	Quality Assurance Surveillance Plan (QASP) - Joint Education and Doctrine Support				
	Performance Objectives	**Performance Standard**	**Acceptable Quality Level (AQL)**	**Surveillance Method**	**Frequency**
5.1	Monthly Status Report Submission	Monthly Status Report (A001) submitted within 10 business days after the closing of the contractor's monthly accounting period.	95% of deliverables are submitted on time.	Review of submitted reports for timeliness and completeness.	Monthly
	Quarterly Progress Review	Quarterly Progress Review (A002) is held within 10 business days after the end of each quarter.	95% of deliverables are submitted on time.	Review of meeting schedules and content.	Quarterly
	Correction of Emergent Deficiencies	Emergent deficiencies in cost, schedule, or manning shall be identified to the COR within 1 business day of occurrence. Proposed plan and timeline for correction is provided to the COR within 5 business days after the problem is identified.	95% of cost and schedule deficiencies are resolved within the agreed timeframe.	Review of deficiency reports and corrective action plans.	Event-driven
	Continuity of Projects During Personnel Turnover	The contractor ensures the continuity of all projects with qualified personnel during turnover of task order personnel.	Temporary personnel must meet 90% of the qualifications required for the billet.	Review of staffing rosters and project continuity reports.	As needed (during turnover events).
	Filling of Billets	Billets are filled with qualified personnel within 45 business days of identification of a manning shortage or turnover.	90% of contractor positions must be filled within 45 days.	Review of staffing records and vacancy timelines.	As needed (upon identification of shortages).
Notes on 5.1 - Program Management Oversight: Products lacking sufficient detail will be returned for revision, or feedback will be provided for improvement in future reports.					

	Performance Objectives	Performance Standard	Acceptable Quality Level (AQL)	Surveillance Method	Frequency
5.2	Trip Reports Submission	Trip Reports (A003) shall be submitted within 5 business days of travel completion and include all required details.	98% of products submitted within approved timelines.	Review of submitted reports for timeliness and completeness.	Event-driven (after travel).
	Informational Briefings	Informational briefings (A004) shall be submitted 5 business days prior to the start of JDPC, CM Working Groups, or JWGs. Briefings must be high quality, factually correct, and tailored to O-6/GS-15 level.	98% of products submitted within approved timelines; zero factual errors.	Review of briefing content and timeliness.	Event-driven (prior to meetings).
	Running Assessments for Doctrine Development	Running assessments (A005) shall be completed no later than 1 month prior to the start of a publication revision.	98% of products submitted within approved timelines.	Review of assessments for timeliness and content quality.	Event-driven (prior to revisions).
	Update of UJTL Citations/Table	UJTL citations/tables (A006) shall be updated no later than 1 month prior to the start of a publication revision.	98% of products submitted within approved timelines.	Review of updates for timeliness and accuracy.	Event-driven (prior to revisions).
	Allied Doctrine Research Reports	Allied doctrine research reports (A007) shall be completed within 10 business days of assignment.	98% of products submitted within approved timelines.	Review of research reports for timeliness and quality.	Event-driven (upon assignment).
	Special Studies	Special studies (A008) shall be completed within 4–6 weeks following assignment.	98% of products submitted within approved timelines.	Review of studies for timeliness and content quality.	Event-driven (upon assignment).

