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2.0 INTRODUCTION

2.1 PREFACE

2.1.1 The DLA Troop Support Industrial Hardware Supply chain utilizes a Qualified Suppliers List for Manufacturers and Distributors (QSLM/QSLD) of various fully competitive commodities, including quick release pins, classes 3 and 2 threaded fasteners, rivets, and rope/cordage, and a list for Distributors of Bulk Metals. Candidate business organizations are approved for these lists by complying with an established set of quality management and process control requirements, and agreeing to a set of administrative requirements. This *Criteria and Provisions* document contains these requirements, and is based upon the best commercial business practices for quality control and customer satisfaction. The purpose of the QSL Program is to improve quality, and reduce delivery lead times, by means of standard quality/process control practices in lieu of certain Government quality assurance provisions and source inspections.

2.1.2 In order to apply, manufacturers and distributors must have an assigned Commercial and Government Entity (CAGE) code, obtainable from http://www.sam.gov. There is no cost to obtain a CAGE code or to apply for QSLM/QSLD consideration.

2.1.3 Only QSLM/QSLD listed manufacturers and distributors shall be eligible for awards solicited under the QSL program. Items purchased under the QSL Program will be identified in the Purchase Order text (POT). Once qualified, and listed as a source on the QSLM/QSLD, approved organizations are required to adhere to contractual clauses and procurement provisions with the responsible DLA buying office. Qualification is valid for three years unless terminated or revoked.

2.1.4 Blank application forms and this *Criteria and Provisions* document are available from the QSL Office, via email to trpsptqsl@dla.mil.

2.2 OBJECTIVE

2.2.1 The objective of the QSL Program is to ensure that participant Manufacturers routinely control production and testing processes to provide consistent delivery of conforming product, and that participant Distributors likewise control all applicable value-added inventory services associated with defense logistics.

2.2.2 Organizations ultimately approved for listing under one or more QSL program(s) agree, as a condition of continued Qualification, to perpetually maintain their process controls at a level sufficient to meet the QSL *Criteria* requirements for all qualified commodities. Evidence of non-compliance with the QSL *Criteria* requirements may be cause for immediate removal.

2.3 SCOPE

2.3.1 The products that DLA procures under this QSL program are certain safety critical, high strength, fully competitive Quick Release Pins which fall into the Federal Supply Class (FSC) of 5315. Configurations include but are not necessarily limited to single acting, double acting, and “L”, “T”, button, ring, or chain handles. The primary procurement specification for these items is NAS 1331, which supersedes NASM 23460; see also NAS 1332, NASM 17984 through NASM 17990, and AS 14274. Vendors are responsible for obtaining specifications and standards themselves.

3.0 CRITERIA

3.1 Quality Management System (QMS)

3.1.1 Single QMS Overview – The Organization shall maintain a written quality management system (QMS) and shall continually improve the effectiveness of that system. The QMS shall provide a process-oriented Quality Control (QC) plan. All processes within the Organization shall be defined and controlled with a methodology of monitoring, measurement, and analysis, in order to satisfy that quality plan. A single QMS shall be used for all customers across the board. Within this QSL *Criteria* document, the QSL Office shall represent the customer.

3.1.2 Documentation – QMS documentation shall include the quality manual, process procedures, policy statement, instructions, checklists, organizational chart, tags and forms, and other documents (i.e. internal audit results, inter-office memorandums, etc.) needed by the Organization to satisfy both its own quality objectives and DLA's contractual requirements (i.e. specifications, standards, drawings, etc.). Written procedures for document control shall be established, with specific provisions to:

a. Submit copies of the quality manual, process procedures, policy statement, instructions, checklists, organizational chart with names of key personnel, and other QSL Application credentials as required by commodity to the QSL Office as part of the Organization's QSL Application, and to submit supplemental documentation to the QSL Office when requested for determining QSL compliance. Supplemental documentation may include requested corrective actions, Product Quality Discrepancy Report (PQDR) dispositions, test reports in accordance with the Appendix Section II, and contract traceability documentation, etc.

b. Review the quality manual at least annually, and to supply the QSL Office with all revisions relevant to these QSL *Criteria* Requirements.

c. Provide current and appropriate documents at points of use within the Organization, including a system of review, recall, classification, and positive identification.

