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DRAFT

**DEPARTMENT OF THE ARMY
PROTOTYPE (PART II)
PERFORMANCE ASSESSMENT PLAN
FOR
FULL FOOD SERVICE (FFS)
DINING FACILITY ATTENDANT (DFA) SERVICE
MANAGEMENT & FOOD PRODUCTION (M&FP) SERVICE
PERFORMANCE -BASED CONTRACTS**

*Office of the G4, Chief of Staff
Directorate of Installation Management Agency*

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INSTRUCTIONS FOR DEVELOPING THE PERFORMANCE ASSESSMENT PLAN

(NOTE: These instructions should not be included in the assessment plan or PWS)

General. This Performance Assessment Plan (sometimes called a Quality Assurance Surveillance Plan) is a component of the Department of the Army's Prototype Performance Work Statement (PWS) for developing and administering food service contracts. This plan, when tailored to meet the requirements of the PWS, should define what the Government must do to ensure that the Contractor has performed IAW specified performance standards. The final plan should provide procedures for rendering quality assurance actions and assessing contract performance. It must be used during the life of the contract to ensure that products and services tendered by the contractor meet contract requirements. Your plan should focus on the level of performance required by the contract rather than the methodology used by the Contractor to achieve the performance outcome.

Policy. The PWS writing team is required to develop the performance assessment plan following the development of the PWS (reference FAR Subpart 46.4). A copy of the final document is required to be provided, or available, to all interested contractors prior to award. This Prototype must be tailored to meet the requirements of your PWS. Upon completion, it must be clearly marked "**For Information Purposes Only. This Performance Assessment Plan is not part of the solicitation nor will it be made a part of any resulting contract or modification.**" Your completed plan will be used to evaluate performance of the successful contractor, and the Results collected over the life of the contract used as qualification/evaluation criteria for award of future Army food service contracts.

The plan will be provided to prospective offerors (Contractors) for information and guidance prior to contract award to detail the Government's methods of evaluating, assessing performance and enforcing the contract. The performance assessment plan should never be a part of the contract because the Government must retain the right and flexibility to change or modify its inspection frequency and methods as needed.

((NOTE: YOUR PLAN MAY BE DEVELOPED IN ONE OF TWO WAYS; 1) YOU MAY DECIDE THAT THE GOVERNMENT WILL PERFORM EVALUATIONS TO ASSESS PERFORMANCE AND ENFORCE COMPLIANCE; OR, 2) YOU MAY DECIDE TO USE THE RESULTS OF THE CONTRACTOR'S QUALITY CONTROL EVALUATIONS TO ASSESS PERFORMANCE AND ENFORCE COMPLIANCE. THE LATTER IS THE PREFERRED METHOD OF OPERATION FOR PBSA.))

Developing Your Plan. This Prototype contains provisions for the development of an assessment plan for each type service; i.e.; full food service, dining facility attendant service, management & food production service. ***The source document for the development the performance assessment plan is the Performance Requirement's Summary(ies) contained at TE 1 of your PWS.***

Note that this document **cannot be reproduced** as is it is written and used "as written" to administer your contract.

1 Tailor this Prototype to meet the requirements and standards specified in your PWS

Use only the applicable sections and forms that are needed to complete your performance assessment plan. This Prototype includes provisions for three PRS (Annex A), Random Inspections (Annex B), Planned Inspections (Annex C), Diner Comment Program (Annex D), Contract Discrepancy Report (Annex E) and a Memorandum – Quality Assurance Report (Annex F). Remember, if you have multiple services there should be a PRS for each which will require modifications of the forms contained within this Prototype. Informational notes; i.e.

((**NOTES:**)), have been included throughout this Prototype to assist you, the drafter, in developing your installation plan. These notes must be removed prior to completing your QASP.

Value Analysis. You must conduct an analysis of the services, AQL's and the value percentage (fixed-price contracts only) listed on each PRS. The AQL and payment percentages (values) will differ with each type of food service requirement, it all depends on the workload in your PWS and type of contract used at your installation. Care must be taken to ensure services are not clustered together under general headings, AQLs are set at levels fair and reasonable to both the government and the Contractor, and payment percentages (fixed-price contracts only) represent the value of the cost of work that will be performed by the Contractor. Recommendations for these elements have been included in the Prototype PWS. Factors to be considered are; the relative value of each service listed on the PRS to the total of all services, the criticality and time sensitivity of each service, and which tasks of each service can be re-performed or corrected to the benefit of the government. The recommended AQLs have been established to coincide with the level of effort required, needs of the government, and contract cost. You and your writing team must document the file and be able to support the rationale used to establish these PRS elements.

**PERFORMANCE ASSESSMENT PLAN
FOR
(insert the name of your installation here)
(insert the contract number here)**

1. **Introduction**. This Performance Assessment Plan has been developed in conjunction with the PWS to assist the Contracting Officer's Representative (COR) in evaluating contractor performance. This plan will serve as a guide for the COR to; perform evaluations, assess performance, ensure contract compliance, to document performance and recommend actions to the Contracting Officer (KO) throughout the life of the contract. It is designed to provide an effective method of monitoring performance for each service listed on the Performance Requirements Summary (PRS) in the contract. The plan is based on the premise that the contractor is responsible for delivering quality product and services to the Government.

1.1. **Internal Control**. Contract administration and quality assurance functions are subject to the internal control and review process IAW paragraph 1-4, AR 11-2. This will be accomplished through Contract Management Reviews (CMR), examination and evaluation of documented evaluations, reports and quality assurance actions.

1.2. **Objective**. The objective of this plan is to identify the Government's role, procedures and forms for specific use in rendering evaluations and assessing performance during the life of the contract. Further, the plan is designed to assist personnel in measuring both the strengths and the weaknesses in performance of both fixed-price and cost reimbursement contracts. The primary means of assessing performance will be to review the Contractor's documented performance records, evaluating quality control records, and analyzing diner surveys/customer comments. The plan will assist the COR in filing reports and making recommendations to the KO. The paperwork generated by this plan will provide an audit trail for the Government.

1.3. **PRS Evaluations**. Random and planned evaluations will be the primary method of measuring performance using the QA Inspection Guides for those services identified on the PRS. The American National Standard Sampling Procedures and Tables for Inspection by Attributes (ANSI/ASQCZ1.4) shall be the basis of determining compliance to the specified Acceptable Quality Level (AQL) of performance.

1.4. **Other Planned Evaluations**. Planned evaluations will be conducted monthly in each facility, in conjunction with random evaluations, for infrequently performed tasks/services using the QA Checklist.

1.4.1. The COR will program planned evaluations for those services identified on the PRS IAW ANSI/ASQCZ1.4. Inspection Guides will be used to evaluate and document performance of these services.

1.4.2. In addition, other planned inspections will be performed using QA Checklist(s) for tasks performed less frequently than daily; e.g., infrequent cleaning, training and miscellaneous services.

Evaluations using this form of inspection technique will be used to determine compliance with the contract standards, detect changes in contractor performance and serve as supporting documentation for contract enforcement actions.

1.4.3. Unscheduled or impromptu evaluations will be used at the discretion of the Government to monitor problem areas in contract performance, reoccurring deficiencies or those requirements that have no specific inspection procedures. The COR may use either the Inspection Guides or the QA Checklist(s) to evaluate and document performance. Inspection results will only serve as supporting documentation for contract enforcement actions as stated above.

1.5. Diner Comments. Diner Comment Cards or Diner Surveys will be used as a means of documenting diner satisfaction; e.g., menus, temperature and quality of food, menu choices, portion sizes, cleanness of the facility, friendliness of personnel, etc. Valid comments and complaints will serve as an alternative means of evaluating contract performance and will be used as supporting documentation to enforce this contract.

2. Use of this Plan. The food service activity will use this plan and the contract to develop monthly inspection schedules to administer this contract until termination. This plan may be modified without the Contractor's approval whenever necessary; e.g., changes in requirements, changes in contractor performance and changes in quality assurance resources. *The source document for this plan is the Performance Requirements Summary(ies) contained in TE 1 of the contract PWS.*

2.1. Responsibilities. The COR is responsible for development, implementation, maintenance and continued use of this plan. The COR will develop a comprehensive monthly inspection schedule using the contract PRS, the contractor's approved QC Plan and the infrequent cleaning schedule. The Inspection Schedule for the following month should be developed prior to the last day of the current month and submitted to the KO for information purposes. Once the schedule has been developed, it must be marked "**FOR OFFICIAL USE ONLY**" and maintain under Government cover by the COR.

2.1.1. Evaluations. The COR and Quality Assurance Evaluators (QAEs) should be consistent, fair and reasonable when inspecting and evaluating contract performance. The Government does not expect, nor can afford to pay for, perfect performance. Whenever a deficiency in service is identified, the COR/QAE must determine if the Government contributed to the cause of the problem. If any Government action caused or contributed to the Contractor's unacceptable performance, the COR/QAE will appropriately document the inspection and proceed to have the situation/problem corrected within the Government. The Contractor will not be found at fault in these situations.

2.1.2. Definitions. The following terms are defined for the purpose of this plan and for use in administering the contract:

2.1.2.1. Defect: Non-conformance of a service listed on the PRS as a result of one inspection; e.g., service does not conform to the standards of the contract (AQL). Services will be accepted or rejected on the basis of performance of critical and tasks stated on each Inspection Guide IAW the standards in the contract. Only the total number of monthly defects recorded for each service listed on the PRS will count against the number of allowable defects (AQL) in determining overall performance of each service, each month.

2.1.2.2. Deficiency: Unacceptable performance of a specific task as a result of an inspection. A deficiency may be critical or non-critical and rendered a service listed on the PRS as a defect for a specific inspection. Individual deficiencies will not count as defects against the AQL unless the deficiency is part of the critical criteria stated on the Inspection Guide, which will result in a defect for the inspection period.