	Draft Emerging Doctrine Publications	Draft emerging doctrine publications (A009) shall be completed within 4–6 months following assignment.	98% of products submitted within approved timelines.	Review of drafts for timeliness and adherence to standards.	Event-driven (upon assignment).
	Editorial Assessments	Editorial assessments (A010) shall proactively support doctrine development and adhere to style manuals and formatting standards.	98% of products submitted within approved timelines.	Review of assessments for adherence to standards and formatting/grammatical errors	Continuous
	Coordination Drafts for JDDT	Coordination drafts (A011) shall be edited and formatted for upload to JDDT within 5 business days.	98% of products submitted within approved timelines; one major grammatical or spelling error per product	Review of drafts for timeliness and formatting and grammatical errors	Event-driven (prior to upload).
	Allied Publications for JDDT	Allied publications (A012) shall be formatted for upload to JDDT within 5 business days.	98% of products submitted within approved timelines.	Review of publications for timeliness and formatting.	Event-driven (prior to upload).
	Consolidated Comment Resolution Matrices (CRM)	Review of CRMs (A013) shall be conducted concurrently during adjudication and completed within 5 business days of upload to JDDT.	98% of products submitted within approved timelines, 98% free of major technical and grammatical errors and 100% consistent with joint doctrine standards	Review of CRMs for timeliness, accuracy and completeness.	Event-driven (during adjudication).
	Graphics Development	Graphics (A014) shall be developed, edited, or formatted within 5 business days of request.	98% of products submitted within approved timelines.	Review of graphics for timeliness and quality.	Event-driven (upon assignment).

	Signature Drafts	Signature drafts (A015) shall be developed within 15 business days and adhere to joint doctrine editorial standards.	98% of products submitted within approved timelines; Zero factual, grammatical, formatting and spelling errors. 100% adherence to joint doctrine editorial standards.	Review of drafts for timeliness, accuracy and adherence to standards.	Event-driven (upon assignment).
	Electronic Publishing of Joint Doctrine Updates	Updates to Joint Doctrine (A016) shall be electronically published within 5 business days.	98% of products submitted accurately and within approved timelines.	Review of updates for timeliness.	Event-driven (upon assignment).
	Monthly DoD Dictionary Term Changes	Monthly list of DoD dictionary term changes (A017) shall be completed no later than the 5th business day of the month.	98% of products submitted accurately within approved timelines.	Review of monthly submissions for timeliness and accuracy.	Monthly
	Joint Terminology Research Reports	Joint terminology research reports (A018) shall be completed within 10 business days following PD approval.	98% of products submitted within approved timelines.	Review of reports for timeliness and content quality.	Event-driven (upon PD approval).
	Allied Terminology Research Reports	Allied terminology research reports (A019) shall be completed within 10 business days following assignment.	98% of products submitted within approved timelines.	Review of reports for timeliness and content quality.	Event-driven (upon assignment).
Notes on 5.2 - Joint Doctrine Support: Products with factual errors, major formatting or grammatical errors, or non-compliance with policy or SOPs will be returned for revision, or feedback will be provided for improvement in future reports.					
	Performance Objectives	**Performance Standard**	**Acceptable Quality Level (AQL)**	**Surveillance Method**	**Frequency**

5.3	System Maintenance During Off-Hours	Tasks that have the potential to interrupt DoD community users' accessibility to JDEIS applications are performed outside of normal work hours.	100% system maintenance during off-hours.	Review of maintenance schedules and user impact reports.	As needed (during maintenance).
	Online Publishing Capabilities with ATO	Online publishing capabilities and tools delivered with full ATO (A020) for JEL, JEL+, JEL+SIPR, JDDT, UTDT, and JAMIS.	100% compliance with RMF requirements.	Review of ATO documentation and compliance status.	Upon delivery/renewal.
	JDEIS Meeting Briefing Slides	Briefing slides for JDEIS meetings, working groups, and conferences (A021) submitted a minimum of 1 week prior to event.	95% completion within approved government timelines.	Review of submission timeliness and content quality.	Event-driven (prior to meetings).
	Bi-Annual JEL, JEL+, JEL+SIPRNet Metrics and Status Reports	Bi-Annual JEL, JEL+, and JEL+ SIPRNet metrics and status reports (A022) delivered every 6 months from contract start.	95% completion within approved government timelines.	Review of reports for timeliness, accuracy and completeness.	Bi-annually
	Business Practices and Procedures Updates	Business practices, procedures, and rules for all JDEIS applications (A023) updated within 1 month of new tool launch or update.	95% completion within approved government timelines.	Review of updated documentation and timeliness.	Event-driven (upon tool updates).
	Application User Guides Updates	Application user guides (A024) updated no later than 1 month when requested by government, new version deployed, or major updates added.	95% completion within approved government timelines.	Review of user guide updates and timeliness.	Event-driven (upon request/update).

