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Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
INSTALLATION SUPPLY AND SERVICES DIVISION (ISSD) – GENERAL		
SUBSISTENCE SUPPLY MANAGEMENT OFFICE (SSMO)		
5.17.1 Receive, inspect, inventory and warehouse subsistence items from commercial carriers.	Timeliness: Subsistence items received, inspected, inventoried, and warehoused with the receipts processed within 8 duty hours. Quality: Subsistence items received, inspected, inventoried, and warehoused IAW AR 30-22.	Random sampling Lot: The number of line items on receipts processed on the day of surveillance. AQL: 98%
5.17.1 Process subsistence requisitions.	Timeliness: Requisitions received prior to the daily cut-off are processed that day. Quality: Requisitions processed IAW AR 30-22	Random sampling Lot: The number of requisitions processed at the time of surveillance. AQL: 95%
5.17.1 Store and safeguard subsistence items.	Timeliness: Line items stored and safeguarded daily. Quality: Line items stored and safeguarded IAW AR 30-22 and FM 10-23-2.	Random sampling Lot: The number of line items stored at the time of surveillance. AQL: 98%
5.17.2 Process invoices.	Timeliness: Process receipt and invoices prior to the daily cut-off cycle. Quality: Receipt invoices processed IAW AR 30-22.	Random sampling Lot: The number of invoice documents processed at the time of surveillance. AQL: 95%
5.17.2 Complete required monthly, quarterly, and annual inventories.	Timeliness: Required inventories are completed by the last business day of the inventory period. Quality: Inventories performed IAW AR 30-22 and AR 735-5.	Random sampling Lot: Inspect the last inventory performed at the time of surveillance. AQL: 100%

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Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.17.3 Process turn-in rations after they have passed veterinarian service inspection.	Timeliness: Turned-in rations processed within 8 hours of receipt. Quality: Turned-in rations have passed veterinarian service inspection IAW MIL-HDBK-3006A.	Random sampling Lot: The number of turn-in documents processed at the time of surveillance. AQL: 95%
5.17.3 Review Veterinary Service Inspection Reports.	Timeliness: Discrepancies corrected and response to personnel submitted within 2 business days. Quality: Veterinary Service Reports reviewed, discrepancies corrected, and response to Vet Service personnel submitted IAW MIL-HDBK-3006A.	Random sampling Lot: The number of Veterinary Service Inspection Reports processed at the time of surveillance. AQL: 90%
5.17.4 Issue subsistence items to customers.	Timeliness: Subsistence items issued to customers daily or as required. Quality: Subsistence issues processed IAW AR 30-22.	Random sampling Lot: The number of issues processed at the time of surveillance. AQL: 95%
CONSOLIDATED INSTALLATION PROPERTY BOOK OFFICE		
5.18.1 Maintain property book accountability and support documentation on a continuing basis.	Timeliness: LIS generated issue documents closed out daily. Quality: LIS generated issue documents closed out IAW ADSM 18 Series Manuals and SOP.	Random sampling Lot: The number of documents closed out on the day of surveillance. AQL: 98%
5.18.1 Notify hand receipt holders (SLOC) of required inventory review and provide inventory list	Timeliness: Notification no less than 30 calendar days of required inventory review and provide inventory list Quality: Notify hand receipt holders (SLOC) of required inventory review and provide inventory list IAW local directives, AR 710-4, DA PAM 710-2-1	Random sampling Lot: The number of required inventory reviews and inventory list on file at the time of surveillance. AQL: 95%

