COMMAND AIRCRAFT CREW TRAINING (CACT) PROGRAM

MOPAS 2 REPORT

ATTACHMENT (1)

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

1 April 2026

1. Purpose

This Quality Assurance Surveillance Plan (QASP) defines the Government's approach for monitoring the performance of the Command Aircraft Crew Training (CACT) UC-35 Academic and Simulator Training contract. Government Quality Assurance (QA) personnel, consisting of the Contracting Officer's Representative (COR) and the Model Manager (MM), will use this QASP to ensure contractor performance meets all contract standards. The COR and MM monitor all tasks issued under this requirement.

This plan uses quality metrics to evaluate the services the contractor is required to perform, assuring the Government that performance is acceptable.

Any noncompliance with contract performance requirements will be deemed unsatisfactory.

Unsatisfactory performance is defined as any service that does not meet the specified standards. This QASP is based on the premise that the contractor, not the Government, is responsible for the management and quality control actions required to meet the terms of the contract.

Surveillance methods account for the possibility of unforeseen and uncontrollable issues. QA personnel are required to be objective, fair, and consistent when evaluating contractor performance against the established standards.

The contractor is expected to maintain an effective quality control program. Proper management of this program is essential for ensuring performance complies with all contract requirements and meets the standards outlined in this QASP.

2. Authority

This Quality Assurance Surveillance Plan (QASP) is issued under the authority of Federal Acquisition Regulation (FAR) Part 46.4, Government Contract Quality Assurance, as implemented in Section E – Inspection and Acceptance of the contract. This provision grants the Contracting Officer, or a duly authorized representative, the right to inspect and accept all services and documentation required under the task order to ensure they meet contract standards.

3. Scope

This section defines the distinct roles and responsibilities of the Contractor and the Government regarding quality management.

3.1. Contractor Quality Control (QC)

The Contractor, not the Government, is responsible for quality control. The Contractor shall implement and manage its own internal quality control program to ensure all services meet the performance standards specified in the contract and all associated task orders. This program is the primary mechanism for ensuring quality.

3.2. Government Quality Assurance (QA)

This Quality Assurance Surveillance Plan (QASP) is the Government's oversight mechanism. It outlines how the Government will surveil the Contractor's QC efforts to validate that they are timely, effective, and consistently deliver the results specified in the contract. The QASP is a verification tool, not a substitute for the Contractor's own quality control.

4. Government Resources

The following definitions for Government resources are applicable to this plan:

Role & Acronym	Definition and Responsibilities
Contracting Officer (PCO/ACO)	A Government employee formally appointed with the authority to enter into, administer, or terminate contracts and make related determinations. The PCO for this contract is the NAWCTSD Code 2.5.3.2.2 office. The Administrative Contracting Officer (ACO), if different, will be designated in the contract award. A Contracting Officer's authority is strictly defined in their written warrant.
Contracting Officer's Representative (COR)	An individual designated in writing by the PCO to act as their technical representative for contract administration. The COR monitors performance, but their authority is limited to the duties specified in their written letter of appointment. The COR for this contract will be formally appointed upon award.
Model Manager (MM)	The Government's subject matter expert responsible for the hands-on surveillance of the contractor's training performance. The MM's primary duties include monitoring compliance with NATOPS and evaluating the quality of training delivery. The MM reports all surveillance findings directly to the COR.

5. Responsibilities

The following Government resources shall have responsibility for the implementation of this QASP:

Role	Responsibilities & Authority
Contracting Officer (CO)	Directs all aspects of contract administration, ensuring fair treatment and safeguarding U.S. Government interests. Holds ultimate authority to determine the final adequacy of the contractor’s performance and authorize any contractual remedies.
Contracting Officer's Representative (COR)	Responsible for the technical administration of the contract. The COR oversees day-to-day surveillance activities and acts as the primary technical liaison with the contractor. **The COR has no**