3.1.3 Records Control – Organization shall apply a written system by which pertinent records are established, identified, maintained, controlled and secured to insure their integrity, for the purpose of providing evidence of conformity to requirements and of the effective operation of the QMS. All such records shall be legible, identifiable, and readily dispensable to DLA personnel and authorized representatives of DLA at the Organization's facility or site that corresponds to the QSLM/QSLD approved address. Digitally archived records shall likewise be reproducible as a hard copy at the approved facility. Retention times shall be as specified by commodity in the Appendix Section I.

3.2 Management Responsibility

3.2.1 Quality Control Policy Statement – The Organization's executive management shall provide a written statement of policy regarding Quality Control. This QC policy statement shall establish the resolve of the Organization to provide quality products, customer satisfaction, and continual improvement. The Statement shall be disseminated throughout the Organization's workforce.

3.2.2 Quality Control Management – The Organization's executive management shall designate a Quality Control Manager who operates quality control as an independent function. QC Manager shall, at a minimum, be responsible for inspections, audits, test review, trend detection, corrective action follow-up, suspension of shipments when non-conformances have been revealed, and security of QC stamps, tags, and routing cards. Delegation of QC authority shall include sufficient stature and organizational freedom necessary to conduct the QC program. Those personnel performing QC functions shall not be subject to the supervision or control of anyone engaged in the production, processing, or sale of the product.

3.2.3 Organizational Chart – The Organization's QSL application shall include an organizational chart which clearly sets out the organizational structure, functional responsibilities, and lines of communication within the organization. The chart shall include the names of key personnel at every level. A copy of the chart shall be submitted to the QSL Office whenever it is revised.

3.3 Resource Management

3.3.1 Training and Competence – Personnel whose work directly affects product quality and/or customer satisfaction shall be appropriately competent to meet or exceed the Organization's Quality Control expectations. Competency requirements shall be determined by the Organization, and personnel shall be routinely evaluated, with records of assessment, training, education, skills, and experience, maintained as required in *Criteria* ¶3.1.3.

3.4 Product Realization

3.4.1 Quality Plan Determinations – Product realization shall include all necessary determinations, including, but not necessarily limited to: quality objectives and requirements, distinct processes required, acceptance criteria and procedures for verification, validation, monitoring, inspection, and testing; and records needed to provide evidence that the realization processes and resulting product meet requirements.

3.4.2 Customer-related Processes – The Organization shall meet DLA requirements as specified by contract, purchase order text, technical data, and as necessary for the product's specified or intended use, where known, including any statutory or regulatory requirements, post-delivery activities, and arrangements for feedback. Additional requirements shall be adhered to as specified in the Appendix Section II. All requirements shall be reviewed by the Organization prior to giving a firm commitment to supply the product. This review shall be documented.

3.4.3 Design and Development – Manufacturers who supply products from performance specifications shall control all stages of design and development, including but not necessarily limited to, planning, inputs, outputs, review, verification, validation, and changes.

a. Raw material testing shall be specifically included for manufacturers who have direct in-house control over the content and design of the raw material, and where otherwise appropriate.

3.4.4 Purchasing – The Organization shall ensure that purchased product, raw material, components, and/or services conform to customer's documented procurement requirements. Written procedures for purchasing control shall be established, ensuring that the following provisions are included:

a. QC Personnel shall check the Organization's procurement documents to verify that the specifications and requirements identified in the purchase order (PO) accurately describe the products or services being purchased, and meet the Customer's requirements (e.g. 100% NDT, specification revision level, Buy American Act, identification markings, labels, packaging, closed-loop traceability to a QSL-approved Manufacturer, production date within the manufacturer's qualification period, shelf-life control, on-time delivery, and any other customer-related process of *Criteria* ¶3.4.2); this check shall be documented.

1) Manufacturer PO's for subcontracted processes shall provide clear and complete written instructions regarding required inspections.

b. PO's from both Manufacturers and Distributors shall explicitly require original test certifications (mill certificates, test reports, etc.) for all raw materials; Distributors shall include requirements for test reports for the end-item product. All such test certifications shall be traceable

to the Organization's purchase order and meet the Traceability requirements of *Criteria* ¶3.4.8 and Test Evidence requirements of *Criteria* ¶3.5.2f.