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Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.18.1 Reconcile on-hand inventory with records, and update hand receipts accordingly	Timeliness: Reconcile/update within 3 working days upon turn-in of inventory report from hand receipt holders Quality: Reconcile on-hand inventory with records, and update hand receipts accordingly IAW local directives, AR 710-4, DA PAM 710-2-1	Random sampling Lot: The number of Reconcile on-hand inventory with records, and update hand receipts at the time of surveillance. AQL: 95%
5.18.1 Process excess requests upon receipt of valid disposition instructions	Timeliness: Upon receipt of turn-in equipment, process excess removal within 30 working days Quality: Process excess requests upon receipt of valid disposition instructions IAW local directives, AR 710-4, DA PAM 710-2-1	Random sampling Lot: The number of Process excess requests upon receipt of valid disposition instructions at the time of surveillance. AQL: 95%
5.18.1 Process shortage requests to ensure authorized property is on hand or on order	Timeliness: Reconcile request within 10 working days Quality: Process shortage requests to ensure authorized property is on hand or on order IAW local directives, AR 710-4, DA PAM 710-2-1	Random sampling Lot: The number of Process shortage requests to ensure authorized property is on hand or on order at the time of surveillance. AQL: 95%
5.18.1 Process lateral transfers	Timeliness: Upon request, post or accept transfer within 3 working days Quality: Process lateral transfers IAW local directives, AR 710-4, DA PAM 710-2-1	Random sampling Lot: The number of Process lateral transfers at the time of surveillance. AQL: 95%
5.18.1 Process "found on installation" property	Timeliness: Post to property book within 1 business day and not to exceed the 3 business days AR 710-4 Table 1-1 management standard. Quality: Process "found on installation" property IAW local directives, AR 710-4, DA PAM 710-2-1	Random sampling Lot: The number of Process "found on installation" property at the time of surveillance. AQL: 95%

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Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.18.1 Catalog non-standard equipment	Timeliness: Upon receipt of equipment, request non-standard LIN within 1 working day Quality: Catalog non-standard equipment IAW local directives, AR 710-4, DA PAM 710-2-1	Random sampling Lot: The number of Catalog non-standard equipment at the time of surveillance. AQL: 95%
5.18.1 Process adjustment documents	Timeliness: Upon receipt of complete/accurate Financial Liability Investigations of Property Loss (FLIPL) - provide document number within 24 hours; Statement of Charges and AAR within 5 working days Process adjustment documents IAW local directives, AR 735-5, AR 710-4, DA PAM 710-2-1	Random sampling Lot: The number of Process adjustment documents at the time of surveillance. AQL: 95%
5.18.1 Provide printouts of current hand receipts for supported units and activities as requested	Timeliness: Copies of hand receipts provided within 8 hours of request. Quality: Copies of hand receipts provided IAW AR 710-4.	Random sampling Lot: The number of printouts provided at the time of surveillance. AQL: 100%
5.18.1 Provide requisitions for hand receipt accounts	Timeliness: Requisitions received prior to 1400 hours will be processed that day. Requisitions received after 1400 hours will be processed the following duty day. Quality: Requisitions processed IAW local directives and AR 710-4.	Random sampling Lot: The number of requisitions processed on the day of surveillance AQL: 95%
5.18.1 Request/order non-expendable items.	Timeliness: Order within 3 working days (dependent on customer funding availability) Quality: Request/order non-expendable items IAW local directives and AR 710-4 & DA PAM 710-2-1.	Random sampling Lot: The number of requisitions processed on the day of surveillance. AQL: 95%

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Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.18.1 Document all non-expendable/major end item acquisitions	Timeliness: Post received item to the property book within 3 working days Quality: Document all non-expendable/major end item acquisitions IAW local directives and AR 710-4.	Random sampling Lot: Documents of all non-expendable/major end item acquisitions at the time of surveillance. AQL: 100%
5.18.1 Inventory and document Total Package Fielding/force modernization support equipment	Timeliness: (1) Document shortages immediately; (2) Post received items to the property book within 3 working days Quality: Inventory and document Total Package Fielding/force modernization support equipment IAW local directives and AR 710-4.	Random sampling Lot: Inventories and documents for Total Package Fielding/force modernization support equipment at the time of surveillance. AQL: 100%
5.18.1 Set-up fiduciary accounts for Government furnished property (GFP)	Timeliness: Set-up accounts within 3 working days of contract start date (COR provides GFP annex to PBO) Quality: Set-up fiduciary accounts for Government furnished property (GFP) IAW local directives and AR 710-4.	Random sampling Lot: The number of Set-up fiduciary accounts for Government furnished property (GFP) at the time of surveillance. AQL: 100%
5.18.1 Notify Hand Receipt Holders for pick-up of non-expendable dedicated items	Timeliness: Notify within 3 working days of item arrival Quality: Notify Hand Receipt Holders for pick-up of non-expendable dedicated items IAW local directives and AR 710-4.	Random sampling Lot: The number of Notify Commander's Representative for pick-up of non-expendable dedicated items at the time of surveillance. AQL: 100%

