

SHIMADZU MEDICAL SYSTEMS EQUIPMENT MAINTENANCE QASP MATRIX

Deliverable or Service Requirement	Measurement /Metric	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance	Procedures to be taken when performance standards are not met
Performance Based Statement of Work (PBSOW)	Services to be provided	At all times the contractor must establish a communication link to the government furnished systems in order to provide services rendered under this contract. If the failure occurs and it is determined to be the fault of the contractor, and the failure lasts more than 4 hours, the contractor will be penalized.	98%	Random Checks/Inspections on Completion of Workload Tasking - Government Government representative to monitor	FAR Clause 52.212-4(a) – Inspection/Acceptance Poor performance reviews will be given.
		Failure in more than any 3 metrics below or continued failure in any or all of the below performance work metrics may cause the contractor to be penalized.			
PBSOW Paragraph 2.a	Services to be provided.	Employee Qualifications: All employees shall be OEM trained to repair equipment.	100%	Random monitoring - Government representative to monitor	FAR Clause 52.212-4(a) – Inspection/Acceptance Poor performance reviews will be given.
PBSOW Paragraph 2.c	Services to be provided.	Equipment Maintained per OEM Specs: All equipment maintained per OEM Specs no “after market” parts accepted.	100%	Random monitoring - Government representative to monitor	FAR Clause 52.212-4(a) – Inspection/Acceptance Poor performance reviews will be given.
PBSOW Paragraph 3.a	Services to be provided.	Pre-Work Inspection: All inspections performed with in 30 days of award, all discrepancies reported in writing within 30days.	98%	Random monitoring - Government representative to monitor	FAR Clause 52.212-4(a) – Inspection/Acceptance Poor performance reviews will be given.
PBSOW Paragraph 4.a	Timeliness & Accuracy	Contractor Material: Contractor to supply all materials and equipment.	100%	Random monitoring - Government representative to monitor	FAR Clause 52.212-4(a) – Inspection/Acceptance Poor performance reviews will be given.
PBSOW Paragraph 5.e	Accuracy	Replacement Parts: Contractor to supply OEM replacement parts. No “after market” parts accepted.	100%	Random monitoring - Government representative to monitor	FAR Clause 52.212-4(a) – Inspection/Acceptance Poor performance reviews will be given.