2.2. Random Inspections. The COR will develop a Inspection Plan for all services listed in column 1 using the contract PRS and the American National Standard Sampling Procedures and Tables for Inspection by Attributes (ANSI/ASQCZ1.4). *The Army standard for determining the lot size (population) for random inspection is: “the total number of operational days for all facilities each month” (see column 3 of the PRS).* To determine the sample size (number of evaluations) start with **single, normal degree of inspection** until such time contract performance dictates otherwise. The COR will use **Inspection Level II** unless human resources are not adequate to perform the number of given evaluations in addition to other required evaluations. The KO must concur with any changes in the level or degree of inspection, which deviates from this standard.

2.3. Inspection Schedule. Prior to the end of each month, the COR will develop a comprehensive Inspection Schedule (**Figure B-3**) for use during the following month. **If the installation is using the Army Food Management Information System (AFMIS), the COR may use the Random Survey Function to develop the Inspection Schedule.** If AFMIS is not available, then the COR will develop a Inspection Plan described above. The Results from the AFMIS random survey or Random Inspection Plan, whichever is used, will become the basis for developing the Inspection Schedule. Once the random evaluations have been determine and identified on the schedule, then the planned evaluations for the infrequent tasks and services can be scheduled. The completed schedule will be submitted to the KO prior to the end of the current month.

2.4. Inspection Evaluations. Random or planned evaluations will be performed for all services list on the PRS using the Inspection Guides (**Figure B-4**). It is essential that the exact number or required evaluations for each listed service on the PRS be performed. If less than the required number of samples is drawn, then the ability to project from the lot size results is destroyed.

2.5. Inspection Guides. The COR will ensure that the Assessment Guides are used to conduct random and planned evaluations of services listed on the PRS. The performance criteria listed in paragraph 2 of each Assessment Guide will determine if performance is satisfactory or defective. Any service rated defective, and associated tasks rated deficient, must be fully documented IAW the applicable contract paragraph(s). All recorded defects in service will count against the allowable number of defects established by ANSI/ASQCZ1.4 referenced above. The COR will immediately initiate a course of corrective action through the KO anytime the Contractor fails to perform any of the quality control and sanitation/safety control tasks which are identified in **bold** print on the Inspection Guides. Some of these tasks may be Critical Control Points (CCP) identified in the contractor’s quality control plan. These deficiencies may require the initiation of a Contract Discrepancy Report (CDR) (see Annex E) to enforce the contract and prevent reoccurrence.

2.6. QA Checklist(s). The COR will used a QA Checklist (**Figure C-1**) to conduct unscheduled, impromptu, and planned evaluations of tasks that are performed less frequently than daily. All

evaluations conducted using the QA Checklist will be rated as satisfactory or unsatisfactory. All unsatisfactory ratings will be fully documented for appropriate use by the KO to enforce the contract. An unsatisfactory evaluation on the checklist will constitute a performance deficiency (defect) and will not count against the AQL. Deficiencies may also be documented in the form of a memorandum, which cites the specific contract paragraph. The COR will immediately initiate a course of corrective action through the KO anytime the Contractor fails to perform any of the quality control and sanitation/safety control tasks which are identified in **bold** print on the QA Checklist(s). Some of these tasks may be Critical Control Points (CCP) identified in the contractor's quality control plan.. This may require the initiation of a Contract Discrepancy Report (CDR), see Annex F.

2.7. Random Inspection Record. The COR will maintain a Random Inspection Record (**Figure B-5**) monthly by facility of all PRS evaluations results. Evaluations will be monitored for satisfactory results, defects in service and trends in contract performance. The total number of recorded defects will be tabulated and compared to the number of allowable defects indicated by the Inspection Plan. Information generated by the Random Inspection Record will be used to complete the Quality Assurance Summary Report (**Figure B-6**).

2.8. Diner Comment/Survey Program. As part of this QA plan, the COR will establish and maintain a diner comment program and/or a diner survey program as a method of obtaining feedback. The program must be advertised and promoted within the organizations utilizing each DFAC. The COR may conduct diner surveys or use a Diner Comment Card (**Figure D-1**). If cards are use, than lock boxes and pens/pencils must be available for use in each facility. All diner comments/complaints must be validated by the COR IAW specific requirements of the contract. Once a comment/complaint has been validated and acted upon, the card with a reply should be posted in conspicuous place for diner who initiated it. The diner comment program should be utilized in determining the award fee of cost reimbursement contracts.

2.9. Unscheduled/Impromptu Evaluations. The COR may conduct unscheduled and impromptu evaluations whenever the need arises. These evaluations are similar to planned evaluations, with the exception that they are not identified on the Inspection Schedule. Results of these evaluations will serve as further documentation and support for other evaluations that can be used to enforce the contract.

2.9. PRS Summary Report. The COR will complete and forward a comprehensive report along with DD Form 250, Acceptance and Receiving Report, to the KO monthly. A sample format for the PRS Summary Report is provided at (**Figure B-6**). This report will indicate the quality of performance as related to the acceptance level for each listed service. When performance of any service listed on the PRS is defective (the number of defects exceeds the acceptable level) the COR will recommend to the KO a remedy under the "Inspection of Service" clause of this contract.

2.9.1. Payment Deductions. For fixed-price contracts, the COR will compute the appropriate deduction for recorded defects IAW sample deduction computations contained in TE 1 of the contract.

2.9.2. Fee Considerations: For cost reimbursement contracts, recorded defects can be deducted from the base fee and should affect the amount of the award fee.

2.10. Contract Compliance and Enforcement. The Government's role in the day-to-day administration of this contract is to ensure that requirements of the contract are met IAW the stated standards. This may require enforcement of the contract when the Contractor fails to correct a deficiency or a defect in service, or take corrective action to prevent a reoccurring problem. The COR should notify the KO whenever corrective action is needed. The decision as to the type of the enforcement remedy will be determined at the discretion of the KO.

2.10.1. Critical Deficiencies. The COR should immediately initiate a course of corrective action through the KO anytime the Contractor fails to perform any of the quality control and sanitation/safety control tasks which are identified in **bold** print on the Inspection Guides and QA Checklist(s). Some of these tasks may be Critical Control Points (CCP) identified in the contractor's quality control plan. This may require the initiation of a Contract Discrepancy Report (CDR).

2.10.2. Contract Discrepancy Reports (CDR). The CDR at Annex E will be used whenever necessary in the administration of the contract to formally document unacceptable performance. The use of CDRs becomes the supporting documentation for contract payment deductions, fixed fee deductions, award fee, nonpayment or other actions deemed necessary by the KO. The COR will initiate a CDR (complete the form and attach the supporting documentation), forward it to the KO, and review/approve the Contractor's response. The COR will initiate a CDR, as a minimum, whenever; 1) the number of monthly recorded defects for a PRS service exceeds the allowable number of defects; 2) anytime unacceptable performance is determined critical in nature and requires immediate correction; e.g., sanitation critical control points; and, 3) trends develop in unacceptable performance (repetitive deficiencies) are recorded and require correction.

3. COR Files. The COR will, in addition to providing documentation and recommendations to the KO, maintain a file IAW their Letter of Designation. Files will be established and maintained IAW the Modern Army Record Keeping System, AR 25-400-2. The COR will dispose of the contract file IAW the KO instructions. The COR file will contain as a minimum:

3.1. Copies of the COR and Alternate COR Letters of Designation.

3.2. A copy of the contract with attachments and all modifications.

3.3. Copies of all evaluations.

3.4. Copies of all Contract Deficiency Reports (CDR's).

3.5. Copies of all correspondence; e.g. letters to/from KO and Contractor, memorandums to/from the COR and KO, and memorandums of record, to include telephone calls.

3.6. Copies of Contractor's invoices.

3.7. Copies of receipt and acceptance document (DD Form 250).

3.8. copies of the Contractor's approved QC plan.

3.9. Names of individuals authorized entry in facilities for the purpose of QA.

3.10. All other correspondence, Results, records, photographs and reports to support documentation of performance.

ANNEX A
PERFORMANCE REQUIREMENTS SUMMARIES (PRS)

((NOTE #1: INSERT A COPY OF YOUR CONTRACT PRS FOR FULL FOOD SERVICE HERE))

((NOTE #2: INSERT A COPY OF YOUR CONTRACT PRS FOR DINING FACILITY ATTENDANT SERVICE HERE))

((NOTE #3: INSERT A COPY OF YOUR CONTRACT PRS FOR MANAGEMENT AND FOOD PRODUCTION SERVICE HERE))

ANNEX B INSPECTION PLAN

General. The Inspection Plan, when completed, is a document which will tell the COR how much inspection is required to be performed on each service each month. In addition, it becomes the yardstick for measuring performance, acceptance or rejection level for each service.

Source of Information. The source document used to obtain the necessary information to complete the monthly Inspection Plan is the contract Performance Requirements Summary (PRS). A Inspection Plan is required for each type of service; i.e., FFS, DFA Service and M&FP Service.

Procedures. The COR will develop the Inspection Plan each month for all services listed in column 1 of the contract PRS. The American National Standard Sampling Procedures and Tables for Inspection by Attributes (ANSI/ASQCZ1.4) will be used to determine the number of samples (Inspections) along with accept and reject level of each service. *The Army standard for determining the lot size (population) for random inspection is expressed in the formula: “The total number of operational days for all facilities each month” (ref column 3 of the PRS).*

Determining the Lot Size. The lot size is determined from the formula in column 3 of the PRS. *The Army standard for determining the lot size (population) for random inspection is: “the total number of operational days for all facilities each month” (see column 3 of the PRS).* The COR must determine how many days each facility is anticipated to be closed each month and subtract that number from the maximum number of operational days available during the month.

Determining the Sample Size. To determine the sample size (number of evaluations) **single, normal degree of inspection** will initially be used until such time contract performance dictates otherwise. The COR will use **Inspection Level II** unless human resources are not adequate to perform the number of given evaluations in addition to other required evaluations. The KO must concur with any changes in the level and degree of inspection that deviates from this standard.

