



## DCMA Manual 2303-01

### Surveillance

---

|   |   |
|---|---|
| <b>Office of Primary Responsibility</b> | <b>Contractor Effectiveness Capability</b>  |
| <b>Effective:</b>                       | December 28, 2022   |
| <b>Releasability:</b>                   | Cleared for public release  |
| <b>Reissues and Cancels:</b>            | DCMA Manual 2303-01, "Surveillance," May 17, 2020<br>DCMA Manual 2301-02, "Contractor Technical Systems Assessments," July 14, 2019<br>PTM 21-005, "Policy Change to DCMA-MAN 2303-01, Surveillance," January 10, 2022                  |
| <b>Implements:</b>                      | DCMA Instruction 2303, "Surveillance," May 17, 2020   |
| <b>Internal Control:</b>                | Process flow and key controls are located on the Resource Page  |
| <b>Labor Codes:</b>                     | Located on the Resource Page  |
| <b>Resource Page Link:</b>              | <a href="https://dod365.sharepoint-mil.us/sites/DCMA-BCF-Contractor_Effectiveness/SitePages/2303-01-Surveillance.aspx">https://dod365.sharepoint-mil.us/sites/DCMA-BCF-Contractor_Effectiveness/SitePages/2303-01-Surveillance.aspx</a> |
| <b>Approved by:</b>                     | David G. Bassett, LTG, USA, Director  |

---

**Purpose:** This issuance, in accordance with the authority in DoD Directive 5105.64, "Defense Contract Management Agency (DCMA)":

- Implements policy established in DCMA Instruction 2303, “Surveillance”
- Supports the output of DCMA Instruction 2501, “Contract Maintenance”
- Reissues and updates this Manual to assign detailed responsibilities for maintaining surveillance of contractor performance
- Prescribes a procedure for integrated multifunctional surveillance that includes: risk, planning, execution, documentation, and feedback
- Creates standardized DCMA surveillance terminology. New issuance definitions are created only when common industry and the DoD definitions are nonexistent or not acceptable
- Authorizes Commanders/Directors and Functional Directors to publish guidebooks for specific topics or functional areas

## SUMMARY OF CHANGES

This Manual was rewritten. Agency users and stakeholders should read this Manual in its entirety. The following identifies the most notable changes:

- Outlines the difference between a Functional Specialist and Administrative Contracting Officer
- Includes documentation requirements for virtual surveillance
- The following Guidebooks are provided as reference material
  - Facility Process Capability Profile Guidebook
  - Corrective Action Request Communication Process
  - Corrective Action Process for Subcontract Level Deficiency Guidebook
  - Corrective Action Request Process Map
  - Online Aerospace Supplier Information System Guidebook
  - Aircraft Launch and Recovery Equipment Critical Safety Items Guide
  - Critical Safety Items for Quality Specialists Guidebook
  - Manufacturing and Production Guidebook
- Outlines hierarchy of Surveillance Categories and Strategies to prioritize work and supports Detection to Prevention
- Integrates surveillance considerations for Contractor Management System Evaluations
- Integrates surveillance considerations for Contractor Business Systems
- Delineates the required actions for Key Contract Requirements that do not require surveillance event(s)/activities
- Outlines the requirement to assess counterfeit material
- Includes additional requirements for documenting schedule development
- Includes additional requirements for surveillance records
- Revises Corrective Action Request response requirements for Level II Corrective Action Requests
- Revises the contractor's response to a Corrective Action Request

