CLEANING	35. BLINDS			
	36. FILES			
	37. GLASS			
	38. LIGHTS & TRANSOMS			
I STAIRWAY CLEANING	39. PIPES			
	40. FLOORS - CORNERS			
	41. FIXTURES			
	42. MIRRORS			
	43. STALLS			
I STAIRWAY CLEANING	44. WINDOW SILLS			
	45. BASEBOARDS - DOORS			
	46. RAIL & LANDINGS			
	47. TREADS & RISERS			
49. INSECT & RODENT CONTROL	48. WALL SPOTTING			
	50. PAPER & TRASH COLLECTION			
51. UTILITY WORK				
				52. CUSTODIAL EQUIPMENT
				53. LAWN MAINTENANCE EQUIPMENT
				54. CLEANING MATERIALS & SUPPLIES
				55. EMPLOYEE TRAINING & SUPERVISION
				56. CLEANING SCHEDULES
				57. GEAR AND STORAGE ROOMS
				58. LOCKER ROOMS
				59. SAFE-WORK PRACTICES

*When a building does not have a category, assign a rating of "N/A"

ATTACHMENT 1: University Cleaning Inspection Report

INSTRUCTIONS

The Rating for each inspection shall be obtained by adding the rating assigned to each Service Category A thru I and to each item 49 thru 57. Record the total Rating in the block so captioned. Each letter category is then averaged for a score of 1 thru 5 in the second box. The highest possible overall rating is 100. When rating, take into consideration the current level and frequency of cleaning authorized by the Facilities Support Services Agreement. Under remarks identify "floor" or other locations inspected.

When the inspection has been completed and corrections are required, forward a copy of this report to the University's Quality Assurance Office.

Completed actions are to be returned to the QA Coordinator and filed with the original inspection report.

*When a building does not have a category, assign a rating of "N/A"

RATING SCALE**

5. Every Phase of the operation is satisfactory.
4. The standard of each operation is being met intermittently.
3. Standards are being intermittently maintained. Action required to increase quality of performance.
2. The operation is considerably below requirements and immediate action necessary to increase the quality performance.
1. The operation is inadequate.

**All scores lower than a 4 requires a comment in the "Conditions to be corrected and remarks".

UNIVERSITY INSPECTION FORM

ATTACHMENT 2: Quality Assurance Monitoring Form – Customer Complaint Investigation

To be used to document investigation and corrective actions to reported complaints

SERVICE or STANDARD:

SURVEY PERIOD: _____

DATE/TIME COMPLAINT RECEIVED: _____ AM / PM

SOURCE OF COMPLAINT: _____ (NAME)

_____ (ORGANIZATION)

_____ (PHONE NUMBER)

_____ (EMAIL ADDRESS)

NATURE OF COMPLAINT:

RESULTS OF COMPLAINT INVESTIGATION:

DATE/TIME SERVICE PROVIDER INFORMED OF COMPLAINT: _____ AM / PM

CORRECTIVE ACTION TAKEN BY SERVICE PROVIDER:

RECEIVED AND VALIDATED BY: _____

PREPARED BY: _____ DATE: _____

ATTACHMENT 2: Quality Assurance Monitoring Form – Customer Complaint Investigation

To be used to document investigation and corrective actions to reported complaints

INSTRUCTIONS FOR FILLING OUT ATTACHMENT 2:

SERVICE or STANDARD:

Describe the service or standard that is provided on a normal basis and expected under the terms of the award. (Example: Floors are swept on a weekly basis; Windows are cleaned daily; etc.)

SURVEY PERIOD:

Enter either the 1st, 2nd, 3rd, or 4th quarter of the FY (September through August).

NATURE OF COMPLAINT:

How was the service or standard not met under the terms of the award? (Example: Floors have not been cleaned in over two weeks; Coffee/Tea was spilled in the hall and has been ignored for three days.)

RESULTS OF COMPLAINT INVESTIGATION:

Are the claims legitimate and was the service or standard not met under the terms of the award? (Example: After visiting the stain for two days in a row, there have been no attempts to clean the area; Windows remain dirty and smudged after three days and after notifying SSC, no attempts to rectify the situation have been made; After notifying SSC, the situation was handled promptly and efficiently)

DATE/TIME SERVICE PROVIDER INFORMED OF COMPLAINT:

When was SSC notified that the complaint was valid and the expectations were unfulfilled? (Date, time, and method of notification)

RECEIVED AND VALIDATED BY:

To whom was the complaint sent on SSCs staff?

PREPARED BY:

Who received the complaint on the University Staff and initiated the investigation?