Obtaining the AQL. The Acceptable Quality Level (AQL) is a given as stated in column 3 of the PRS. The AQL is expressed as a percentage and is derived from ANSI/ASQCZ1.4 Standard (see above). The AQLs will remain the same throughout the contract unless changed by contract modification.

Accept/Reject Levels. Each service listed on the PRS will be measured against the AQL expressed as a number of defects allowed. The accept/reject numbers are obtained by using the ANSI/ASQCZ1.4 Standard applying the AQL to the sample size (see above)

INSPECTION PLAN

Full Food Service

Date Prepared: _____ Inspection Period:(Month): _____
 Contract No: _____ Prepared by: _____

PERFORMANCE INDICATOR PRS NO. – SERVICE	LOT SIZE	SAMPLE SIZE	AQL	ACCEPT NO.	REJECT NO.
1. Menu Planning					
2. Receiving & Storage					
3. Fd Prep–Reg Menu					
4. Fd Prep–Short Order					
5. Fd Prep–B/S Bar					
6. Fd Prep–Desserts & Baked Goods					
7. Headcount/Cashier					
8. Food Serving					
9. Dining Room					
10. Administration					
11. Fd Svc Equipment & Utensil Cleaning					
12. Facility Maintenance & Sanitation					
13. Quality Control					
14. Meals for Remote Site Feeding					

Figure B-1

INSPECTION PLAN

Management & Food Production Service

Date Prepared: _____ Inspection Period:(Month): _____
 Contract No: _____ Prepared by: _____

PERFORMANCE INDICATOR PRS NO. – SERVICE	LOT SIZE	SAMPLE SIZE	AQL	ACCEPT NO.	REJECT NO.
1. Menu Planning					
2. Receiving & Storage					
3. Fd Prep–Reg Menu					
4. Fd Prep–Short Order					
5. Fd Prep–B/S Bar					
6. Fd Prep–Desserts & Baked Goods					
7. Headcount/Cashier					
8. Food Serving					
9. Administration					
10. Equipment Cleaning					
11. Quality Control					
12. Meals for Remote Site Feeding					

Figure B 2

INSPECTION PLAN

Dining Facility Attendant Service

Date Prepared: _____ Inspection Period:(Month): _____
 Contract No: _____ Prepared by: _____

PERFORMANCE INDICATOR PRS NO. – SERVICE	LOT SIZE	SAMPLE SIZE	AQL	ACCEPT NO.	REJECT NO.
1. Subsistence Storage					
2. General Services					
3. Headcount/Cashier					
4. Food Serving					
5. Dining Room					
6. Fd Svc Equipment & Utensil Cleaning					
7. Facility Maintenance & Sanitation					
8. Quality Control					

Figure B 3

RANDOM INSPECTION PLAN (WORKSHEET)

General. The Random Inspection Worksheet, when completed, is a document which will tell the COR both the day and location (DFAC) evaluations should be conducted throughout the month of evaluation. This information is then carried forward to the monthly Inspection Schedule. This form should be designed as a matrix using the number of dining facilities and the day of the month to reflect the total possible population (lot size). A separate worksheet will be required for each type of service.

Source of Information. The information needed to complete this form comes from the Random Inspection Plan and the numbers generated by a computer random number generator or a random number table. Numbers may be drawn various ways so long as they are variable and are not predictable.

Procedures. First determine the number of samples (evaluations) using the Inspection Plan to be performed during the month. Next line out the numbers that are associated with the facilities and days when it is anticipated a DFAC will be closed. Remember that weekend days must not be lined out if service is provided under this contract. Next, generate the required amount of numbers using a computer number generator within the lot size range. Circle the corresponding numbers on the worksheet using the generated numbers. The circled numbers will identify the date and DFAC when random evaluations should be conducted.

SAMPLE - RANDOM INSPECTION PLAN WORKSHEET

Date Prepared: _____ Inspection Period:(Month): _____
 Contract No: _____ Prepared by: _____

Day of Month	DFAC #:	DFAC #:	DFAC #:	DFAC #:
1	1	2	3	4
2	5	6	7	8
3	9	10	11	12
4	13	14	15	16
5	17	18	19	20
6	21	22	23	24
7	25	26	27	28
8	29	30	31	32
9	33	34	35	36
10	37	38	39	40
11	41	42	43	44
12	45	46	47	48
13	49	50	51	52
14	53	54	55	56
15	57	58	59	60
16	61	62	63	64
17	65	66	67	68
18	69	70	71	72
19	73	74	75	76
20	77	78	79	80
21	81	82	83	84
22	85	86	87	88
23	89	90	91	92
24	93	94	95	96
25	97	98	99	100
26	101	102	103	104
27	105	106	107	108
28	109	110	111	112
29	113	114	115	116
30	117	118	119	120
31	121	122	123	124

Figure B-4

Instructions: First, strike through the numbers that correspond with the days a facility is closed all day. Next, select the required number of samples (sample size - number) using a computer random number generator and circle those numbers on this form. The results provide both the day and facility where evaluations should be randomly inspected during the coming month. The COR will determine the meal period for the evaluation.

INSPECTION SCHEDULE

General. The Inspection Schedule, when completed, is a document that the COR use as a management tool to schedule both random and planned evaluations throughout the month of evaluation. **Remember, if the installation is using AFMIS, the COR may use the Random Survey Function to develop the Inspection Schedule.** The schedule should be used for planning the work schedule of the individuals who will perform the evaluations.

Source of Information. The information needed to complete this form comes from the Random Inspection Worksheet, the Inspection Plan and the COR's decisions as to where and when other planned evaluations are to be conducted.

Procedures. Using the Random Inspection Worksheet, first plot the DFACs and dates selected randomly write them on the schedule. The COR will select the meal periods for these evaluations. Mark or code these as Random Evaluations. Next, the COR will select the DFACs, dates and the meal period or time for the planned evaluations. Mark or code these as Planned Evaluations. Remember that planned evaluations allow the COR flexibility to schedule evaluations at will and when infrequent services are performed. This allows this COR latitude to fill-in the monthly inspection schedule around the random evaluations while considering the individual work schedules. Last, the COR will identify miscellaneous planned inspection at will and schedule a comprehensive 100% Checklist inspection each month in all DFAC to ensure all facilities are evaluated a minimum of once per month.

Evaluations. The Inspection Guides contained in this plan will be used to evaluate performance of services contained on the PRS. The Quality Assurance Checklist(s) will be used to evaluate performance of miscellaneous services and infrequent services. In addition the Checklist(s) will be used to conduct the impromptu and the 100% evaluations. Remember that the quality assurance checklist evaluations are in addition to those derived from the PRS and will not be applied to the Inspection Guide results and the Inspection Plan.

SURVEILLANCE SCHEDULE

March 2002						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Figure B-5

INSPECTION GUIDES

1. **Inspection Guides**. One set of Inspection Guides has been developed for the 14 services listed on the PRS for full food service. These guides will be used to evaluate services listed on the PRS IAW the stated AQL; however, they can also be used for planned and impromptu evaluations, the results of which will not count against the AQL.

1.2. Separate inspection guides must be developed for each type of service (FFS, M&FP, DFA) and tailored to the applicable contract standards for each. Each type of service must be evaluated separately since the value of each, compared to the total contract, is different. A copy of all evaluations will be provided to the Contractor on the day of inspection.

2. **QAE Responsibilities**. The QAE will:

2.1. Visit the scheduled DFAC or performance site and using the appropriate Inspection Guide, PRS 1 thru PRS 14, evaluate the Contractor's performance for each required service.

2.2. Evaluate the performance of services for conformity to the standards stated in the contract.

2.3. Rate the performance of each service for the day as either satisfactory or defective using the performance criteria stated in paragraph 2 on each Inspection Guide.

2.4. Fully document the appropriate deficiencies by line item number and the applicable contract requirements and standards. The COR will document the overall evaluation for the day as either satisfactory or defect. The documentation must be specific as to the actual finding or quality of work (that required or the end result) required by the contract.

2.5. Discuss the evaluations and ratings of each service to the Contractor's representative prior to leaving the dining facility.

2.6. Obtain the signature of the DFAC Manager, DFA Supervisor or a Contractor's representative on each inspection guide to acknowledge receipt of a copy prior to departing the facility/site. This acknowledgment does not, however, indicate agreement with the findings.

2.7. Provide the DFAC Manager, DFA Supervisor or Contractor's representative with a copy of each completed inspection guide.

2.8. Submit all completed Inspection Guides to the COR by the close of business on the day of the evaluation.

3. **COR Responsibilities**. The COR will:

3.1. Develop the monthly quality assurance Inspection Schedule to identify DFACs, dates and times of evaluations.

3.2. Schedule QAEs and the time to conduct all evaluations.

3.3. Review all evaluation reports for completeness, clarity and compliance to the contract. Ensure that reports, if necessary, are properly changed and a copy furnished to the Contractor.

3.4. Determine if initiation of a CDR is required for immediate correction of a defective service or a critical deficiency that has been identified on the Inspection Guides. The COR should immediately initiate a course of corrective action through the KO anytime the Contractor fails to perform any of the quality control and sanitation/safety control tasks which are identified in **bold** print on the Inspection Guides.

3.5. Use the Random Inspection Record to post all defective ratings by the day of the month for each service. The COR will total the number of defects for each service for the month and compare that total to the number of allowed defects on the Inspection Plan to determine the Contractor's monthly performance level. Individual deficiencies will not be counted as defects when determining the Contractor's performance level.