1) *Manufacturers* working from semi-finished product and/or components shall likewise request these original test certifications for the actual raw materials.

2) Product manufactured to an outdated specification revision level may be recertified to the current or required revision level, in accordance with *Criteria* ¶3.5.2f, by a nationally accredited test lab. Product that cannot be recertified shall be considered non-conforming material.

3.4.5 Vendor Control – The Organization shall employ an approved vendors list (AVL), including provisions for customer-approved sources and a documented vendor selection methodology, supported by the Quality program through the use of external audits, reviews of vendor performance, and corrective action requirements on vendors. Only approved vendors shall be solicited for products and services, including subcontracted processes, including packaging, and consultation that affects product quality.

a. Customer-approved sources may be exempted from the external audit requirement. Therefore, Distributors do not need to perform external audits on DLA's QSL of Manufacturers and Distributors. Manufacturers shall perform external audits.

3.4.6 Verification of Purchased Product – Incoming material, whether raw materials, components, or end-items, shall be inspected upon receipt, and conformance to contract and specification requirements will be verified before release into production and/or distribution. Inspection records shall be written, dated, and traceable to personnel performing the inspection. Procedures shall include provisions for the following:

a. Certifications and test reports for materials and/or processes shall be checked 100% against purchase order (contract) requirements, and validated against specification requirements. Verification of product conformance to contract requirements shall include examination of quantity, type, size, finish, part or specification number, logo/identification markings, general workmanship, and other customer-related requirements as reviewed in ¶3.4.2.

b. Inspected material shall be separated from incoming material by means of physical markings and/or tags.

c. Non-conforming material shall be immediately acted upon in accordance with ¶3.5.3 (i.e. segregation and corrective action).

3.4.7 Production, Service, and Test Control – Production and/or servicing processes, including test lab operations, shall be carried out under controlled conditions, including provisions for the following:

a. Product requirements, such as drawings, contracts, quality plan, etc., shall be readily available throughout the production, servicing, and/or testing process.

b. Work instructions, with checklists, for personnel who handle, process, or test materials or end products, shall be in-use at the locations where instructions are needed.

c. Suitable production equipment shall be in-use. Manufacturers shall maintain machines and tools to ensure efficient operation, including, but not limited to, regular inspections of wearable tools and replacement at defined intervals.

d. Monitoring and measuring devices shall be currently calibrated, available, and in-use.

e. In-Process Production Control – Manufacturers shall implement in-process monitoring and measurement at specific stations/checkpoints to ensure that specification requirements are being

accomplished. Records of such inspections and controls shall include the in-process observations, and shall be traceable to lot and inspector.

1) Manufacturers of Quick Release Pins shall utilize statistical techniques; implementation shall meet the requirements of ¶3.5.2, Monitoring and Measuring.

f. Organizations shall implement required activities for product release and on-time delivery, including post-delivery considerations.

g. Distributors may not alter product, nor may they subcontract any alterations. Only the approved QSL Manufacturers of these commodities may produce, modify, and/or finish product.

3.4.8 Traceability, Identification, and Lot Control – The Organization shall identify product by all appropriate and contractually specified means throughout product realization; see Appendix Section II for commodity-specific identification and source qualification requirements. Customer shall be provided traceability documentation, and the organization shall maintain traceability records. Distributors are not exempt from meeting these traceability documentation requirements.

a. Product traceability records shall reflect an unbroken chain of documentation from the raw material source to the customer, regardless of the number of entities through which the materials or end product have passed. This documentation trail shall include Organization's Purchase Order (PO) to its immediate vendor pursuant to DLA's contract or order with the Organization, in addition to each and every PO in the line of supply.

b. The Organization shall obtain and retain raw material traceability documentation. These records shall include original unaltered test certifications (mill certificates, test reports, etc.) for all raw materials. All such certifications shall identify the original raw material source (mill, plant, factory, forge, etc.) and the material's unique identification number (heat number, lot number, etc.) as assigned by that manufacturing source.

