

01 JUL 2003

LIST OF CRITICAL ACQUISITION PROCESSES MONITORED

<u>PROCESSES MONITORED</u>	<u>PROCESS IMPROVEMENT TEAM ASSIGNMENT: SELF-ASSESSMENT REVIEW OVERSIGHT TEAM ALONG WITH DESIGNATED MEMBERS OF THE CONTRACTING OFFICE</u>
Contracting Process	QA template (attachment (1))
Justification and Approvals Sole Source Statements (large contracts)	QA template (attachment (2))
Training (DAWIA, team sharing/in- house training, IDPs, etc.)	Procurement Analyst QA template (attachment (3))
Purchase Card Program	NAVOCEANO APC: QA template (attachment (4))
Unauthorized Commitments	QA template (attachment (5))
Customer Satisfaction	QA template (attachment (6))
Small Business Program	NAVOCEANO SB Specialist QA template (attachment (7))

PPMAP/QA PLAN - QUARTERLY MANAGEMENT REVIEWS

AREA(S) OF REVIEW: QUARTERLY MANAGEMENT REVIEWS

POLICY/PROCEDURES ABOUT THIS AREA: CONLOGSERDIVSOP 4200.15,  
Quality Management of the Contracting Process

TRAINING: Internal/external classes

MEASURE OF SUCCESS: Decrease number of findings.

BASELINE MEASURE (IN TERMS OF MEASURE OF SUCCESS): Reviews  
accomplished as defined in local policy.

METHOD OF MEASUREMENT: Percentage of files reviewed, number of  
files reviewed, number of findings and identification of  
corrective actions taken.

SAMPLE SIZE: 10% or as defined in the SOP.

TYPE OF DATA: Numeric.

DATA FORMAT: Numeric or appropriate graph

FREQUENCY OF MEASUREMENT: Quarterly

TYPE OF ANALYSIS: Objective/subjective

RESPONSIBLE PARTIES: Team Leaders

TYPE OF CORRECTIVE ACTION: Determined by the data (internal  
training, policy/procedure change, individual counseling and  
other).

VALIDATION OF CORRECTIVE ACTION: Increase of contracting actions that require little or no corrections  
verified through sampling via QMRs, results of CRB sessions and/or file reviews.

Attachment (1)

Enclosure (1)

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PPMAP QA/PLAN - JUSTIFICATION & APPROVAL (J&A)

AREA(S) OF REVIEW: Justification and Approval (J&A)  
Preparation and Approval Process

POLICY/PROCEDURES ABOUT THIS AREA: NAVOCEANOINST 4200.3

TRAINING: Internal Training/Publication of Implementation  
Guidance

MEASURE OF SUCCESS: Ensure that J&As are prepared and approved  
when required and within prescribed time frames.

BASELINE MEASURE (IN TERMS OF MEASURE OF SUCCESS): All Large  
Contracts actions for each fiscal year.

METHOD OF MEASUREMENT: (a) Number of contracting actions  
requiring the preparation and approval of a J&A; (b) number of  
applicable actions that contain an approved J&A; and (c) number  
of J&As that have been prepared and approved in accordance with  
applicable regulations and guidance; and (d) number of J&As that  
have been prepared and approved within prescribed time frames.

SAMPLE SIZE: 100%

TYPE OF DATA: Numeric

DATA FORMAT: Numeric or pie chart.

FREQUENCY OF MEASUREMENT: Annually.

TYPE OF ANALYSIS: Subjective/Objective

RESPONSIBLE PARTIES: Chief, Contracts Branch (or designee)

TYPE OF CORRECTIVE ACTION: Determined by the data.

VALIDATION OF CORRECTIVE ACTION: Ensure compliance with  
requirement for approved J&A within prescribed time frames  
through sampling via QMRs and/or 100% file review, based upon  
data.

Attachment (2)

Enclosure (1)

PPMAP/QA PLAN - TRAINING

AREA(S) OF REVIEW: Assessment of workforce education requirements including formal/informal education and training including DAWIA training, non-DAWIA training, Individual Development Plans (IDPs) and Continuous Learning.

POLICY/PROCEDURES ABOUT THIS AREA:

- SECNAVINST 5300.36, DON Acquisition Workforce Program
- Waiver Authority Information for the New 1102 Requirement
- DON Acquisition Workforce Training and Education Program Guidelines and Procedures DON Civilian Acquisition Data Maintenance Manual
- "Reform Through Learning: Policy on Continuous Learning for the Defense Acquisition Workforce"  
USD (A&T) Memo, 12/15/98
- DOD Directive 5000.52, "Defense Acquisition Education, Training and Career Development Program"  
(PDF File)
- DOD 5000.52M, "Acquisition Career Development Program"
- DOD Instruction 5000.55, "Reporting Management Information on DOD Military and Civilian Acquisition Personnel and Positions"
- DOD Instruction 5000.58, "Defense Acquisition Workforce"

TRAINING: Internal/external classes.