**TABLE OF CONTENTS**

**SUMMARY OF CHANGES** ..... 3

**SECTION 1: GENERAL ISSUANCE INFORMATION**..... 6

    1.1. Applicability..... 6

    1.2. Policy..... 6

**SECTION 2: RESPONSIBILITIES** ..... 7

    2.1. DCMA Component Heads and/or Capability Managers..... 7

    2.2. Operational Unit (OU) Commanders/Directors and Center Directors ..... 7

    2.3. CMO Commanders/Directors ..... 7

    2.4. Group Leaders ..... 8

    2.5. Supervisors ..... 8

    2.6. FSs..... 9

    2.7. Administrative Contracting Officers (ACO)..... 9

**SECTION 3: SURVEILLANCE OVERVIEW**..... 11

    3.1. Surveillance Overview ..... 11

    3.2. Surveillance Guidance ..... 13

**SECTION 4: ASSESS RISK**..... 15

**SECTION 5: PLAN SURVEILLANCE** ..... 17

    5.1. Plan Surveillance ..... 17

    5.2. Prioritize Surveillance ..... 17

    5.3. Align Surveillance ..... 17

    5.4. Schedule Surveillance..... 19

**SECTION 6: EXECUTE SURVEILLANCE** ..... 22

    6.1. Execute Surveillance ..... 22

    6.2. Review and Update Surveillance..... 22

    6.3. Initiate Surveillance Activities..... 22

    6.4. Execute Surveillance Plan ..... 26

**SECTION 7: DOCUMENT RESULTS** ..... 27

    7.1. Document Surveillance Results..... 27

    7.2. Reporting..... 28

**SECTION 8: IDENTIFY AND ADDRESS CONTRACTOR PERFORMANCE DEFICIENCIES**..... 30

    8.1. Identify and Address Contractual Deficiencies ..... 30

    8.2. Customer Identified Deficiency ..... 31

    8.3. Contractor Identified Deficiency..... 32

    8.4. DCMA Identified Deficiency..... 32

    8.5. CAR Process ..... 32

    8.6. Subcontract Level Deficiency ..... 37

    8.7. Coordinating a CAR ..... 38

    8.8. Contractor Corrective Action ..... 38

    8.9. Reviewing, Accepting or Rejecting a Contractor’s CAP ..... 38

    8.10. Verifying a Contractor’s Corrective Action ..... 39

    8.11. Validating a Contractor’s Corrective Action ..... 40

|   |           |
|---|-----------|
| 8.12. Escalating a CAR to the Next Higher Level.....                                    | 40        |
| 8.13. Closing a CAR.....  | 41        |
| 8.14. Influencing Contractor Performance.....   | 41        |
| 8.15. Recouping of Reinspection Costs. ....   | 41        |
| <b>SECTION 9: EVALUATE SURVEILLANCE PLANS .....</b>                                     | <b>42</b> |
| <b>GLOSSARY</b>   |           |
| G.1. Definitions.....   | 43        |
| G.2. Acronyms .....   | 55        |
| <b>REFERENCES.....</b>  | <b>57</b> |
| <br>  |           |
| <b>FIGURES</b>  |           |
| Figure 1. Surveillance – Plan-Do-Check-Act.....   | 11        |
| Figure 2. Execute Surveillance Plan.....  | 22        |
| Figure 3. Surveillance Techniques in Support of Conclusion(s).....                      | 24        |
| <br>  |           |
| <b>TABLES</b>   |           |
| Table 1. Corrective Action Request Coordination, Approval, and Distribution Matrix..... | 34        |

## SECTION 1: GENERAL ISSUANCE INFORMATION

**1.1. APPLICABILITY.** This Manual applies to all DCMA activities, as appropriate, unless other regulations, policy, guidance, or agreements take precedence (e.g., DCMA Aircraft Operations, DCMA International and Special Programs, Navy Special Emphasis Program, reimbursable customer requirements (such as National Aeronautics and Space Administration), Memorandum of Agreement (MOA)). Special Programs Command must comply with the intent of this Manual and other related issuances to the maximum extent practicable for all Special Access Program and Sensitive Compartmented Information contracts.

**1.2. POLICY.** It is DCMA policy to:

a. Perform multifunctional risk-based surveillance in support of Contract Administration Services and in compliance with Federal Acquisition Regulation (FAR), Defense Federal Acquisition Regulation Supplement (DFARS), and other applicable regulations, supplements, and directives, DCMA Instructions and DCMA Manuals (DCMA-MAN).

b. Execute this Manual in a safe, efficient, effective, and ethical manner.

## SECTION 2: RESPONSIBILITIES

**2.1. DCMA COMPONENT HEADS AND/OR CAPABILITY MANAGERS.** DCMA Component Heads and/or Capability Managers will align surveillance related issuances, Agency training, guidance and tools with this Manual.

**2.2. OPERATIONAL UNIT (OU) COMMANDERS/DIRECTORS AND CENTER DIRECTORS.** OU Commanders/Directors and Center Directors will:

- a. Ensure compliance with this Manual and other related issuances.
- b. Ensure any locally developed training, guidance, and tools align with this Manual.
- c. Assist and mentor the workforce with the implementation and execution of this Manual.
- d. Ensure there is an OU process in place to review documentation, surveillance, corrective actions and provide advice on identified weaknesses to the submitting Contract Management Office (CMO).
- e. Elevate through the chain of command unresolved challenges, including gaps, in executing the processes and procedures of this Manual.