INSPECTION GUIDE

PRS 1 MENU PLANNING SERVICE	Building Number: _____ Date: _____ Time of Evaluation: From: _____ To: _____																																																												
PROCEDURES:																																																													
<ol style="list-style-type: none"> 1. Use this inspection guide and evaluate Menu Planning Service for the day of operation. 2. Review all menus planned for the day and evaluate each menu/task to the standard or referenced contract paragraph. 3. Document all unsatisfactory ratings in detail on this guide and explained them to the Contractor's representative prior to leaving the facility. 4. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. 																																																													
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PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or deficient (DEF). Performance will be rated as satisfactory if all the critical standards are met. Performance will be rated defective if any one of the critical standards is found to be deficient.																																																													
CRITICAL STANDARDS:	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 35%;"></th> <th style="width: 8%;">SAT</th> <th style="width: 8%;">DEF</th> <th style="width: 8%;">N/A</th> <th style="width: 41%;">EXPLANATION</th> </tr> </thead> <tbody> <tr> <td>Regular breakfast menu is 100% IAW C.5.1.1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Regular lunch & dinner menu is 100% IAW C.5.1.1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Lunch & dinner short order menu is 100% IAW C.5.1.1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Breakfast & salad bar menu is 100% IAW C.5.1.1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Fitness (low calorie) menu is 100 % IAW C.5.1.1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Special menus is 100% IAW approved requests C.5.1.1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Brunch menu is 100% IAW C.5.1.1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Supper menu is 100% IAW C.5.1.1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Midnight meal menu is 100% IAW C.5.1.1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>A la Carte menu is 100% IAW C.5.1.1</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Not more than 1 of the remaining standards from the list below is found defective during the evaluation period.</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		SAT	DEF	N/A	EXPLANATION	Regular breakfast menu is 100% IAW C.5.1.1					Regular lunch & dinner menu is 100% IAW C.5.1.1					Lunch & dinner short order menu is 100% IAW C.5.1.1					Breakfast & salad bar menu is 100% IAW C.5.1.1					Fitness (low calorie) menu is 100 % IAW C.5.1.1					Special menus is 100% IAW approved requests C.5.1.1					Brunch menu is 100% IAW C.5.1.1					Supper menu is 100% IAW C.5.1.1					Midnight meal menu is 100% IAW C.5.1.1					A la Carte menu is 100% IAW C.5.1.1					Not more than 1 of the remaining standards from the list below is found defective during the evaluation period.				
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REMARKS:																																																													

INSPECTION GUIDE

PRS 2 RECEIPT & STORAGE SERVICE	Building Number: _____ Date: _____ Time of Evaluation: From: _____ To: _____			
PROCEDURES:				
1. Use this inspection guide and evaluate Receipt & Storage Service for the day of operation. 2. Observe the delivery/receipt/acceptance process of subsistence on the date/time of delivery to the dining facility. 3. Compare performance to the specified standard or standard referenced by contract paragraph. 4. Document all unsatisfactory ratings in detail on this guide and explained them to the Contractor's representative prior to leaving the facility. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt.				
Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.				
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or deficient. Performance will be rated as satisfactory if the critical standards are meet. Performance will be rated defective if any one of the critical standards is unsatisfactory. The COR should immediately initiate a corrective course of action through the KO anytime the Contractor fails to meet the standards identified in <i>BOLD</i> print. These standards may be Critical Control Points (CCP) identified in the Contractor's approved QC Plan.				
CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Designated individual oversees deliveries (CH 13, FM 10-23-2)				
All subsistence is checked for count, condition & identity (CH 13, FM 10-23-2)				
Temperature of subsistence is randomly inspected using accurately calibrated thermometers (CH 13, FM 10-23-2)				
Numerically scaled indicating thermometers are used to monitor refrigeration & freezer temps (2-11, TB MED 530)				
PHF items are received at 41°F or below (TB MED 530)				
Milk & egg products are received a 45°F or below (TB MED 530)				
Not more than 3 of the remaining standards from the list below are found defective during the evaluation period.				
REMARKS:				

INSPECTION GUIDE FOR:

PRS 2 RECEIPT & STORAGE SERVICE (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Perishable subsistence is refrigerated within 30min of receipt (Para C.5.1.2)				
PHF items rejected if delivered at temps above 41°F				
Chilled items stored at 34°F to 41°F				
Frozen items received & stored at 0°F or below				
Perishable items are free of pest, rot & mold, re-freezing, thawing, slime, off color & odor				
Semi perishable items are free from dents, swells, rust, leaks, moisture & discoloration on packing				
Receiving documents correctly annotated & signed				
Invoice (delivery document) conforms to subsistence order				
Subsistence stored & used IAW FIFO				
Subsistence Vendor Contract Discrepancy Reports initiated when applicable				
Stored subsistence protected from cross contamination				
Bulk food items stored in original containers or in food-grade plastic liner/ingredient bin & labeled (2-10, TB MED 530)				
Items/products with expired dates reported to Veterinary Activity (C.5.1.2)				
Bread codes posted; bread for recipes used IAW FIFO, products for immediate consumption used IAW LIFO				
Subsistence stored in separate location from chemicals (2-40, TB MED 530)				
Personnel in clean & proper uniforms practicing good hygiene (3-4, TB MED 530)				
REMARKS:				
EVALUATION RESULTS:				
Overall Rating of This Evaluation: Satisfactory:_____ Defect_____				
CAE Signature_____				
Contractor's Representative Signature_____				

INSPECTION GUIDE FOR:

PRS 3 FOOD PREPARATION SVC - REGULAR MENU	Building Number: _____ Date: _____
Time of Evaluation: From: _____ To: _____	

- PROCEDURES:**
1. Use this inspection guide and evaluate Food Preparation Service of the Regular Menu for the day of operation.
 2. Observe the food/ingredient staging, preparation & cooking/baking process, and personnel hygiene & sanitation practices.
 3. Compare performance to the specified standard or standard referenced by contract paragraph.
 4. Document all unsatisfactory ratings in detail on this guide and explained them to the Contractor's representative prior to leaving the facility.
 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt.

Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.

PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or deficient. Performance will be rated as satisfactory if the critical standards are met. Performance will be rated defective if any one of the critical standards is unsatisfactory.

The COR should immediately initiate a corrective course of action through the KO anytime the Contractor fails to meet the standards identified in *BOLD* print. These standards may be Critical Control Points (CCP) identified in the Contractor's approved QC Plan.

CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Recipes/SOP's used for all products (AFMIS TM 10-412)				
Poultry, dressings, leftovers & stuffed meats- fish- pastas cooked to 165°F or above for 15 sec (2-16, TB MED 530)				
Pork, fish & grounds meats cooked to 155°F or above for 15 sec (2-16, TB MED 530)				
Whole muscle beef or lamb cooked to 145°F or above for 15 sec or IAW Table 2-1 (2-16, TB MED 530)				
Leftovers to be served hot are reheated to 165°F or above within 2 hrs (TB MED 530 Flasher #95-6)				
Thermometers used for cooking (2-8, TB MED 530)				
Not more than 3 of the remaining standards from the list below are found defective during the evaluation period.				

REMARKS:

INSPECTION GUIDE FOR:

PRS 3 FOOD PREPARATION SVC- REGULAR MENU (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
All items prepared IAW menu standards (C.5.1.3)				
Cooks minimizing time PHF's are kept in TDZ during preparation (2-7, TB MED)				
Leftover's held at safe temperatures & properly protected (2-31, TB MED 530)				
PHF's progressively prepared/cooked close to serving time (2-22, TB MED 530)				
Products prepared & protected from cross contamination (2-13, TB Med 530)				
Raw fruits & vegetables washed prior to cooking & serving (2-14, TB MED 530)				
Frozen foods tempered IAW (2-21, TB MED 530)				
Hot PHF's held for service at 140°F or above (2-30, TB MED 530)				
Hot leftovers held at 140°F or above for no more than 5-hrs from production, than discarded (2-34, TB MED 530)				
Pre-prepared foods (in house) are labeled (2-22, TB MED 530)				
Leftovers to be served cold are offered for service once within 24 hrs & discarded				
Personnel in clean & proper uniforms practicing good hygiene (3-4, TB MED 530)				
REMARKS:				
EVALUATION RESULTS:				
Overall Rating of This Evaluation: Satisfactory: _____ Defect _____				
CAE Signature _____				
Contractor's Representative Signature _____				

INSPECTION GUIDE FOR:

PRS 4 FOOD PREPARATION SVC – SHORT ORDER MENU	Building Number: _____ Date: _____
	Time of Evaluation: From: _____ To: _____

- PROCEDURES:**
1. Use this inspection guide and evaluate Food Preparation Service of the Regular Menu for the day of operation.
 2. Observe the food/ingredient staging, preparation & cooking process, and personnel hygiene & sanitation practices.
 3. Compare performance to the specified standard or standard referenced by contract paragraph.
 4. Document all unsatisfactory ratings in detail on this guide and explained them to the Contractor's representative prior to leaving the facility.
 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt.

Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.

PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or deficient. Performance will be rated as satisfactory if the critical standards are met. Performance will be rated defective if any one of the critical standards is unsatisfactory.

The COR should immediately initiate a corrective course of action through the KO anytime the Contractor fails to meet the standards identified in *BOLD* print. These standards may be Critical Control Points (CCP) identified in the Contractor's approved QC Plan.

CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Recipes/SOP's used for all products (AFMIS TM 10-412)				
Poultry cooked to 165°F or above for 15 sec (2-16, TB MED 530)				
Grounds meats cooked to 155°F or above for 15 sec (2-16, TB MED 530)				
Leftovers only used in made-to order sandwiches				
Leftovers to be served hot are reheated to 165°F or above within 2 hrs (TB MED 530 Flasher # 95-6)				
Thermometers used for cooking (2-8, TB MED 530)				
Not more than 3 of the remaining standards from the list below are found defective during the evaluation period.				

