
ANSWERS TO SURVEILLANCE ACTIVITY

What Is Missing from the Surveillance Report?

Purpose

The purpose of this activity is to help you identify what should be documented based on your surveillance of Independent Projectiles and how existing and missing documentation may impact your multifunctional team.

Instructions

- Use these resources found in the DCMA Surveillance webpage:
 - General Guidelines for Documenting DCMA Surveillance
 - Resolve Contractor Nonconformance
- Read the scenario that shows how the QAS documented a noncompliance and answer the questions.

Scenario: Surveillance Report Documented by the QAS

“...While performing surveillance, I identified that the contractor used the wrong drawing revision number. I am concerned that the contractor may use the wrong drawing to manufacture nonconforming ammunition. With that in mind, I issued a Level I Corrective Action Request (CAR) to address and resolve the noncompliance. Upon discussion, the contractor identified the root cause as personnel not following internal procedures for review and verification of incoming materials and documentation. The contractor requested that we allow them to have one week to complete personnel training on applicable procedures. I agreed, performed a review on the incoming material process, and verified that staff were trained...”

Respond to these questions using what you learned in the interactive scenario, the 5 Whys, and the two resources mentioned earlier.

Questions

Was the level of CAR issued by the QAS appropriate for the nonconformance? Why or why not?

Answer: The QAS issued the wrong CAR level. The QAS should have issued a Level II CAR to document the noncompliance since a Corrective Action Plan (CAP) is required to address personnel not following internal procedures for review and verification of incoming materials and documentation. A Level I CAR is for minor nonconformance's which can be easily corrected, also meaning no need for root cause determination or preventative action. Multiple contractor personnel not following internal procedures requires root cause determination and preventative action.

What other actions should the QAS have documented? Please identify at least five missing issues even though there are many more. Write your answers in the chart.

| 5 W's | | Answer Key: Actions Missing and Actions Documented in the Report |
|-------|---|--|
| Who | With whom did the QAS speak? | Action Missing: Sean from Independent Projectiles |
| What | What happened? | <ul style="list-style-type: none"> Action documented: The QAS issued a Level 1 CAR since the contractor used a wrong drawing revision. |
| | What actions should the QAS take? | <p>Actions missing:</p> <ul style="list-style-type: none"> The QAS issued the wrong CAR level. A Level 1 CAR does not require a contractor response and a Corrective Action Plan (CAP). The QAS should issue a Level II CAR to document the noncompliance in the system. Independent Projectiles should document further actions in the CAP. By verbally discussing the noncompliance with the contractor, no documentation exists of the contractor CAP actions. By verbally requesting one week to train employees, no documentation exists on this contractor action and QAS approval. No documentation exists of the QAS' actions taken to verify contractor CAP implementation. Talk with other functional specialists to inform of the potential delay for accepting product and possible impact to the delivery schedule. |
| | What actions should Independent Projectiles take? | <ul style="list-style-type: none"> Actions Missing: Upon receipt of a Level II CAR, the contractor should present a CAP to the Government and follow a timeline to implement it. The QAS will verify and validate the CAP implementation and document and close it in the CAR system. |
| When | | <ul style="list-style-type: none"> Action Missing: The issue was identified during surveillance on March 1, 2018. |
| Where | Where did the conversation take place? | <ul style="list-style-type: none"> Action Missing: At Independent Projectiles site. |
| Why | Why did you meet? | <ul style="list-style-type: none"> Actions Documented: I am concerned the contractor may be using the wrong drawing revision and manufacturing non-conforming ammunition. |
| | Why does this issue really matter? | <ul style="list-style-type: none"> Action Missing: We don't want the contractor to deliver nonconforming product that may lead to user injuries and/or loss of life. |