**2.3. CMO COMMANDERS/DIRECTORS.** CMO Commanders/Directors will:

- a. Ensure compliance with this Manual and other related issuances.
- b. Align local training, guidance and tools with this Manual.
- c. Facilitate assistance and mentoring of the workforce with the implementation of this Manual.
- d. Elevate CMO challenges and work with OU to identify gaps and/or improve processes and training.
- e. Ensure counterfeit risk is included during risk assessment.
- f. Ensure personnel are available and qualified for assigned surveillance responsibilities.
- g. Ensure surveillance activities and results are coordinated across the Contract Management Team (CMT) and are communicated and coordinated with individuals performing Contractor Business System (CBS) reviews and Contractor Management System Evaluations.
- h. Communicate surveillance results with internal and external customers, to include written reports. Resolve issues as needed.

**2.4. GROUP LEADERS.** Group Leaders will:

- a. Ensure compliance with this Manual and other related issuances.
- b. Serve as the conduit between the supervisor and the Commander/Director to resolve gaps in surveillance policy/manuals/guidance.
- c. Ensure locally developed training, guidance, and tools align with this Manual.
- d. Assist and mentor the workforce with the implementation of this Manual.
- e. Ensure there is a process, and it is followed, to review surveillance plans at a minimum every 12 months.
- f. Ensure surveillance activities and results are coordinated across all functional areas, as appropriate.
- g. Perform review and endorsement of written reports, as applicable.
- h. Ensure surveillance results are communicated and coordinated with appropriate stakeholders.
- i. Assist in the resolution of issues with internal and external customers that pertain to the surveillance results and written reports.

**2.5. SUPERVISORS.** Supervisors will:

- a. Ensure compliance with this Manual and other related issuances.
- b. Ensure locally developed training, guidance, and tools align with this Manual.
- c. Assist and mentor the workforce with implementation of this Manual, including best practices for assessing and reporting on the contractor's management, operations, and performance.
- d. Facilitate communications between the Functional Specialist (FS) and the Group Leader to resolve gaps in surveillance policy/manuals/guidance and execution.
- e. Ensure resources are properly allocated.
- f. Review and assign surveillance responsibilities to the FS.
- g. Document the review and approval of surveillance plans at a minimum of every 12 months.
- h. Ensure surveillance is performed in accordance with (IAW) the surveillance plan.



i. Ensure surveillance activities and results are communicated and coordinated across the organization or agency components with key technical and financial stakeholders.

j. Resolve issues with internal and external customers that pertain to surveillance results and written reports.

k. Review documentation, corrective actions, and feedback records generated by CMO, Center, or FSs for accuracy and completeness.

l. Review and provide comments on reports as appropriate.

**2.6. FS. FSs will:**

a. Comply with this Manual and other related issuances.

b. Identify all requirements that necessitate surveillance.

c. Plan, schedule, execute and document surveillance events IAW the requirements of this Manual.

d. Ensure the results of surveillance events or activities are accurately documented in the Agency system of record.

e. Maintain appropriate level of communications with internal and external customers.

f. Issue, maintain oversight of, evaluate, determine (acceptable/not), verify, validate and close appropriate level Corrective Action Requests (CAR) when contractual noncompliance is identified.

g. Collect and analyze government, contractor, and customer source data for risk assessment and take action as appropriate.

h. Review the surveillance plan at a minimum of every 12 months based on results of data collection & analysis

**2.7. ADMINISTRATIVE CONTRACTING OFFICERS (ACO).** ACOs, inclusive of Divisional Administrative Contracting Officers (DACO) and Corporate Administrative Contracting Officers (CACO), will:

a. Comply with this Manual and other related issuances.

b. Identify Key Contract Requirements (KCR) related to the contracting functional area that require surveillance.