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Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.18.1 Review turn-ins for (1) compliance IAW contractual obligations (such as with Government furnished property (GFP), (2) serviceability, and (3) correct inventory amount; and post to the property book	Timeliness: Upon receipt of complete and accurate documentation and associated equipment, post within 3 working days Quality: Review turn-ins IAW local directives and AR 710-4.	Random sampling Lot: The number of reviewed turn-ins at the time of surveillance. AQL: 95%
5.18.1 Maintain a file of customer signature cards for supported units/activities.	Timeliness: Signature cards updated within 10 business days of expiration. Quality: Signature cards maintained IAW local directives, AR 710-4, and DA Pam 710-2-1.	Surveillance activity checklist Lot: Inspect all signature cards maintained at the time of surveillance. AQL: 99%
5.18.2 Ensure that the warehouse is safe, fire-hazard free and free of debris, trash and other hazards at all times.	Timeliness: Inspect the warehouse daily Quality: The warehouse is safe, fire-hazard free and free of debris, trash and other hazards IAW local directives, AR 710-4, and DA Pam 710-2-1.	Surveillance activity checklist Lot: Inspect the warehouse at the time of surveillance. AQL: 99%
INSTALLATION SUPPLY SUPPORT ACTIVITY (RETAIL SUPPLY SVCS)		
5.19.1 Maintain a file of customer signature cards for supported units/activities.	Timeliness: Signature cards updated within 10 business days of expiration. Quality: Signature cards maintained IAW local directives, AR 710-4, and DA Pam 710-2-1.	Surveillance activity checklist Lot: Inspect all signature cards maintained at the time of surveillance. AQL: 99%
5.19.1 Maintain a voucher register for Found on Installation (FOI) items.	Timeliness: Document numbers assigned from the voucher register the same day the FOI is discovered. Quality: Register maintained IAW local directives, AR 710-4, and DA PAM 710-2-2.	Random sampling Lot: The number of document numbers assigned from the register at the time of surveillance. AQL: 95%

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Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.19.1 Process DLADS withdrawal documents.	Timeliness: DLADS withdrawals processed the same day received. Quality: DLADS withdrawals processed IAW AR 710-4 and local directives.	Random sampling Lot: The number of DLADS withdrawal documents processed at the time of surveillance. AQL: 99%
5.19.1 Perform inventory adjustment functions for annual, cyclic, and special (sensitive items and weapons) inventories, and location surveys.	Timeliness: IAR's processed within 2 days of notification of requirement. Quality: IAR's processed IAW AR 710-4, AR 735-5, and local directives.	Random sampling Lot: The number of IAR's processed at the time of surveillance. AQL: 95% AQL Sensitive and Weapons:100%
5.19.1 Process turn-in documents per disposition instruction (e.g. SSA, DLADS).	Timeliness: Turn-in documents processed within 3 business days and not to exceed the 7-business day AR 710-4 Table 1-1 management standard. Quality: Turn-in documents processed IAW AR 710-4, DA PAM 710-2-2 and local directives.	Random sampling Lot: The number of documents processed at the time of surveillance. AQL: 95%
5.19.1 Report excess CL VII vehicles, trailers and construction equipment.	Timeliness: Excess CL VII items reported within 1 business day of report of excess. Quality: Excess CL VII items reported and kept in a suspense file until disposition instructions are received IAW GCSS-A Manual ADSM-18-LIY-AJT-ZZZ-EM.	Surveillance activity checklist Lot: Inspect all CL VII items reported at the time of surveillance. AQL 95%