	Help Ticket Response and Resolution	Confirmation of application help ticket receipt and/or closure within 48 hours, resolution within 1 week maximum.	95% completion within approved government timelines.	Review of help desk logs and response times.	Continuous
	Documentation of External Requests	Document all externally received requests, bugs, and enhancements within helpdesk within 48 hours of receipt.	95% completion within approved government timelines.	Review of helpdesk records and documentation timeliness.	Continuous
	Validation Testing and Installation Support	Validation testing, acceptance support, and installation for interim patches and new software (A025) completed within 1 month of launch.	95% completion within approved government timelines.	Review of testing documentation and completion timelines.	Event-driven (upon software updates).
	Deployment Instructions	Deployment instructions for all JDEIS applications (A026) provided within 4 months of contract award and within 1 month of new version deployment.	95% completion within approved government timelines.	Review of deployment documentation and timeliness.	Event-driven (upon deployment).
	Weekly JDEIS Applications Maintenance	JDEIS applications maintained and updated no less than once weekly.	95% completion within approved government timelines.	Review of timelines.	Weekly
	JDEIS ATO Renewal	JDEIS NIPR and SIPR ATO (A027) obtained 60-90 days prior to Authorization Termination Date (ATD).	100% compliance with RMF requirements.	Review of ATO renewal documentation and timelines.	Event-driven (prior to ATD).
	Risk Management Framework (RMF) Requirements	Fulfill all requested RMF requirements (A028) 2 weeks prior to government suspense date.	100% compliance with RMF requirements ad within approved timelines.	Review of RMF documentation, compliance status and timelines.	Event-driven (prior to suspense).

	Database Backup and Updates	Maintain, backup, and provide database updates after large changes or at minimum monthly for policy compliance.	0% data loss.	Review of backup logs and database integrity reports.	Monthly (minimum)
	ATO Conditions Mitigation	ATO Conditions (A029) mitigated within 30 days of ATD or per POA&M when applicable.	100% compliance with RMF requirements.	Review of mitigation plans and completion status.	Event-driven (upon ATO conditions).
	API Operationalization	Operationalize API for data exchange (A030) within 4 months of contract execution, and training and/or documentation 1 month following	95% completion within approved government timelines.	Review of API implementation and documentation.	Event-driven (upon contract execution).
Notes on 5.3 - Electronic Publishing Capability and Online Tools : The contracting officer may issue a formal Corrective Action Request requiring the contractor to address any non-compliance and provide a plan to prevent future occurrences.					
	Performance Objectives	**Performance Standard**	**Acceptable Quality Level (AQL)**	**Surveillance Method**	**Frequency**
5.4	Written Products for Senior Leadership	Written products contain factually correct, relevant, concise, and actionable information tailored to the 2/3-star flag/general officer level	98% product submission within approved timelines; no more than 2 minor errors per product	Review of written products for accuracy, relevance, and formatting.	Continuous
	Compliance with UJTL Program SOPs and CJCS Guidance	Tasks performed in accordance with the latest approved versions of UJTL Program SOPs, CJCSM 3500.04, and CJCSI 3500.02	100% compliance with CJCSI and CJCSM requirements.	Review of task execution and compliance with SOPs.	Continuous