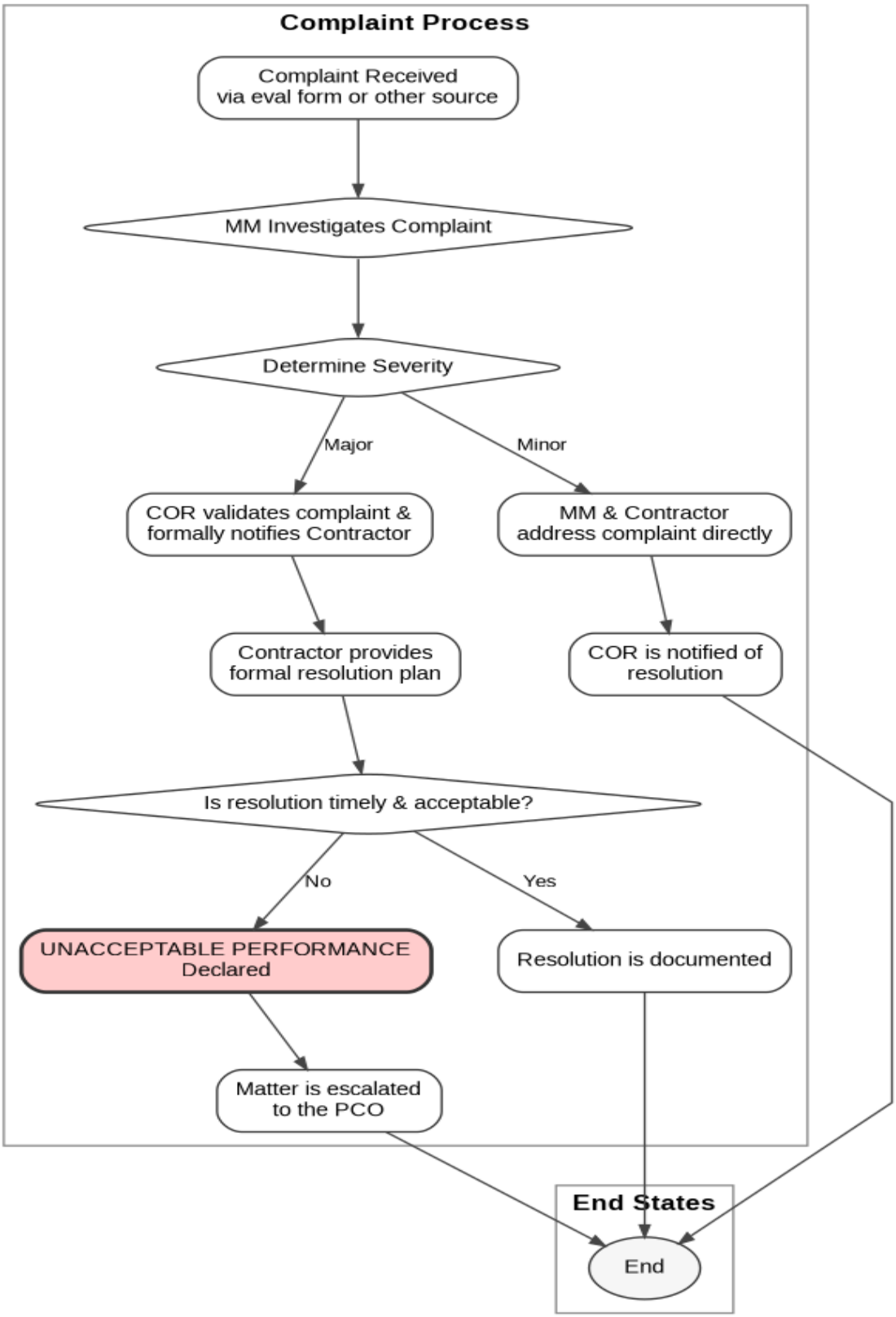
	authority to alter contract scope, price, terms, or conditions. All such matters must be referred to the CO.
Model Manager (MM)	The designated subject matter expert who performs the hands-on, technical surveillance of training delivery. The MM monitors daily contractor performance against NATOPS requirements and reports all findings and observations directly to the COR, providing the basis for the COR's technical oversight.