REMARKS:

INSPECTION GUIDE FOR:

PRS 4 FOOD PREPARATION SVC - SHORT ORDER MENU (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
All items prepared IAW menu standards (C.5.1.3)				
Cooks are minimizing time PHF's are kept in TDZ during preparation (2-7, TB MED)				
Products prepared & protected from cross contamination (2-13, TB Med 530)				
Frozen foods tempered IAW (2 -21, TB MED 530)				
Hot PHF's held for service at 140°F or above (2-30, TB MED 530)				
Hot leftovers held at 140°F or above for no more than 5-hours from production, then discarded (2-34, TB MED 530)				
Pre-prepared sandwiches made within 1 hr of service (TB MED 530)				
Pre-prepared foods (in house) are properly labeled (2-22, TB MED 530)				
Leftovers to be served cold are offered for service once within 24 hrs & discarded				
Hot foods held at 140°F or above. (TB MED 530)				
Personnel in clean & proper uniforms practicing good hygiene (3-4, TB MED 530)				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory:_____ Defect_____				
CAE Signature_____				
Contractor's Representative Signature_____				

INSPECTION GUIDE FOR:

PRS 5 FOOD PREPARATION SVC – BREAKFAST & SALAD BAR	Building Number: _____ Date: _____
	Time of Evaluation: From: _____ To: _____

- PROCEDURES:**
1. Use this inspection guide and evaluate Food Preparation Service of the Regular Menu for the day of operation.
 2. Observe the food/ingredient preparation & cooking operations, and personnel hygiene & sanitation practices.
 3. Compare performance to the specified standard or standard referenced by contract paragraph.
 4. Document all unsatisfactory ratings in detail on this guide and explained them to the Contractor's representative prior to leaving the facility.
 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt.

Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.

PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or deficient. Performance will be rated as satisfactory if the critical standards are met. Performance will be rated defective if any one of the critical standards is unsatisfactory.

The COR should immediately initiate a corrective course of action through the KO anytime the Contractor fails to meet the standards identified in *BOLD* print. These standards may be Critical Control Points (CCP) identified in the Contractor's approved QC Plan.

CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Recipes/SOP's used for all products (AFMIS TM 10-412)				
Poultry & leftovers cooked to 165°F or above for 15 sec (2-16, TB MED 530)				
Pork, grounds meats & bulk eggs cooked to 155°F or above for 15 sec (2-16, TB MED 530)				
Made to order eggs cooked to 145°F or above for 15 sec or IAW Table 2-1 (2-16, TB MED 530)				
Leftovers to be served hot are reheated to 165°F or above within 2 hrs (TB MED 530 Flasher #95-6)				
Thermometers used for cooking (2-8, TB MED 530)				
Not more than 3 of the remaining standards from the list below are found defective during the evaluation period.				

REMARKS:

INSPECTION GUIDE FOR:

PRS 5 FOOD PREPARATION SVC – BREAKFAST & SALAD (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
All items prepared IAW menu standards (C.5.1.3)				
Cooks minimizing time PHF's are kept in TDZ during preparation (2-7, TB MED)				
PHF's progressively prepared/cooked close to serving time (2-22, TB MED 530)				
Products prepared & protected from cross contamination (2-13, TB Med 530)				
Raw fruits & vegetables washed prior to cooking & serving (2-14, TB MED 530)				
Frozen foods tempered IAW (2-21, TB MED 530)				
Hot PHF's held for service at 140°F or above (2-30, TB MED 530)				
Hot leftovers held at 140°F or above for no more than 5-hours from production, then discarded (2-34, TB MED 530)				
Pre-prepared foods (in house) are labeled (2-22, TB MED 530)				
Leftovers to be served cold are offered for service once within 24 hrs & discarded				
Food products on serving line are garnished				
Personnel in clean & proper uniforms practicing good hygiene (3-4, TB MED 530)				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory: _____ Defect _____ CAE Signature _____ Contractor's Representative Signature _____				

INSPECTION GUIDE FOR:

PRS 6 FOOD PREPARATION SVC – BAKED GOODS & DESSERTS	Building Number: _____ Date: _____ Time of Evaluation: From: _____ To: _____
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- PROCEDURES:**
1. Use this inspection guide and evaluate Food Preparation Service of the Regular Menu for the day of operation.
 2. Observe the food/ingredient staging, preparation & cooking/baking process, and personnel hygiene & sanitation practices.
 3. Compare performance to the specified standard or standard referenced by contract paragraph.
 4. Document all unsatisfactory ratings in detail on this guide and explained them to the Contractor's representative prior to leaving the facility.
 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt.
- Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.**

PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or deficient. Performance will be rated as satisfactory if the critical standards are met. Performance will be rated defective if any one of the critical standards is unsatisfactory.
The COR should immediately initiate a corrective course of action through the KO anytime the Contractor fails to meet the standards identified in *BOLD* print. These standards may be Critical Control Points (CCP) identified in the Contractor's approved QC Plan.

CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Recipes/SOP's used for all products (AFMIS TM 10-412)				
Baked items prepared within 24 hrs of service (C.5.1.3.5)				
Thermometers used for cooking (2-8, TB MED 530)				
Not more than 3 of the remaining standards from the list below are found defective during the evaluation period.				

REMARKS:

INSPECTION GUIDE FOR:

PRS 6 FOOD PREPARATION SVC – BAKED GOODS & DESSERTS (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
All items prepared IAW menu standards (C.5.1.3)				
Cooks minimizing time PHF's are kept in TDZ during preparation (2-7, TB MED)				
Only individually wrapped items offered for service are retained as leftovers				
Products prepared & protected from cross contamination (2-13, TB Med 530)				
Raw fruits & vegetables washed prior to cooking & serving (2-14, TB MED 530)				
Frozen foods tempered IAW (2-21, TB MED 530)				
Cooked or sliced fruit held at 41°F or below (TB MED 530 Flasher #95-6)				
Personnel in clean & proper uniforms practicing good hygiene (3-4, TB MED 530)				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory:_____ Defect_____				
CAE Signature_____				
Contractor's Representative Signature_____				

INSPECTION GUIDE FOR:

PRS 7 HEADCOUNT/CASHIER SERVICE	Building Number: _____ Date: _____ Time of Evaluation: From: _____ To: _____
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- PROCEDURES:**
1. Use this inspection guide and evaluate Headcount/Cashier Service for the day of operation.
 2. Observe the employees at each headcount/cashier station, evaluate the operational procedures and flow rate to the stated requirement noted on the inspection guide.
 3. Document all unsatisfactory ratings in detail on this guide and explained them to the Contractor's representative prior to leaving the facility.
 4. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt.
- Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.**

PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or deficient. Performance will be rated as satisfactory if the critical standards are meet. Performance will be rated defective if any one of the critical standards is unsatisfactory..

CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
BAS, DOD & employees paying cash for meals & signing DD Form 1544				
Headcounters performing duties IAW App D, AR 30-1 & Contractor developed SOP				
Headcounters/Cashiers maintaining diner flow rates (C.5.1.4)				
Not more than 1 of the remaining standards from the list below is found defective during the evaluation period.				

REMARKS:

INSPECTION GUIDE FOR:

PRS 7 HEADCOUNT/CASHIER SERVICE (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
SOP, instructions, DA 3032 & DA 1544 located at each station				
Meal cards being verified to signatures				
Change fund sufficient to make change for cash meals				
Headcount data & cash meal data (DD Form 1544 & DA Form 3032) closed upon end of schedule meal period				
Employees are courteous & polite				
Personnel in clean & proper uniforms (3-4, TB MED 530)				
REMARKS:				
EVALUATION RESULTS:				
Overall Rating of This Evaluation: Satisfactory: _____ Defect _____				
CAE Signature _____				
Contractor's Representative Signature _____				

INSPECTION GUIDE FOR:

PRS 8 FOOD SERVING	Building Number: _____ Date: _____ Time of Evaluation: From: _____ To: _____			
PROCEDURES: 1. Use this inspection guide and evaluate Food Serving, to include set-up and break-down of serving lines, for the day of operation. 2. Evaluate the meal serving period, record the diner flow rates, observe the sanitation practices, & compare the food items on the serving line to the planned menu. 3. Compare performance to the specified standard or standard referenced by contract paragraph. 4. Document all unsatisfactory ratings in detail on this guide and explained them to the Contractor's representative prior to leaving the facility. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.				
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CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Serving lines set-up IAW time specified at C.5.1.5.				
Break down & clean serving lines IAW time specified at C.5.1.5.				
All menu items recorded on the Production Schedule are available for diner selection at the start of the meal period				
Two items from each food group is available throughout the meal period (C.5.1.5)				
Regular & short order meals served at the flow rate specified at C.5.1.5.				
Leftovers removed, cooled to 41°F within 4 hrs, labeled & properly stored (2-11, TB MED 530)				
Not more than 4 remaining standards from the list below are found defective during the evaluation period.				
REMARKS:				

INSPECTION GUIDE FOR:

PRS 8 FOOD SERVING <i>(CONTINUED)</i>				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Menus with caloric values posted for all items prior to the meal period (6-5, AR 30-1)				
Foods not maintained at safe hot/cold holding temperatures are discarded (2-34, TB MED 530)				
Products reheated to 165°F or above when internal temperature falls below 140°F (TB MED 530)				
Trays & utensils available to all diners without waiting				
Complete meals available to all diners during scheduled meal serving period				
Hot foods served at 140°F or above (2-30, TB MED 530)				
Cold foods served at 41°F or below (2-30, TB MED 530)				
Food items garnished				
Spills cleaned as they occur				
Food covered until service begins				
Separate serving utensils used for each product				
Foods temperature monitored throughout the meal period				
Foods items are progressively replenished				
Food portions IAW AFMIS TM 412				
Food protected from contamination				
All self-service items including condiments available to diners without delay throughout meal period				
Minimum desserts available throughout the meal period				
Nutrition posters, branding literature & tips on good eating displayed				
Personnel in clean & proper uniforms practicing good hygiene (3-4, TB MED 530)				
Employees are courteous & polite				
REMARKS:				
EVALUATION RESULTS:				
Overall Rating of This Evaluation: Satisfactory: _____ Defect _____				
CAE Signature _____				
Contractor's Representative Signature _____				