	Briefings for UJTL Program Manager	Briefings (A033) provided to the government UJTL program manager for review no later than 3 business days prior to event or training and tailored to the target audience.	98% product submission within approved timelines; no more than 2 minor errors per product.	Review of briefing content and timeliness.	Event-driven (prior to events).
	UJTL Change Requests Analysis and Processing	UJTL change requests (A034) analyzed and processed within 2 weeks of initial submission in UTDT or Word document.	98% product submission within approved timelines.	Review of change request processing logs and timeliness	Event-driven (upon submission).
	Monthly UJTL Publication Action Reports	Monthly UJTL publication action reports submitted no later than 1 business day before the end of the month.	98% product submission within approved timelines.	Review of monthly reports for timeliness and completeness.	Monthly
	Non-Authoritative Change Requests Submission	Non-authoritative change requests (A035) submitted within 4 weeks of receipt.	98% product submission within approved timelines.	Review for timeliness.	Event-driven (upon receipt).
	Publishing of Changes	Non-authoritative and authoritative changes (A036) published within 1 month of receipt in accordance with policy.	98% product submission within approved timelines.	Review of published changes for timeliness and compliance.	Event-driven (upon receipt).
	Organizational Point of Contact (OPOC) Designations	OPOC designations (A037) staffed out and maintained when required, but no less than once a year.	100% product maintenance at least annually.	Review of OPOC records for timeliness and accuracy.	Annual (minimum)

	UJTL Training Development and Delivery	Upon government request, develop and deliver UJTL training (A038) to designated OPOCs and users, including UTDT training, on their roles and responsibilities.	98% product submission within approved timelines.	Review of training materials and delivery schedules.	Event-driven (upon request).
	Stakeholder Training and Education	UJTL training and education (A039) updated, maintained, and/or provided to stakeholders by request up to 12 times a year.	98% product submission within approved timelines.	Review of training sessions and stakeholder feedback.	Event-driven (up to 12 times/year).
	JKO OPOC Training Modules Updates	UJTL Joint Knowledge Online (JKO) OPOC training modules (A040) updated no less than once a year.	98% product submission within approved timelines.	Review of training module updates for timeliness and accuracy.	Annual (minimum)
Notes on 5.4 - Universal Joint Task List: Products with factual errors, major formatting or grammatical errors, or non-compliance with policy or SOPs will be returned for revision, or feedback will be provided for improvement in future reports.					
	Performance Objectives	**Performance Standard**	**Acceptable Quality Level (AQL)**	**Surveillance Method**	**Frequency**
5.5	High-Quality Written Products	Written products contain factually correct, relevant, concise, and actionable information tailored to the 3-star flag/general officer level.	98% product submission within approved timelines; zero factual errors and no more than 1 minor formatting or grammatical error per product.	Review of written products for accuracy, relevance, grammar and formatting.	Continuous

	Trip Reports Submission	Trip Reports (A041) submitted within 5 business days of travel completion, including purpose, dates, locations, key activities, achievements, challenges, lessons learned, and recommendations.	98% product submission within approved timelines.	Review of submitted trip reports for timeliness and content.	Event-driven (after travel).
	Meeting Minutes Submission	Meeting minutes (A042) provided within 5 business days following the completion of JPME-related working groups.	98% product submission within approved timelines; zero factual errors and no more than 1 minor formatting or grammatical error per product.	Review of meeting minutes for timeliness and content quality.	Event-driven (after meetings).
	Formal Reports on JPME Performance Data	Formal reports (A043) on JPME performance data provided as needed and written at the 3-star general officer/flag officer level.	98% product submission within approved timelines; zero factual errors and no more than 1 minor formatting or grammatical error per product.	Review of formal reports for timeliness and adherence to standards.	Event-driven (as needed).
	Quarterly Review of JAMIS and Survey Tool Capabilities	Quarterly review of JAMIS and related survey tool capabilities (A046) includes recommended enhancements and requirements to ensure alignment with compliance reporting within 10 business days after the end of each quarter.	98% product submission within approved timelines; and 100% aligned with compliance reporting.	Review of quarterly reports for timeliness and content quality.	Quarterly
Notes on 5.5 - Joint Professional Military Education: Products with factual errors, major formatting or grammatical errors, or non-compliance with policies will be returned for revision, or feedback will be provided for improvement in future reports.					