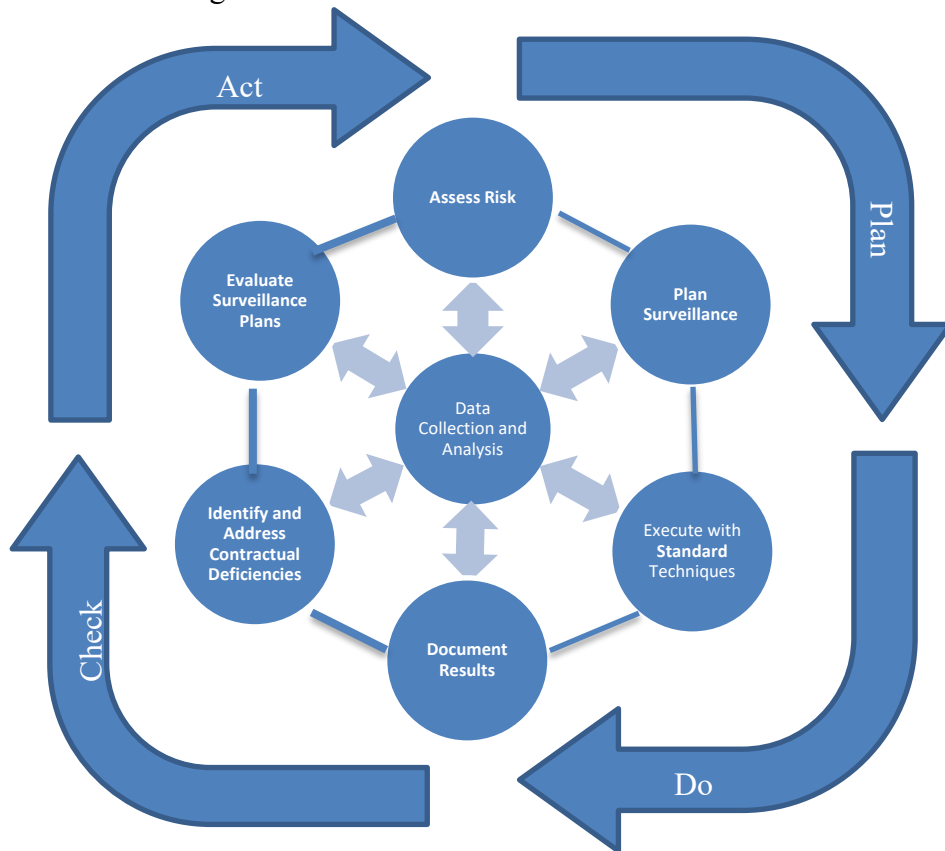
- c. Plan, schedule, execute and document surveillance events related to the contracting functional area IAW the requirements of this Manual or functional guidance.
- d. Ensure the results of surveillance events or activities are accurately documented in the Agency system of record for Contract KCRs.
- e. Maintain communications with internal and external customers.
- f. Collect and analyze source data for risk assessment.
- g. Approve, finalize and issue level III/IV CARs to the contractor when deficiencies are identified by a FS or auditor.
- h. Downgrade a level III/IV CAR, when appropriate.
- i. Apply contractual remedies (e.g., elevating CARs, suspending progress payments, increase withholds), when appropriate.

## SECTION 3: SURVEILLANCE OVERVIEW

### 3.1. SURVEILLANCE OVERVIEW.

a. Multifunctional risk-based surveillance of a contractor’s systems/processes, progress, deliverable products and deliverable services utilizes a Plan-Do-Check-Act (PDCA) framework, as illustrated in Figure 1. This method supports an overall assessment of contractor performance to, progress towards, or compliance with surveillance requirements. Surveillance can be applied to multiple procurement instruments, as well as internal and external processes and procedures. Surveillance activities apply primarily to post-award; however, surveillance may be performed during any phase of the acquisitions lifecycle, when requested.

Figure 1. Surveillance – Plan-Do-Check-Act



b. Multifunctional collaboration is essential for achieving a comprehensive assessment of a contractor’s compliance to its contractual, statutory, regulatory, financial, or internal requirements.

c. Data collection and analysis (DC&A) is essential to the surveillance process and is performed throughout the surveillance cycle and documented as outlined in Section 9. When performing DC&A:

(1) The FS/ACO:

- Collects
  - Contractor data
  - Government/User data
  - Customer data
- Documents, evaluates and/or analyzes the data collected
- Updates risk assessment based on analysis of performance data to identify trends and/or changes in risk and adjusts surveillance as applicable

(2) Examples of contractor key areas for analysis:

- Plans
- Schedules
- Policies/procedures/command media
- Costs
- Financial Information
- Systems
- Processes
- Progress
- Products
- Services
- Subcontractor Management

d. Risk-based surveillance is planned and performed on DCMA administered contracts including, but not limited to:

- Contracts awarded by DCMA
- Contracts with delegations to DCMA
- Other Transactions

e. Surveillance may be performed using various strategies: contract, program, facility, multi-facility, or CBS.

f. Delegated surveillance will follow DCMA-MAN 2101-04, "Delegate Surveillance."

g. To optimize resources and effectiveness, the most efficient surveillance strategies should be utilized, considering factors such as risk, scope, schedule, resourcing constraints, and organization of contractor data.

h. The outcomes of the surveillance process are used to gain insight and influence the contractor's technical, cost, and schedule contractual performance including operational safety.

i. DoD Directives and other DCMA issuances are to be considered during surveillance planning, where applicable.

**3.2. SURVEILLANCE GUIDANCE.** In addition to this Manual, consult the surveillance guidance outlined below where applicable.

a. The FS will use the Facility Process Capability Profile (FPCP) process, i.e., contractor process control data, to adjust surveillance to an appropriate level on a risk-based data driven approach on higher-level quality requirement contracts, containing FAR clause 52.246-11, or required for compliance with Aerospace Standard (AS) AS6500, “Manufacturing Management Program,” AS9103, “Aerospace Series - Quality Management Systems – Variation Management of Key Characteristics,” or other applicable industry standards. The intent of instituting the FPCP process is to capture and evaluate supplier data in addition to DCMA data. The FS will use the contractor data to gage the contractor’s ability to control their processes. The outcome of the FPCP process will be used to adjust surveillance to an appropriate level.

(1) Contracts containing higher-level quality requirements require contractors to have and maintain manufacturing process control data. The use of Process Capability Analysis is defined within the higher-level quality requirement documents.

(2) Results of the FPCP process must be documented and communicated with applicable surveillance activity(ies).

(3) The FSs must adjust risk levels and align surveillance activities based on the results of the FPCP process.

(4) Where the risk level supports a reduction in surveillance related to customer mandatory requirements prohibiting reductions in surveillance, the FS will request relief from these customer requirements. The FS is encouraged to follow the process outlined in the “Adjust Surveillance & Implement DCMA Administration Services” section of the FPCP Guidebook.

b. The CAR Communication Process guide found on this Manual’s Resource Page provides guidance for communicating a Level III and IV CAR.

c. Corrective Action Process for Subcontract Level Deficiency guidebook found on this Manual’s Resource Page and its companion document, CAR Process Map, provides guidance to specific details related to issuing CARs associated with subcontractors.

d. For contracts requiring compliance with FAR 52.246-11 and the contractor elects to be certified as AS9100, “Quality Management System - Requirements for Aviation, Space, and Defense Organizations,” the FS should refer to the Online Aerospace Supplier Information System (OASIS) Guidebook. OASIS is an online source for aerospace supplier certification, audit results, registration data, and feedback information. Evaluating the third-party Quality Management System (QMS) certification audit results enables the FS to make appropriate adjustment(s) to surveillance to eliminate duplicative oversight. The guidebook can be found on this Manual’s Resource Page.

e. The FS should refer to the Aircraft Launch and Recovery Equipment (ALRE) Critical Safety Items (CSI) Guide for Quality Assurance Specialists and CSI for Quality Specialists

















- Surveillance Event/Activity Start Date (month, week, date, as appropriate)
- Surveillance Event/Activity End Date (Optional) (usually Final Delivery Date for recurring activities)
- Allocated Hours (total hours per occurrence, to include preparation and follow up in hours)
- Travel Hours (if applicable in DAI)
- Unallocated Hours (if applicable)
- FS(s)/ACO(s) Assigned

f. **Delegating Surveillance.** To make a determination for delegating subcontract surveillance, follow the requirements IAW FAR 42.202(e)(2). If additional guidance is provided, it will be provided on functional resource pages. Delegate surveillance IAW DCMA-MAN 2101-04, “Delegate Surveillance.” All delegated surveillance KCR must be placed on the delegatee surveillance plan.

g. **Surveillance Plan Modifications.**

(1) **Contract Modifications.** When contract modifications are received containing new surveillance requirements and/or changes to surveillance requirements, the FS/ACO will reassess and adjust surveillance, as appropriate. The FS/ACO will also address potential changes to the current surveillance strategies and the priority of surveillance events or activities based on risk.