INSPECTION GUIDE FOR:

PRS 9 DINING ROOM SERVICE	Building Number: _____ Date: _____ Time of Evaluation: From: _____ To: _____
PROCEDURES:	
<ol style="list-style-type: none"> 1. Use this inspection guide and evaluate Dining Room Service for the day of operation. 2. Evaluate the set-up & cleanliness of the dining area prior to the meal period, observe the attendant(s) during the serving period, & ensure the dining area is clean prior to closing. 3. Compare performance to the specified standard or standard referenced by contract paragraph. 4. Document all unsatisfactory ratings in detail on this guide and explained them to the Contractor's representative prior to leaving the facility. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. 	
Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.	
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or deficient. Performance will be rated as satisfactory if the critical standards are met. Performance will be rated defective if any one of the critical standards is unsatisfactory.	
The COR should immediately initiate a corrective course of action through the KO anytime the Contractor fails to meet the standards identified in <i>BOLD</i> print. These standards may be Critical Control Points (CCP) identified in the Contractor's approved QC Plan.	
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or deficient. Performance will be rated as satisfactory if the critical standards are met. Performance will be rated defective if any one of the critical standards is unsatisfactory..	
CRITICAL STANDARDS:	SAT DEF N/A EXPLANATION
Dining areas are clean prior to the schedule start of meal periods & upon closing for the day (C.5.1.6)	
Dinnerware is available to all diners without waiting (C.5.1.6)	
Appropriate condiments available without diner delay (C.5.1.6)	
Each diner has a clean table & chair to eat without waiting (C.5.1.6)	
Tables, chairs & spills cleaned during meal periods (C.5.1.6)	
Sufficient soil tray drop off area is available to allow diners to exit without waiting (C.5.1.6)	
Not more than 3 remaining standards from the list below are found defective during the evaluation period.	
REMARKS:	

INSPECTION GUIDE FOR:

PRS 9 DINING ROOM SERVICE (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Dinnerware protected from contamination (4-33, TB MED 530)				
Table tops cleaned between diners (4-24, TB MED 530)				
Salt, pepper & sugar shakers are visibly clean & product available (4-24, TB MED 530)				
Napkins holders visibly clean & napkins available (C5.1.6)				
Accidental spills are cleaned within 5 min of occurrence (C5.1.6)				
Soiled trays bussed with 5 minuets when occasionally left by diners (C5.1.6)				
Table covers changed when soiled (C5.1.6)				
Diner comment cards available for diner use (C.1.7)				
Personnel in clean & proper uniforms practicing good hygiene (3-4, TB MED 530)				
Employees are courteous & polite to diners				
Displays & holiday decorations displayed/removed (C5.1.6)				
Draperies removed/installed within 72 hrs of Government notification (C.5.1.6)				
REMARKS: 				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory: _____ Defect _____ CAE Signature _____ Contractor's Representative Signature _____				

INSPECTION GUIDE FOR:

PRS 10 ADMINISTRATION SERVICE	Building Number: _____ Date: _____
Time of Evaluation: From: _____ To: _____	

- PROCEDURES:**
1. Use this inspection guide and evaluate the Administration Service for the day of operation.
 2. Visit the DFAC & the Contract Manager's office and review records & files for contract compliance.
 3. Compare performance to the specified standard or standard referenced by contract paragraph.
 4. Document all unsatisfactory ratings in detail on this guide and explained them to the Contractor's representative prior to leaving the facility.
 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt.
- Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.**

PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or deficient. Performance will be rated as satisfactory if the critical standards are meet. Performance will be rated defective if any one of the critical standards is unsatisfactory..

CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Cash Meal Payment Books, DD Form 1544, accounted 100% (6-10, AR 30-1)				
Headcount record documents are supported with signatures & cash (6-13, AR 30-1)				
Controlled forms (DD Form 1544 & DA Form 3546-R) properly secured & cash is accountable (11-2, AR 30-1)				
Cash deposits are made IAW the contract (C.5.1.7)				
Subsistence ordered IAW menu requirements (C.5.1.7)				
Facilities & equipment in need of repair reported to DPW & recorded, Maintenance Request Register, DA Form 2405, & maintained 100% accurate (5-12, AR 30-1)				
Cleaning supplies on-hand are adequate to perform to standards (C.5.1.7)				
Complete prepackage meals & enhancements when requested are issued 100% of the time (C.5.1.7)				
Not more than 3 remaining standards from the list below are found defective during the evaluation period				

REMARKS:

INSPECTION GUIDE FOR:

PRS 10 ADMINISTRATION SERVICE (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Files are established & maintained current (C.5.1.7)				
Cleaning schedule maintained current & followed (C.5.1.7)				
Publications listed at C.6. are on-hand at each DFAC				
Headcount data & cash meal payment data entered in AFMIS prior to the scheduled lunch meal the next day (C.5.1.7)				
Subsistence inventories have been reconciled & are on file				
Submittals & reports listed at TE 4 have been submitted & are on file (C.5.1.7)				
Monthly Financial Worksheet completed on the last day or the month & on file				
Statement of Cause/Remedial Action to correct DF account completed & on-hand				
No more than a 4-day inventory maintained (C.5.1.2)				
Shopping list are processed prior to AFMIS end of day run				
Ration Control Sheets, DA Form 5914-R, are accurate & complete				
Food production & usage recorded on Production Schedule				
Response provided & initiation taken on diner comments				
Gov't posters & vendor materials are displayed				
Equipment Inventory Report, DA 3988-R, is maintained to-date & is 100 % accurate (C.5.1.7)				
SVCD Reports initiated when appropriate & on file				
COR notified when DPW fails to respond to service (C.5.1.7)				
Invoices 100% accurate & conform to Bid Schedule (C.5.1.7)				
Labor reports, employee records & pay/benefits are in compliance with Service Contract Act (C.5.1.7)				
When AFMIS-DFO subsystem fails - manual transactions are dated, stamped & entered in AFMIS within 48 hrs (C.5.1.7)				
EVALUATION RESULTS:				
Overall Rating of This Evaluation: Satisfactory:_____ Defect_____				
CAE Signature_____				
Contractor's Representative Signature_____				

INSPECTION GUIDE FOR:

PRS 11 FD SVC EQUIPMENT & UTENSIL CLEANING SVC	Building Number: _____ Date: _____																																																		
Time of Evaluation: From: _____ To: _____																																																			
PROCEDURES:																																																			
<ol style="list-style-type: none"> 1. Use this inspection guide and evaluate Food Service Equipment & Utensil Cleaning Service for the day of operation. 2. Evaluate the overall cleanliness of the facility & equipment prior to the meal period, observe the dishwashing & pot pan cleaning during the meal period, & check the facility for cleanliness prior to closing. 3. Compare performance to the specified standard or standard referenced by contract paragraph. 4. Document all unsatisfactory ratings in detail on this guide and explained them to the Contractor's representative prior to leaving the facility. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. 																																																			
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REMARKS:																																																			

INSPECTION GUIDE FOR:

PRS 11 FD SVC EQUIPMENT & UTENSIL CLEANING SVC (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Food contact surfaces cleaned & sanitized using proper procedures for mechanical, manual, or in-place method (SEC 6, TB MED 530)				
Non-food contact surfaces cleaned after each meal period (4-24, TB MED 530)				
Oil in fryers is free of food particles & odors (no smoke during cooking) prior to daily cooking (4-24, TB MED 530)				
Daily quantities of dishwashing & pot/pan cleaning products on-hand C.5.1.7)				
Thermometers & chemical test kits on-hand & used to verify temperatures & sanitizing agent concentration C.5.1.8)				
Cleaned & sanitized equipment & utensils air dried (4-30, TB MED 530)				
Dish machine drained & cleaned after each use (C.5.1.8)				
De-scaling agent on-hand & used to reduce the accumulation of lime deposits on dishwashing machine (C.5.1.8)				
Hand washing sinks equipped with soap & paper towels (5-25, TB MED 530)				
Personnel in clean & proper uniforms practicing good hygiene (3-4, TB MED 530)				
COR notified 100% upon occurrence when final rinse water can not be maintained at 170°F (C.5.1.8)				
Single use dinnerware items provided during power/mechanical failures (C.5.1.8)				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory:_____ Defect_____				
CAE Signature_____				
Contractor's Representative Signature_____				

INSPECTION GUIDE FOR:

PRS 12 FACILITY MAINTENANCE & SANITATION SERVICE	Building Number: _____ Date: _____
Time of Evaluation: From: _____ To: _____	

- PROCEDURES:**
1. Use this inspection guide and evaluate Facility Maintenance & Sanitation Service for the day of operation.
 2. Evaluate the overall cleanliness of the facility & floors prior to the meal period, observe the operation of the equipment during the meal period, & check the facility for cleanliness prior to closing.
 3. Compare performance to the specified standard or standard referenced by contract paragraph.
 4. Document all unsatisfactory ratings in detail on this guide and explained them to the Contractor's representative prior to leaving the facility.
 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt.
- Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.**

PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or deficient. Performance will be rated as satisfactory if the critical standards are meet. Performance will be rated defective if any one of the critical standards is unsatisfactory.

CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Chemicals & cleaning supplies on hand and stored separately from subsistence (C.5.1.9.2)				
100% compliance with CFR 1910.1200 hazard communication standards in each facility (C.5.19): a. Warning labels on hazards chemicals b. Material Safety Data Sheets available for all chemicals c. Hazard chemical inventory current & on-hand				
Garbage, refuse & grease disposed of within (____) hours following the end of each meal period (C5.1.9.2)				
Restrooms & hand washing stations clean & supplied (C.5.1.9.4)				
Not more than 4 remaining standards from the list below are found defective during the evaluation period				

REMARKS:

INSPECTION GUIDE FOR:

PRS 12 FACILITY MAINTENANCE & SANITATION SERVICE <i>(CONTINUED)</i>				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Floors & floor coverings are clean to sight by the schedule start of each meal period & prior to closing each day (C.5.1.9.1)				
Floors waxed & buffed IAW C.5.1.9				
Grease traps cleaned & grease discarded prior to start of daily operations (5-14, TB MED 530)				
Mop racks used to store mops (6-16, TB MED 530)				
Hoods & filters cleaned IAW cleaning schedule (6-23, TB MED 530)				
No signs of infestation detected (holes in bulk packages, rodent droppings, visible pests) (5-33 & 5-34, TB MED 530)				
No signs of gross accumulation of dirt, dust, grease, food particles or debris around equipment (5-29, TB MED 530).				
Grass/weeds within 25 ft of facility cut (5-33, TB MED 530)				
Outside grounds clean to sight by the scheduled start of lunch meal (C.5.1.9)				
Loading docks free of excess pallets, debris & equipment (5-33, TB MED 530)				
Spilled food debris on floors, shelves and in refrigerators & freezers routinely cleaned (6-16 & 6-17 TB MED 530)				
Recycling items deposited in appropriate containers NLT the start of the next meal period (C.5.1.9.7)				
Snow/ice partially removed from sidewalks during precipitation & completely removed within 2 hrs after precipitation stops (C.5.1.9.6)				
Personnel in clean & proper uniforms practicing good hygiene (3-4, TB MED 530)				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory: _____ Defect _____ CAE Signature _____ Contractor's Representative Signature _____				

INSPECTION GUIDE FOR:

PRS 13 QUALITY CONTROL SERVICE	Building Number: _____ Date: _____
Time of Evaluation: From: _____ To: _____	

- PROCEDURES:**
1. Use this inspection guide and evaluate Quality Control Service for a day of operation.
 2. Visit the Contract Manager’s office and review the records and reports since the last evaluation. Determine the overall quality control effort by reviewing the number & location of inspections, inspection records/reports and the corrective action taken. Review the contractor’s file and specifically note any repeated deficiencies.
 3. Use the contract performance criteria and the Contractor’s approved QC plan to evaluate each item to determine if performance is in compliance.
 4. Document all unsatisfactory ratings in detail on this guide and explained them to the Contract Manager prior to leaving his office.
 5. Upon completion of the evaluation, explain the findings to the Contract Manager and obtain signature to acknowledge copy receipt.
- Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.**

PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or deficient. Performance will be rated as satisfactory if the critical standards are meet. Performance will be rated defective if any one of the critical standards is unsatisfactory.

CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Evidence of the Contractor’s approved QC plan being implemented (C.5.1.15)				
Service listed on the PRS are scheduled/planned for inspection IAW ANSI/SQCZI.4 (C.5.1.15)				
Performance is documented 100% of the time of inspection (C5.1.15)				
Reports indicate corrective action taken and deficiencies have been corrected (C.5.1.15)				
Record on file of Government reported deficiencies (C.5.1.15)				
Not more than 1 remaining standards from the list below are found defective during the evaluation period				

REMARKS:

INSPECTION GUIDE FOR:

PRS 13 QUALITY CONTROL SERVICE (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Evaluations/inspection conducted in conjunction with work performed infrequently (C.51215)				
Employee training conducted IAW C.5.1.15 (C.1.8)				
Training conducted IAW the approved program of instruction (C.1.7)				
Training records/certificates on file (C.5.1.7)				
Copy of QC reports being sent to the Corporate (home) office (C.5.1.15)				
Diner comments processed & returned to the DFAC (C.1.7)				
Diner surveys conducted & documented (C.1.7)				
Monthly synopsis of diner comments submitted to the COR (C.5.1.7)				
Documentation/CDR of some action being taken to prevent recurring deficiencies (C.5.1.15)				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory:_____ Defect_____				
CAE Signature_____				
Contractor's Representative Signature_____				

INSPECTION GUIDE FOR:

PRS 14 MEAL SERVICE FOR REMOTE SITE FEEDING	Building Number: _____ Date: _____																																													
Time of Evaluation: From: _____ To: _____																																														
PROCEDURES:																																														
<ol style="list-style-type: none"> 1. Use this inspection guide and evaluate Meals for Remote Site Feeding Service when requests have been submitted and approved. 2. Observe the food/ingredient staging, preparation & cooking process, and personnel hygiene & sanitation practices. Observe the pre-heating/pre-chilling, packaging and labeling operation of the insulated food containers/vacuum jugs. 3. Compare performance to the specified standard or standard referenced by contract paragraph. 4. Document all unsatisfactory ratings in detail on this guide and explained them to the Contractor's representative prior to leaving the facility. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. 																																														
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The COR should immediately initiate a corrective course of action through the KO anytime the Contractor fails to meet the standards identified in <i>BOLD</i> print. These standards may be Critical Control Points (CCP) identified in the Contractor's approved QC Plan.																																														
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REMARKS:																																														

INSPECTION GUIDE FOR:

PRS 14 MEAL SERVICE FOR REMOTE SITE FEEDING (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Meal request cleared through COR (C.5.1.16)				
All items prepared IAW menu standards (C.5.1.3)				
Minimizes time PHF's are kept in TDZ during preparation (2-7, TB MED)				
PHF's progressively prepared/cooked close to staging time (2-22, TB MED 530)				
Products prepared & protected from cross contamination (2-13, TB Med 530)				
Raw fruits & vegetables washed prior to staging (2-14, TB MED 530)				
Cold food products remain chilled at 41°F or below during preparation (2-22, TB MED 530)				
Frozen foods tempered IAW (2-21, TB MED 530)				
Inserts/containers pre-heated/pre-chilled (CH 9, FM 10-23)				
Single use items equal to the number of meals requested are available for pick-up (C.5.1.16)				
Leftovers discarded (9-3, TB MED 530)				
Refuse & trash bags provided with meals and ready for pick-up (9-3, TB MED 530)				
Personnel in clean & proper uniforms practicing good hygiene (3-4, TB MED 530)				
REMARKS:				
EVALUATION RESULTS:				
Overall Rating of This Evaluation: Satisfactory: _____ Defect _____				
CAE Signature _____				
Contractor's Representative Signature _____				

MONTHLY PRS PERFORMANCE RECORD

Full Food Service

Contract Number: _____

Month: _____

Type of Service (**insert FFS, DFA or M&FP**)

Prepared by: _____

Instructions: Place a “D” for defect in the appropriate space below corresponding with the recorded defect on the inspection guides.

DAY OF THE MONTH																																
SERVICE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	25	25	28	29	30	31	TOTAL
RS-1 Menu Planning																																
RS-2 Receiving & Storage																																
RS-3 Fd Prep – Reg Menu																																
RS-4 Fd Prep - S/O Menu																																
RS-5 Fd Prep-B/Salad Bar																																
RS-6 Fd Prep–BG/Desserts																																
RS-7 Headcount/Cashier																																
RS-8 Food Serving																																
RS-9 Dining Room																																
RS-10 Administration																																
RS-11 Equip & Utensil Clnng																																
RS-12 Fac Maint & Sanitation																																
RS-13 Quality Control																																
RS-14 Meals for Remote Site																																

Figure B-7

MONTHLY PERFORMANCE ASSESSMENT REPORT

General. The Performance Requirements Summary (PRS) Report is the primary document used to report to the KO the Contractor's overall performance of the services listed on the PRS. It provides a visual comparison of the inspection results at the end of the month to the Inspection Guide criteria developed at the beginning of the month. The inspection results, when compared to the Random Inspection Plan, provide performance indicators of how well the Contractor has performed each service on the PRS.

Source of Information. The information needed to complete this form comes from the Inspection Plan, Inspection Guides and the Random Inspection Record.

Procedures. The COR will transpose all information from the Random Inspection Plan to this form, than total the number defects of each service for the month and document this information in column 7, and analyze the results.

Analyzing the Results. The COR will identify by line item all services where the recorded number of defects (column 7) exceeds the acceptable number of defects (column 5).

Payment Computation. For fixed-price type contracts the COR will compute recommended deductions as remedies for the KO. When the actual number of defects exceeds the allowable number of defects, as determined by the Inspection Plan, the COR will compute the applicable payment deductions (fixed-price) IAW the sample calculation in TE 1 of the contract.

Fee Adjustments. For cost reimbursement type contracts, the COR will use the information on PRS Report to make recommendations to deduct the fixed fee or award fee whichever is applicable.

Documentation and Reporting. The COR will include the PRS Report(s) as attachments to the monthly memorandum to the KO.