MEASURE OF SUCCESS:

Ensure workforce complete a high percentage of courses requested on their annual IDPs;  
Ensure all required members meet the 80-point continuous learning requirement; and  
DAWIA certification of 1102s at current working level.

BASELINE MEASURE (IN TERMS OF MEASURE OF SUCCESS)

Annual review of IDPs indicate they are realistic indicating a large percentage (over 50%) of classes requested have been taken; the 80-points required for continuous learning have been achieved or scheduled/planned; and DAWIA certification has been achieved or planned.

METHOD OF MEASUREMENT:

- IDP: Percentage of classes scheduled/achieved (number of employees compared to hours)
- Continuous Learning: Percentage of achievement (timelines may vary) within 2 year timelines.
- DAWIA certification: Number of employees at each DAWIA certification level and the percentage of employees meeting DAWIA certification requirements.

Attachment (3)

Enclosure (1)

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SAMPLE SIZE: 100%

TYPE OF DATA: Statistical

DATA FORMAT: Numeric

FREQUENCY OF MEASUREMENT: Annually

TYPE OF ANALYSIS: Objective

RESPONSIBLE PARTIES: Procurement Analyst

TYPE OF CORRECTIVE ACTION: Determined by the data.

VALIDATION OF CORRECTIVE ACTION: Employees have met their training goals and are completing the 80 points of continuous learning within the two years specified in the Register Now Continuous Learning Program. All 1102s are DAWIA certified.

Attachment (3)

Enclosure (1)

01 JUL 2003

PPMAP QA PLAN - PURCHASE CARD PROGRAM

AREA(S) OF REVIEW: NAVOCEANO Purchase Card Program

POLICY/PROCEDURES ABOUT THIS AREA: EBUSOPOFFINST 4200.1, FAR Part 13, DFARS Part 213, NAPS 5213, FMR Volume 5, Chapter 33, GSA Smart Pay Contract GS-23F-98006, NAVSUPINST 4200.85 DON SAP, Purchase Card Program Re-Engineering Implementation Memorandum #6 of 20 Jul 98, NAVSUP PC 03-02, NAVOCEANO Internal Operating Procedures, DoD Cost Study

TRAINING: DoD DAU Government Purchase Card Training, Department of Navy (DoN) Training Tutorial, NAVOCEANO Internal Operating Procedures, and Ethics Training

MEASURE OF SUCCESS: (1) Ensure new Purchase Card Program participants complete required training, including all of the training listed above. (2) Ensure all Purchase Card Program participants complete refresher training required biennially, including Ethics Training when required, DoN Training Tutorial, and NAVOCEANO Internal Operating Procedures.

BASELINE MEASURE (IN TERMS OF MEASURE OF SUCCESS): Annual review of training statistics indicates whether training and refresher training was completed as required.

METHOD OF MEASUREMENT: Percentage of Purchase Card Program participants who have completed required training.

SAMPLE SIZE: 100%

TYPE OF DATA: Statistical

DATA FORMAT: Numeric

FREQUENCY OF MEASUREMENT: Annually

TYPE OF ANALYSIS: Objective

RESPONSIBLE PARTIES: Purchase Card Agency Program Coordinator

TYPE OF CORRECTIVE ACTION: Determined by the data.

VALIDATION OF CORRECTIVE ACTION: Purchase Card Program participants have met the training requirements.

Attachment (4)

Enclosure (1)

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PPMAP/QA PLAN - UNAUTHORIZED COMMITMENTS

AREA(S) OF REVIEW: UNAUTHORIZED COMMITMENTS

POLICY/PROCEDURES ABOUT THIS AREA: NAVOCEANOINST 4200.1, Unauthorized Contractual Commitments and CONLOGSERDIVSOP 4200.15, Quality Management of the Contracting Process

TRAINING: Internal training

MEASURE OF SUCCESS: Decrease number of findings and ensure all contracting actions are processed by a duly appointed contracting officer.

BASELINE MEASURE (IN TERMS OF MEASURE OF SUCCESS): Reviews accomplished as defined in local policy.

METHOD OF MEASUREMENT: Number of files reviewed, number of findings and identification of corrective actions taken.

SAMPLE SIZE: 100%.

TYPE OF DATA: Numeric

DATA FORMAT: Numeric

FREQUENCY OF MEASUREMENT: Quarterly in accordance with 4200.15 and daily on-going Contracting Officer/Contract Specialist review of procurement actions.

TYPE OF ANALYSIS: Objective

RESPONSIBLE PARTIES: Team Leaders

TYPE OF CORRECTIVE ACTION: Determined by the data (internal training, policy/procedure change, individual counseling and other).