6. Method of QA Surveillance

For all courses, the outcome to be achieved is a successfully trained student. Performance success is measured against standards established by:

- Airman Certification Standards (ACS), FAA-S-ACS-11A
- Naval Air Training and Operating Procedures Standardization (NATOPS)

Surveillance Method	Description	Performed By	Purpose & Documentation
Direct Observation & Participation	Observing classes and simulator sessions; participating as a student in training events.	MM	Provides direct, firsthand evaluation of training quality and NATOPS compliance. Findings are formally documented.
Customer Feedback & Complaint Handling	Systematically reviewing student evaluation forms and investigating any reported complaints.	MM & COR	Serves as a primary indicator of user satisfaction. A formal process is used to classify complaints as Minor or Major and track them to resolution.


Complaint Process
Complaint Received via eval form or other source
MM Investigates Complaint
Determine Severity
Major
Minor
COR validates complaint & formally notifies Contractor
MM & Contractor address complaint directly
Contractor provides formal resolution plan
COR is notified of resolution
Is resolution timely & acceptable?
No
Yes
UNACCEPTABLE PERFORMANCE Declared
Resolution is documented
Matter is escalated to the PCO
End States
End

7. Unsatisfactory performance

This section outlines the process for addressing services that do not meet the performance standards established in this QASP.

7.1 Definition and Notification

Any service identified through surveillance that fails to meet the contract requirements will be deemed Unsatisfactory Performance. The Contracting Officer (CO) or their designated representative (COR) will formally notify the contractor of the deficiency.

7.2 Initial Remedy: Re-performance

For services that can be re-performed, the CO may, at their discretion, request the contractor to re-perform the service at no additional cost to the Government. If the service cannot be re-performed, or if the re-performance is also deemed unsatisfactory, the Government will proceed to further remedies.

7.3 Further Government Remedies

When Unsatisfactory Performance cannot be corrected by re-performance, the CO may exercise one or more of the following remedies, in accordance with the Federal Acquisition Regulation (FAR):

- Require a Corrective Action Plan: Demand the contractor implement actions necessary to ensure all future performance conforms to contract requirements.

- Issue a Cure Notice: Formally notify the contractor of the failure and provide a period of ten (10) days, or other specified time, to "cure" the failure.

- Issue a Show Cause Notice: Require the contractor to show cause why the contract should not be terminated for default.

- Terminate the Contract for Cause/Default: Terminate all or part of the contract due to the contractor's failure to perform.

7.4 Impact on Option Periods

The Government reserves the unilateral right to not exercise any option period, regardless of the contractor's performance record. A decision not to exercise an option is not a contract remedy and may be made if it is determined to be in the Government's best interest.

Attachment (1) - QASP Surveillance Performance Matrix

Description	**Performance Standard**	**Surveillance Method/Measure**	**Incentives**
Maintain FAA Certification	Airman Certification Standards (ACS), FAA-S-ACS-11A	Pass/Fail, per FAA annual review	Pass - Training continues Fail - Contract Terminated for Cause
Maintain NATOPS Standards	Naval Air Training and Operating Procedures Standardization (NATOPS)	Pass/Fail, per annual review by Model Manager	Pass - Training continues Fail - Correction of unsatisfactory performance *
Course Evaluation Form Element – Simulation Training	Student Input	Rated 1 through 5, 5 being the highest and 3 is satisfactory	Satisfactory (3 through 5) – Training continues Unsatisfactory (1 through 2) – Model Manager reviews performance pattern with possibility of correction of unsat performance *
Course Evaluation Form Element – Ground School Training	Student Input	Rated 1 through 5, 5 being the highest and 3 is satisfactory	Satisfactory (3 through 5) – Training continues Unsatisfactory (1 through 2) – Model Manager reviews performance pattern with possibility of correction of unsat performance *
Course Evaluation Form Element – Crew Coordination Training	Student Input	Rated 1 through 5, 5 being the highest and 3 is satisfactory	Satisfactory (3 through 5) – Training continues Unsatisfactory (1 through 2) – Model Manager reviews performance pattern with possibility of correction of unsat performance *