1) Manufacturers buying raw material from secondary sources such as service shops and processors may accept the secondary supplier's material test certification report provided that this report unequivocally identifies the original raw material producing mill or plant and the original unique identification number (heat, lot, etc.) as assigned by that mill/plant source, and includes purchase order traceability.

c. Unacceptable traceability methods include: handwritten test certifications and test reports; verbal purchase orders and/or reports; and modified or revised test reports, unless modified, revised, and recorded by the organization which provided the original unaltered test report.

d. Product traceability attributes which may be used as a means to establish traceability include, but are not limited to the following: purchase order numbers and end product description; chemical or metallurgical content; physical, dimensional, quantity, grade, and type information; stamps, tags, labels, logo imprints, and other traceable identification markings.

e. Commingling of end-item lots shall be specifically prohibited; lots shall be homogeneous groups of items. Lots shall be marked, identifiable, and traceable to the associated certifications and test reports of this *Criteria* element.

f. Product turnover shall be controlled. Lot control shall manage product segregation within the inventory, when technical requirements change while the product is in storage.

g. Traceable identification markings (tags, labels, stencils, etc.) shall be transferred from cut or otherwise severed product from the whole to the unmarked remnants.

3.4.9 Preservation of Product – The Organization shall preserve the conformity of product during internal processing and delivery to the intended destination. Preservation shall include identification, handling, packaging, storage and protection. Preservation shall also apply to the constituent parts of a product. Specific procedures shall ensure the following:

a. The storage environment shall be controlled to preclude deterioration of material or finished product. Shelf-life considerations shall be made for product with specified or contractually required shelf-life terms.

b. Lot segregation shall be maintained. Where lots have been subdivided, evidence shall exist to assure traceability. The system shall account for products with respect to type, quantity, location, and lot number. Additionally, recorded inventory data shall agree with actually stored inventory. Data required to isolate material to the specific lot must be record-controlled.

c. Packaging shall be in compliance with customer's specified requirements. Subcontracted and/or off-site packaging shall remain under the authority, responsibility and quality control of the Organization. Product preservation shall be continual; product identity with lot traceability shall be maintained.

d. Organization shall provide for shipment of product from the qualified facility to the packager or the consignee within the required time frame. In exceptional circumstances, and upon written request, the DLA Contracting Officer may grant a waiver of this requirement provided that the Organization continues to meet all of the Criteria requirements of this QSL Program. Moreover, the Organization must have written authorization from the Contracting Officer for each such waiver.

3.4.10 Control of Monitoring and Measuring Devices – Organization shall have procedures for the control, maintenance and calibration of its inspection equipment, test equipment, gages, and other measuring devices, including personally owned equipment. Calibration shall be traceable to the National Institute of Standards and Technology (NIST).

a. Calibration records shall be maintained for all inspection and test equipment. All measuring, inspection, and test equipment shall be uniquely identified and labeled/tagged. Identification and labeling shall indicate the date of last calibration and the date for the next scheduled calibration.

b. Inspection and test equipment that is overdue for calibration shall not be used. Such equipment should be withdrawn from use until calibration has taken place. Equipment that cannot be calibrated within accepted tolerances shall be prohibited from use.

3.5 Measurement, Analysis, and Improvement

3.5.1 General – The Organization shall plan and implement the monitoring, measurement, analysis and improvement processes needed to demonstrate product conformity, quality management effectiveness, and continual improvement of both. Manufacturers shall include plans for Statistical Techniques, in accordance with ¶3.4.7e and Appendix Section III of the specific Commodity being manufactured.

3.5.2 Monitoring and Measurement – Organizations shall monitor performance by collecting and reviewing data from several sources, including customer satisfaction feedback, internal audits, process controls, and product test results. Specific provisions shall meet the following requirements:

a. Internal Audits – Organization shall plan and conduct periodic (annual) self-audits to determine whether the quality management system is adequate and effective to meet the Criteria of this QSL Program. Scheduling consideration shall be given to the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods shall be defined. Selection of auditors and conduct of audits shall ensure

objectivity and impartiality of the audit process. Results shall be recorded and reviewed by management.

b. Process Control data – Processes within the Quality Management System with planned results shall be monitored, with measurements taken where applicable, to demonstrate process success and/or failure. Corrective actions shall be taken when appropriate for processes resulting in a nonconformance. Monitoring may include but is not limited to generation of interactive databases, counting iterative and repetitive processes, charting quantitative results, etc.