VALIDATION OF CORRECTIVE ACTION: Ensure that all NAVOCEANO contractual commitments are made only by a duly appointed Contracting Officer. If an unauthorized contractual commitments occurs, NAVOCEANOINST 4200.1 will be utilized.

Attachment (5)

Enclosure (1)

PPMAP/QA PLAN - CUSTOMER SATISFACTION

AREA(S) OF REVIEW: CUSTOMER SATISFACTION

POLICY/PROCEDURES ABOUT THIS AREA: CONLOGSERDIVSOP 4200.31,  
Survey Process and Evaluation Plan.

TRAINING: In-house.

MEASURE OF SUCCESS: Survey results indicate we are satisfying our customer's requirements by being responsive and driving down cycle time.

BASELINE MEASURE (IN TERMS OF MEASURE OF SUCCESS): Reviews accomplished as defined in local policy.

METHOD OF MEASUREMENT: Survey conducted with the Division's top ten customers or as determined by the Survey Evaluation Committee. Survey results and evaluation are defined in SOP 4200.31.

SAMPLE SIZE: 100%.

TYPE OF DATA: Numeric.

DATA FORMAT: Numeric or appropriate graph

FREQUENCY OF MEASUREMENT: Annually or as deemed necessary by the Chief of Contracting.

TYPE OF ANALYSIS: Objective/subjective

RESPONSIBLE PARTIES: Survey Evaluation Committee

TYPE OF CORRECTIVE ACTION: Determined by the survey results (i.e., meetings with customers surveyed and contracting personnel, internal training, electronic postings of results and other).

VALIDATION OF CORRECTIVE ACTION: Survey results validate the quality of our products and enable us to improve systems and processes. If results indicate increased customer satisfaction along with fewer areas of weakness, this will confirm we are meeting our customer's needs.

Attachment (6)

Enclosure (1)

PPMAP/QA PLAN  
SMALL AND DISADVANTAGED BUSINESS UTILIZATION OFFICE

AREA(S) OF REVIEW: Contract discretionary dollars awarded to other than SB Program Vendors, Target accomplishment, and conformance to Standard Operating Procedure (SOP) 4200.5, Small Business Improvement Plan (SBIP), and applicable metrics associated with the DOD/DON/NAVOCEANO targets.

POLICY/PROCEDURES ABOUT THIS AREA: Federal Acquisition Regulations (FAR) specifically FAR Part 19, Defense Federal Acquisition Regulations (DFARS) 219, NAPS 5219, SECNAVINST 4380.8, DOD Policy DOD Directives, USD(AT&L) Memorandum of May 16, 2001, Subject: Small Business Program Reinvention and any other regulatory policies and procedures applicable.

TRAINING: NAVOCEANO SBS external training through conferences, trade fairs, and DOD/DON SBS annual training. Internal Training for Contracting Division Personnel on an annual basis at a minimum or as deemed required by the Small Business Specialist (SBS) as well as other Agency or interested personnel through special NAVOCEANO internal platforms made available to the Small Business Specialist. (Purchase Card Training to NAVOCEANO by the APC at NAVO - Investment Review Board (IRB) at NAVO- Small Business News, and SB information pulled from the DOD/DON OSN SADBUC -Southeast Small Business Council or other web sites or the Internet).

MEASURE OF SUCCESS: Fewer findings associated with DD Form 2579, Small Business Coordination Record, during quality review of contracting files, exceeding targets and SBIP accomplishments. Reviews are accomplished by the SBS before issue of the solicitation or contract modification and are documented on DD Form 2579, Small Business Coordination Record.

BASELINE MEASURE (IN TERMS OF MEASURE OF SUCCESS): FY00, FY01 and FY02 statistical data.

METHOD OF MEASUREMENT: Percent of increase/decrease each year associated with target and performance attainment, number of findings during quality reviews of Contracting files associated with DD Form 2579 and SBIP accomplishments through use of Statistical Data and customer feedback.

Attachment (7)

Enclosure (1)

SAMPLE SIZE: 100%

TYPE OF DATA: Statistical: (1) Statistical PMRS reports and (2) SPS and other Ad hoc Reports provided by the Procurement Analyst associated with this area.

DATA FORMAT: PD2 or PMRS report format

FREQUENCY OF MEASUREMENT: Various - Monthly/Quarterly/Annually

TYPE OF ANALYSIS: Subjective/Objective

RESPONSIBLE PARTIES: Government

TYPE OF CORRECTIVE ACTION: Additional Training and increased OUTREACH focus.

VALIDATION OF CORRECTIVE ACTION: The target accomplishments increase each year, fewer QA review instances, Positive customer feedback.

Attachment (7)

Enclosure (1)