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Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.19.1 Prepare a Supply Discrepancy Report (SDR) Standard Form 364, for discrepancies of shortage, damages, or overages of shipments received.	Timeliness: SDRs prepared and processed within 3 business days after the discovery of damage or discrepancies. Quality: SDRs prepared IAW Defense Logistics Management (DLM) 4000.25 Volume 2 Chapter 17, DA PAM 25-30 and local directives.	Random sampling Lot: The number of SDRs processed at the time of surveillance. AQL: 95%
5.19.1 Perform causative research and annual, cyclic, and special (sensitive items and weapons) inventories and location surveys.	Timeliness: Causative research completed within 2 days of notification of requirement. Quality: Causative research conducted IAW AR 710-4, AR 735-5, and local.	Random sampling Lot: The number of causative research processed at the time of surveillance. AQL: 95% AQL Sensitive and Weapons: 100%
5.19.2 Process DODAAC transactions to the LOGSA Army Central Service Point.	Timeliness: DODAAC transactions processed to LOGSA within 2 business days of receipt of request. Quality: DODAAC transactions processed IAW AR 725-50.	Random sampling Lot: The number of DODAAC transactions processed at the time of surveillance. AQL: 95%
5.19.2 Notify requesting activity in writing when DODAAC transactions have been completed.	Timeliness: DODAAC memos forwarded to requesting activity within 1 business day of completion of transaction. Quality: Requesting activity notified IAW AR 725-50.	Random sampling Lot: The number of DODAAC memos processed at the time of surveillance. AQL: 95%
5.19.3 Process receipt documents.	Timeliness: Shipments received, inspected and inventoried daily. Quality: Receipt documents processed IAW DA PAM 25-30, AR 710-4, and local directives.	Random sampling Lot: The number of receipt documents processed at the time of surveillance. AQL: 95%

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Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.19.3 Process Central Receiving Point (CRP) receipts.	Timeliness: Receipt documents processed within 7 business days. Quality: Turn-in documents processed IAW AR 710-4, DA PAM 710-2-2 and local directives.	Random sampling Lot: The number of receipts processed at the time of surveillance. AQL: 95%
5.19.3 Maintain customer signature cards, DA Form 1687 for issues from the CRP.	Timeliness: Signature cards updated within 10 business days of expiration. Quality: Signature cards maintained IAW AR 710-4 and local directives.	Surveillance activity checklist Lot: Inspect all signature cards maintained at the time of surveillance. AQL: 99%
5.19.3 Notify customer upon receipt of Shipments Received and ready for pick up.	Timeliness: Customer notified within 1 business day. Quality: shipments annotated in a logbook with the date received, unit/activity recipient name, and phone number, date contacted IAW AR 710-4.	Random sampling Lot: The number of shipments documented in the logbook at the time of surveillance. AQL: 95%
5.19.4 Operate and maintain the FEDEX PowerShip 2 system.	Timeliness: Express Packages prepared and processed within 2 business days of receipt. Quality: Turn-in documents processed IAW FEDEX PowerShip instructions.	Random sampling Lot: The number of Express Packages shipped at the time of surveillance. AQL: 95%
5.19.4 Maintain a logbook recording FEDEX tracking numbers.	Timeliness: Tracking numbers recorded daily in the logbook. Quality: Tracking numbers maintained in the logbook IAW DA PAM 710-2-2 and local directives.	Random sampling Lot: The number of FEDEX tracking numbers logged at the time of surveillance. AQL: 95%
5.19.4 Maintain source document files for FEDEX documentation.	Timeliness: Documents filed with no more than a 2-day backlog. Quality: Documents filed IAW AR 710-4 and local directives.	Random sampling Lot: The number of documents filed on the day of surveillance. AQL: 95%