(2) **Incorporation of Surveillance Results.** Review the results of surveillance events and activities and consider updates to risk and surveillance, as described in Section 9.

h. **Scheduling Events and Activities with Unknown Dates.** An event/activity may not have a known start date or contract associated with the effort. These events/activities can be scheduled and, if scheduled, are expected to follow the requirements of this Manual. Examples include termination inventory, engineering change proposals, delivery of reports/plans, and test surveillance. These events/activities can be scheduled to account for resources when the event or activity causes previously scheduled surveillance activities to be deferred or cancelled.

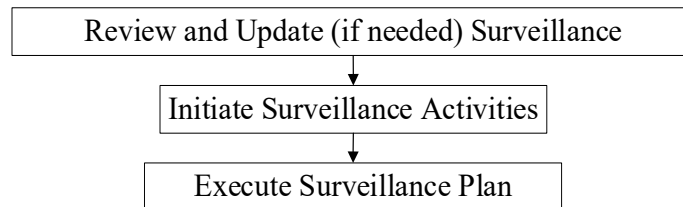
i. **Unexpected Surveillance Events and Activities.** If an unexpected surveillance event/activity is required, the FS/ACO must assess the necessary change(s) and make adjustment to the surveillance scheduled, as appropriate. Examples include request for variance or follow up to corrective actions.

j. **Scheduling Complete.** Scheduling is complete when all surveillance requirements have assigned activities with all required data elements documented or rationale is provided for why surveillance is not scheduled.

## SECTION 6: EXECUTE SURVEILLANCE

**6.1. EXECUTE SURVEILLANCE.** This section focuses on the steps to execute surveillance as shown in Figure 2, and provides standardized terminology. The steps need not be performed sequentially and may often be performed repetitively depending on surveillance results.

**Figure 2. Execute Surveillance Plan**



**6.2. REVIEW AND UPDATE SURVEILLANCE.** The FS/ACO will review and update the surveillance plan, if needed.

**6.3. INITIATE SURVEILLANCE ACTIVITIES.** To minimize impact on resources and to improve efficiency, the FS/ACO may consider actions not requiring performance at the contractor's location. The sequence of all surveillance activities may vary and/or be repetitive. Surveillance actions include:

a. Perform Surveillance Requirements Document Review. Perform reviews of the applicable documents for specific requirements related to surveillance. Examples of applicable documents include:

- Planning events documents (e.g., Surveillance Plan)
- Applicable DCMA issuances
- CRR documentation and/or latest contract modifications.
- Delegations, MOA, and Memorandums of Understanding

b. Determine Surveillance Logistics. The FS/ACO should perform the following preparation activities:

(1) Confirm and/or adjust surveillance objectives and determine focus areas.

(2) Determine if joint surveillance can be utilized. Joint surveillance is performed as a team with either the contractor, other government entities (e.g., Missile Defense Agency), and/or DCMA multifunctional team. The use of co-leads is encouraged to ensure findings are discussed to provide a common conclusion versus having multiple FSs/ACOs performing independent evaluations and reaching different conclusions.

(3) Ensure the identified team members are available.

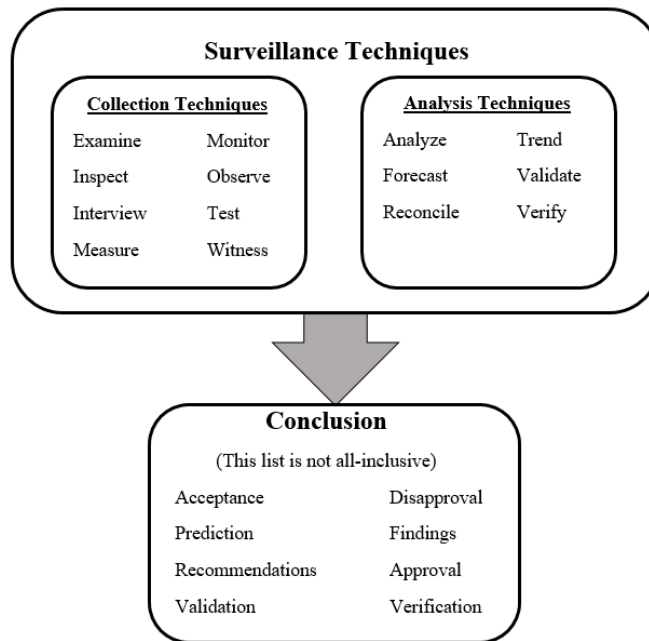
(4) Coordinate with team members and establish roles and responsibilities, as applicable.