MONTHLY PRS PERFORMANCE SUMMARY

Full Food Service

Date Prepared: _____ Inspection Period:(Month): _____

Contract No: _____ Prepared by: _____

PERFORMANCE INDICATOR PRS NO. – SERVICE	LOT SIZE	SAMPLE SIZE	AQL	ACCEPT NO.	REJECT NO.	DEFECTS	RECOMMENDED PAYMENT DEDUCTION
1. Menu Planning							
2 Receiving & Storage							
3 Fd Prep–Reg Menu							
4 Fd Prep–Short Order							
5 Fd Prep–B/S Bar							
6. Fd Prep–Baked Goods & Desserts							
7 Headcount/Cashier							
8 Food Serving							
9 Dining Room							
10 Administrative							
11 Equipment Cleaning							
12 Facility Maintenance & Sanitation							
13 Quality Control							
14 Meals for Remote Site Feeding							
Re Inspection Fee (NOTE: MAY NOT BE APPLICABLE- SEE TE 1)							
Total Recommended Payment Deduction							

Figure B-8

MONTHLY PRS PERFORMANCE SUMMARY

Management & Food Production Service

Date Prepared: _____ Inspection Period:(Month): _____

Contract No: _____ Prepared by: _____

PERFORMANCE INDICATOR PRS NO. – SERVICE	LOT SIZE	SAMPLE SIZE	AQL	ACCEPT NO.	REJECT NO.	DEFECTS	RECOMMENDED PAYMENT DEDUCTION
1. Menu Planning							
2 Receiving & Storage							
3 Fd Prep–Reg Menu							
4 Fd Prep–S/O Menu							
5 Fd Prep–B/S Bar							
6. Fd Prep–Baked Goods & Desserts							
7 Headcount/Cashier							
8 Food Serving							
9 Administration							
10 Equipment Cleaning							
11 Quality Control							
12. Meals for Remote Site Feeding							
Re Inspection Fee (NOTE: MAY NOT BE APPLICABLE- SEE TE 1)							
Total Recommended Payment Deduction							

Figure B 8

MONTHLY PRS PERFORMANCE SUMMARY

Dining Facility Attendant Service

Date Prepared: _____ Inspection Period:(Month): _____
 Contract No: _____ Prepared by: _____

PERFORMANCE INDICATOR PRS NO. – SERVICE	LOT SIZE	SAMPLE SIZE	AQL	ACCEPT NO.	REJECT NO.	DEFECTS	RECOMMENDED PAYMENT DEDUCTION
1. Subsistence Storage							
2. General Services							
3. Headcount/Cashier							
4. Food Serving							
5. Dining Room							
10 Administrative							
11 Equip & Utensil Clnng							
12 Facility Maintenance & Sanitation							
13 Quality Control							
Re Inspection Fee (NOTE: MAY NOT BE APPLICABLE- SEE TE 1)							
Total Recommended Payment Deduction							

Figure B 8

**MEMORANDUM – MONTHLY CONTRACT
ASSESSMENT REPORT**
(*SAMPLE*)

(Insert date)

(insert office symbol)

MEMORANDUM FOR DIRECTOR OF CONTRACTING, ATTN: **(insert office symbol,**
KO's name), (insert address including building number)

SUBJECT: Monthly Contract Assessment Report, Contract Number **(insert contract number)**.

1. References:

- a. Installation Food Service Contract **(insert number)**.
- b. Memorandum **(insert date)** subject: Letter of Designation, KO's Representative.

2. The following report summarizes the quality assurance inspection performed during the month of **(insert month)**. Contract inspections have been conducted in accordance with the Inspection Plan submitted the Directorate of Contracting **(insert date)** and other inspection performed throughout the month. Recommend contract payment in the amount of \$ **(insert dollar amount)** be paid the Contractor based on the following supporting documentation:

3. The following attachments are provided as supporting documentation:

- a. DD Form 250, Materiel and Receiving Report
- b. Performance Requirements Summary(ies) Report
- c. Payment computation for reduction of payment/fee
- d. Additional supporting documentation: Planned QA Checklist inspections, impromptu inspections, valid Diner Comment Cards and memorandum(s)of record/meeting(s)
- f. Contract Discrepancy Report(s)

4. Recommend that contract payment be expedited IAW prompt payment clause of reference contract and the appropriate remedies (reference "Inspection of Services" clause) are taken in conjunction with reference contract.

CF: DOL, IFA

(insert your name)
Contracting Officer's Representative

ANNEX C

OTHER PERFORMANCE INSPECTIONS

General. The QA Checklist is a document of all contract requirements/standards that is use in conducting planned and impromptu inspections. A 100% QA Checklist inspection will be performed in each facility for each type service (FFS, DFA, M&FP), once a month, as a minimum. This will ensure a comprehensive monthly evaluation is performed without any DFAC being overlooked. A copy of all Checklist evaluations will be provided to the Contractor on the day of inspection.

Source of Information. Information to complete the QA Checklist comes from the contract.

Procedures. The COR will simply list, in bullet fashion, all requirements of the contract PWS and paragraph number starting at Section C.1. and ending with the last Section in the PWS. The QA Checklist will be a comprehensive list of all requirements to be used for planned inspections; i.e., scheduled impromptu and the 100 percent for each facility each month.

Use. The QA Checklist will be used in addition to the Inspection Guides to:
Evaluate the effectiveness of the Contractor's Quality Control program.
Evaluate contract performance in DFACs that may not be selected randomly for inspection.
Evaluate infrequent tasks when they are performed.

Analyzing the Results. The COR will analyze and verify the results monthly evaluations to determine trends in performance. This information will be used in the scheduling and conduct of inspection the following month. The COR will use the completed QA Checklist of those documented deficiencies that coincide with defective service on the PRS Report. Properly documented QA Checklists will provide supporting documentation to recommended remedies to enforce the contract.

Contract Enforcement. The COR should immediately initiate a course of corrective action through the KO anytime the Contractor fails to perform any of the quality control and sanitation/safety control tasks which are identified in **bold** print on the QA Checklist(s).

Payment Computation. For fixed-price type contracts the COR will prepare an Independent Government Estimate (IGE) to claim compensation for any deficiencies that have be properly documented on the QA Checklist. Any contract payment deductions for these deficiencies will be made under the "Inspection of Services" clause of the contract and will be in addition to those taken using the PRS. The COR will estimate independently all material, transportation, supplies, and labor equal to the value of what was not received by the government or not performed by the contractor. The Department of Labor Wage Determination will serve as the basis for labor costs. The recommended amount of adjustment will not constitute a penalty.

Fee Adjustments. For cost reimbursement type contracts, the COR will use the inspection results from the QA Checklist to make recommendations to reduce contract fee; fixed fee or award fee whichever is applicable.

Documentation and Reporting. The COR will verify inspection documentation is complete and accurate before determining if any contract remedy is required. The COR will review the results of the monthly QA Checklist evaluations to determine trends in unsatisfactory performance, repeated deficiencies and non performance of any one time requirement. The COR will report results of these inspection to the KO, either for use as supporting documentation for remedies using the PRS or independent actions; i.e., performance meeting, CDR, or payment deduction/fee reduction.

CHECKLIST INSPECTIONS (SAMPLE)

	CHECKLIST PWS Standards	REF	FREQUENCY			FINDINGS			REMARKS
			D	W	M	SAT	UNSAT	N/A	
C.1 GENERAL									
1	All managers have sanitation certificates								
2	Contract Mgr & Alt designated in writing								
3	DFAC Mgr or Alt present during operational hrs								
4	DFA Supervisor designated in writing								
5	DFA supervisor present during operational hrs								
6	Uniforms								
7	Hair restraints								
8	Identification badges								
9	Jewelry								
10	Personal hygiene – hands and nail								
11	Cross contamination by duty assignment								
12	Alcohol & drugs								
13	Vehicle registration & driver licenses								
14	Contractor personnel meals – std meal rate								
15	Family member meals – std meal rate								
16	Headcount – contractor personnel meals								
17	Quality assurance approved & used								
18	Smoking in designated areas								
19	Safety plan submitted & approved								
20	HAZCOM plan implemented – MSDS in DFAC								
21	Key control record on file & current								
22	AFSEM plan on file & implemented								
23	Infrequent cleaning plan on file & used								
24	Annual labor report submitted								
25	All training completed IAW schedule								
26	Training records/certificates on file								
C.3 GOVERNMENT FURNISHED PROPERTY (GFP) AND SERVICES									
27	Property control plan on file & current								
28	Annual GFP report submitted & on file								
29	Inventories conducted & records forwarded to GPA								
30	Inventory discrepancies identified & reported								
31	Closing inventories conducted, accurate & on file								
32	Equipment manuals on hand in DFAC								
C.4 CONTRACTOR FURNISHED ITEMS									

Figure C-1

ANNEX D

DINER COMMENT/SURVEY PROGRAM

1. **General.** A customer comment program should be use for monitoring Full Food Service and Management and Food Production Service. It can provide the COR an additional method of obtain performance Results through diner feedback during the evaluation period. A diner survey program can also be use in addition to, or in lieu of, a diner comment program. The Contractor may implement an independent program as part of the quality control program. Each organization receiving service under this contract should be briefed and advised on the completion and use of the form.

1.1. Valid comments can serve as an effective source of determining trends in performance in which to evaluate overall Contractor performance. Valid comments that are determined to be contract deficiencies will not count against the AQL nor will they be use to support payment deductions in a fixed-price contract.

2. **Diner Comment Form.** The comment form should be designed around contract requirements so that results can be used as supporting documentation for deficiencies that are identified using other inspection methods. A sample form is provided. The government should provide locked boxes, diner comment forms and pencils in each dining facility located in a convenient place for the diner. A bulletin board should be made available in a prominent location (queuing area near the front entrance) of each facility for the posting of replies to diner comments.

3. **Validating Comments.** Each comment received must be validated to determine if the service is required by the contract and if the service met the standard stated in the contract. The COR should respond to all diner comments and post completed forms (response to the comment) in a prominent location for diners to review.

4. **Using Valid Diner Comments.** The COR will summarize monthly valid diner comments and determine by DFAC if there are any trends, both positive and negative, that affect the diner. All valid deficiencies should be noted, citing the applicable paragraph number in the contract. Valid comments should be used as supporting documentation when remedies are recommended.

DINER COMMENT CARD (SAMPLE)

<i>DINER COMMENTS</i>					
Building No: _____ Time _____ Breakfast _____ Lunch _____ Dinner _____ Brunch _____ Supper _____					
Where hot foods hot? Yes ___ No ___ Product: _____					
Where cold foods cold? Yes ___ No ___ Product: _____					
Where servers polite & helpful? Yes ___ No ___ Comment: _____					
Where condiments available? Yes ___ No ___ Comment: _____					
How long did you wait after you got in line? ___ Minutes					
Weekday vs. weekend service? Same: ___ Better: ___ Worse: ___ Don't eat here on weekends: ___					
AREAS	EXCELLENT	GOOD	FAIR	POOR	COMMENT
Appearance of food					
Taste of food					
Variety of menu					
Cleanliness of facility					
Speed of service					
Overall rating for this meal					
Remarks:					
Name:			Unit:		
Response:					

Figure D-1