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Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.19.4 Submit daily summary transmittal and keep on file to verify FEDEX billing invoices.	Timeliness: Transmittals submitted daily. Quality: Summary transmittals submitted IAW FEDEX PowerShip instructions.	Random sampling Lot: The number of transmittals processed on the day of surveillance. AQL: 95%
5.19.5 Process turn-in documentation for small arms.	Timeliness: Turn-ins of small arms processed, and excess reported within 4 duty hours of receipt. Quality: Turn-ins of small arms processed IAW AR 710-4 and local directives.	Surveillance activity checklist Lot: Inspect all small arms turn-in documents processed at the time of surveillance. AQL: 100%
5.19.5 Receive sensitive/special controlled items (i.e. rifles, carbines, machine guns, pistols, fire control equipment, missile training equipment, night vision goggles, devices, and unclassified/classified COMSEC material).	Timeliness: Receipts processed the same day items are received. Quality: Receipt documents processed IAW AR 710-4, DA PAM 710-2-1, AR 190-11, and local directives.	Surveillance activity report. Lot: Inspect all sensitive/special controlled item receipt documents processed at the time of surveillance. AQL: 100%
5.19.5 Pack, Band, Strap, and Crate shipment of weapons and COMSEC items.	Timeliness: Turn-in items packaged within 1 business day Quality: Turn-in items packaged IAW DA PAM 710-2-2 and local directives.	Random sampling Lot: The number of documents processed at the time of surveillance. AQL: 100%
5.19.5 Ensure that serial numbers for sensitive items are recorded on turn-in documents.	Timeliness: Turn-in documents screened within 1 business day. Quality: Turn-in documents processed IAW ADSM-18-LIY-AJT-ZZZ-EM and local directives.	Random sampling Lot: The number of sensitive item turn-ins processed at the time of surveillance. AQL: 100%

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Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.19.5 Process turn-in documents.	Timeliness: Turn-in documents processed within 3 business days and not to exceed the 7-business day AR 710-4 Table 1-1 management standard. Quality: Turn-in documents processed IAW AR 710-4, DA PAM 710-2-1, DA PAM 710-2-2, and local directives.	Random sampling Lot: The number of turn-in documents processed on the day of surveillance. AQL: 95%
5.19.8 Perform repairs and scheduled preventive maintenance on Supply Division's forklift fleet and associated equipment.	Timeliness: Repairs and scheduled preventive maintenance actions performed daily. Quality: Repairs and scheduled preventive maintenance actions performed IAW local SOPs.	Random sampling Lot: The number of PM actions performed at the time of surveillance. AQL: 95%
5.19.8 Prepare and process DA Form 2407 (work orders) for vehicle/equipment repair.	Timeliness: DA Form 2407's prepared for vehicles and equipment by COB next business day. Quality: DA Form 2407's prepared for vehicles and equipment IAW AR 710-4.	Random sampling Lot: The number of DA Form 2407's processed at the time of surveillance. AQL: 95%
5.19.8 Report excess CL VII vehicles, trailers and construction equipment.	Timeliness: Excess CL VII items reported within 1 business day of report of excess. Quality: Excess CL VII items reported and kept in a suspense file until disposition instructions are received IAW LIS Manual ADSM-18-LIY-AJT-ZZZ-EM.	Surveillance activity checklist Lot: Inspect all CL VII items reported at the time of surveillance. AQL 95%

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Task/Requirement	Standard	Sampling Method, Lot & Acceptable Quality Level (AQL)
5.19.9 The contractor shall deliver turn-in equipment to DLA Tracy or other locations within the POM POD based on disposition instructions. The contractor shall also obtain signed, ETIDS change document (DA Form 1348-1) at time of drop-off.	Timeliness: Turn-in excess equipment within 3 business days and not to exceed the 7-business day AR 710-4 Table 1-1 management standard. Quality: Turn in documents DA Form 1348-1 processed IAW AR 710-4 and local directives.	Surveillance activity checklist Random Lot: The number of change documents (1348-1, 3161, etc.) processed within 7 business days at the time of surveillance. AQL: 100%