(5) Determine whether virtual surveillance will be effective or if on-site surveillance will be required. If virtual surveillance will be conducted, the FS/ACO must document the decision to perform virtual surveillance in the Agency system of record. If on-site is necessary, the logistical considerations such as travel, contractor coordination, data needs and access/availability may need to be coordinated.

c. Review Data. Identify, review and analyze relevant data. Utilize sampling when appropriate. Review the data for completeness and obtain additional data as necessary. Examples of relevant data to obtain:

- Command Media
- Command Media defined work products or process outputs (artifacts)
- Performance metrics or indices (procuring activity, contractor or government data)
- Contractor personnel required certifications
- Past DCMA evaluations, CARs, Corrective Action Plans (CAP), contractor internal and external audit results
- Test results
- Contract data deliverables
- Contract plans, such as Configuration Management, Program, etc.
- Financial reports
- OASIS database

d. Identify Surveillance Techniques. DCMA uses 14 surveillance techniques shown in Figure 3. Surveillance techniques are actions that describe collecting and/or analyzing information to determine the conclusions through the evaluation of events or activities of a system/process, progress, or deliverable product/services.

**Figure 3. Surveillance Techniques in Support of Conclusion(s)**

e. DCMA performs the following surveillance techniques (examples are provided on this Manual's Resource Page):

(1) Surveillance Techniques for Data Collection:

(a) **Examine.** Examine is used to review **non-deliverable** contractor process outputs/artifacts, material, equipment, tooling, and policies/procedures for features/characteristics that will be evaluated against requirements using other analysis techniques (e.g., analyze, verify). It can also be used to examine government property, equipment, or material.

(b) **Inspect.** Inspect is used to determine **deliverable product or service** conformity or compliance IAW the contract, specifications, data item description, or other defined requirements. Inspect surveillance technique applies to product or services provided to the government for acceptance and can be done in process or at final acceptance. Reference DCMA-MAN 2101-01, "Acceptance," and AS9163, "Certificate of Conformity," for additional information.

(c) **Interview.** Interview is used to gather information during personal interaction (virtual or in person) and/or evaluate the interviewee's knowledge and understanding of the subject.

(d) **Measure.** Measure is used to identify a quantity, percentage or dimension. It can be performed over time and is used to convert raw data into quantifiable, comparable information or metrics.



(e) **Monitor.** Monitor is used for periodic or ongoing observations/reviews of data or of a process. Data can be collected through direct observations, email, or data repositories, and then evaluated over time for adequacy and compliance.

(f) **Observe.** Observe is used for instances of noticing or perceiving.

(g) **Test.** Test is used to support product acceptance when DCMA is mandated/required to **conduct** all or portions of a contractually required test through physical operation of the product, system, subsystem, or test equipment. It also applies when DCMA records test data for the official test record.

(h) **Witness.** Witness is used for **100 percent oversight** of an entire event to confirm the occurrence of the event and/or adherence to requirements. This can be a very labor intensive technique. This technique can be required by a procuring activity or self-imposed when the risk is high and is not one of the preferred techniques for DCMA.

(2) Surveillance Techniques for Data Analysis:

(a) **Analyze.** Analyze is used to review and evaluate collected, created, or observed data or information. Analyze is the “general” data analysis technique that can be used when other more specific analysis techniques (i.e., forecast, reconcile, trend, validate, or verify) do **not** apply. This technique can be used as a desktop review prior to meeting with the contractor. Analyze can also be done during or after a meeting with the contractor. The technique provides a basis for problem solving, explanation, interpretation, and decision making or to assess data for compliance or progress. This technique can include statistical methods.

(b) **Forecast.** Forecast is used to compare historical trends, issues and risks against future requirements to make a projection.

(c) **Reconcile.** Reconcile is used for comparison using related data sets obtained from different sources to determine accuracy and/or identify errors.

(d) **Trend.** Trend is used for evaluating a data set over time to assess the rate of change and trajectory.

(e) **Validate.** Validate is used to confirm or determine that a process, product or service meets the intended needs/results. It is a measure of effectiveness; it is not the same as verify.

(f) **Verify.** Verify is used to confirm or determine the level of conformity/compliance to requirements through objective evidence. Verify is often used after techniques such as analyze, examine, observe, or test.

f. Apply Surveillance Techniques. The surveillance event/activity will drive the surveillance techniques. The FS/ACO may use multiple surveillance techniques during a surveillance event. Techniques can be performed concurrently (e.g., interview can be done during an inspection).







cited in the surveillance plan to monitor contract progress. In the event that issues or deficiencies are discovered that will impact delivery schedules, potential and actual slippages in contract delivery schedules will be reported to the procuring contracting officer, program integrator, industrial specialist or other points of contact requiring the information.































































## REFERENCES

- Aerospace Standard 6500, "Manufacturing Management Program," Society of Automotive Engineers International, current edition
- Aerospace Standard 9100, "Quality Management Systems - Requirements for Aviation, Space and Defense Organizations," SAE International, current edition
- Aerospace Standard 9103, "Quality Management Systems - Variation Management of Key Characteristics," Society of Automotive Engineers International, current edition
- Aerospace Standard 9163, "Certificate of Conformity," current edition
- Aircraft Launch and Recovery Equipment Critical Safety Items Guide June 10 2019
- Corrective Action Process for Subcontract Level Deficiency Guidebook, June 03, 2021
- Corrective Action Request Communication Process, September 14, 2021
- Corrective Action Request Process Map, June 03, 2021
- Critical Safety Items for Quality Specialist, June 10, 2019
- DCMA Instruction 1091, "Management of Special Access Program (SAP) and Sensitive Compartment Information (SCI)," July 1, 2014
- DCMA Manual 2101-01, "Acceptance of supplies and services," July 6, 2022
- DCMA Manual 2101-02, "Payments," February 14, 2019, as amended
- DCMA Manual 2101-04, "Delegate Surveillance," July 30, 2018
- DCMA Manual 2301-01, "Contractor Business Systems," April 28, 2019
- DCMA Manual 2301-05, "Navy Special Emphasis Program," December 20, 2021
- DCMA Manual 2301-06, "Discrepancy Processing," April 1, 2019
- DCMA Manual 2501-01, "Contract Receipt and Review," March 24, 2019
- DCMA Manual 2501-11, "International Request for Contract Administration Services," August 25, 2019, as amended
- DCMA Manual 3101-01, "Program Support," April 14, 2021
- DCMA Manual 3301-08, "Information Security," January 21, 2019
- DCMA Manual 4501-03, "Organization Structure, Mission and Functions," April 3, 2019
- DCMA Manual 8210-2, "Aircraft Operations," July 6, 2022
- Defense Federal Acquisition Regulation Supplement Subpart 242.70, "Contractor Business Systems"
- Defense Federal Acquisition Regulation Supplement, Subpart 252.215-7002, "Cost Estimating System Requirements"
- Defense Federal Acquisition Regulation Supplement, Subpart 252.234-7002, "Earned Value Management System"
- Defense Federal Acquisition Regulation Supplement, Subpart 252.242-7005, "Contractor Business Systems"
- Defense Federal Acquisition Regulation Supplement, Subpart 252.242-7006, "Accounting System Administration"
- Defense Federal Acquisition Regulation Supplement, Subpart 252.242-7004, "Material Management and Accounting System"
- Defense Federal Acquisition Regulation Supplement, Subpart 252.244-7001, "Contractor Purchasing System Administration"
- Defense Federal Acquisition Regulation Supplement, Subpart 252.245-7003, "Contractor Property Management System Administration"
- DoD Directive 5105.64, "Defense Contract Management Agency (DCMA)," January 10, 2013

Facility Process Capability Profile Guidebook September 28 2021  
Federal Acquisition Regulation Subpart 42.202, “Assignment of Contract Administration”  
Federal Acquisition Regulation Part 46, “Quality Assurance”  
Federal Acquisition Regulation 212-4, “Contract Terms and Conditions—Commercial Products  
and Commercial Services”  
Federal Acquisition Regulation Part 52.246-11, “Higher-Level Contract Quality Requirements,”  
International Organization for Standardization ISO 9001, “Quality management systems –  
Requirements,” current edition  
Manufacturing and Production Guidebook, October 8, 2020  
Online Aerospace Supplier Information System Guidebook, October 21, 2021