c. Monitoring and Measurement of Product – Manufacturers shall monitor and measure product characteristics for verification of compliance with specified requirements. Arrangements shall include in-process measurements for statistical technique analysis as required by commodity (see ¶3.4.7e), and test evidence that product meets specified requirements and acceptance criteria.

d. Statistical Techniques – Manufacturers of Quick Release Pins shall develop and maintain documented procedures to control the application and implementation of statistical techniques, for the purpose of maintaining and improving the quality of the product.

1) Sample sizes shall be determined, and observations shall be made of selected variables, attributes, and visual characteristics. Sampling data shall be kept in accordance with Records Control *Criteria* ¶3.1.3.

2) Sampling data shall be analyzed to detect trends, reduce undesirable variations, and to suggest improvements, over and above any lot sampling that may be done for quality acceptance purposes. Analysis of both variable and attribute data may include, but is not necessarily limited to, histograms, pareto charts, run/trend charts, scatter diagrams, and cause and effect diagrams. Corrective actions shall be taken when appropriate.

3) For more information on statistical techniques, consult MIL-STD-1916 “DoD Preferred Methods for Acceptance of Product” dated 4/1/1996, and MIL-HDBK-1916 “Companion Document to MIL-STD-1916” dated 2/1/1999. Real-time Statistical Process Controls, similar to the requirements of SPC as specified in the QSLM for Class 3 Threaded Fasteners and Rivets, may be used to meet this Statistical Technique requirement.

f. Test Evidence – Manufacturers shall include provisions for generating documented test evidence for conformance, acceptance, and/or product verification purposes, in accordance with product specification requirements. All such test reports shall meet the following requirements:

1) Test reports may only be produced by nationally accredited test labs, whether in-house or subcontracted. Subcontracted test labs shall be on the Organization’s Approved Vendors List.

2) Test reports shall be traceable to lot tested and personnel conducting test, and shall be on the laboratory’s letterhead.

3) Test reports include all types of laboratory issued records, such as first article, qualification, product verification, conformance, acceptance, and certifications to current specifications, whether for new material or material produced to an old revision.

3.5.3 Control of Nonconforming Material – Organization shall establish and maintain documented procedures to ensure that non-conforming product or material is prevented from entering or continuing in the distribution, production, or manufacturing process. Procedures shall include the following specific actions:

a. Non-conforming material shall be segregated and unambiguously identified as such as soon as the non-conformance is detected. Detection and segregation shall be documented.

b. A readily identifiable hold area shall be established for the segregated material; hold area shall be adequate in volume and shall be appropriately secured.

c. Corrective actions shall be taken to preclude recurrence of discrepancies, and to determine disposition of non-conforming material.

3.5.4 Analysis of Data - Observations recorded throughout product realization shall be analyzed to determine whether planned results of the applied process controls are being achieved. Failures and non-conformances shall be subject to the corrective action system of ¶3.5.5b. Observations may include but are not limited to: non-conforming purchased product; product received from unapproved sources; product received without traceability documentation; missing, incorrect, or outdated technical data in performance areas; illegible process control records; in-process statistical data including scrap, rework, and returned product rates.

3.5.5 Improvement

a. Continual Improvement – The Organization shall continually improve the effectiveness of the Quality Management System through the use of, but not necessarily limited to, the quality policy, quality objectives, audit results (both internal and third party), analysis of product and engineering data collected in ¶3.5.4, corrective actions, and preventive actions. Obtaining other standard quality system compliance, such as ISO-9000 and AS9100, and OEM quality certifications, shall also serve as continual improvement tools, and in fact such third party quality certifications may be used by the QSL Office to preclude the need for a DCMA site-survey for QSL approval; see *Provisions* regarding Site-Surveys for details.

b. Corrective Actions – Organizations shall describe, document and implement a corrective action system, designed to preclude recurrences of nonconformities by taking specific actions to eliminate the causes:

1) Processes and/or procedures resulting in nonconforming product shall be documented, recorded, reported to management and promptly corrected.

2) Organizations shall have a system in place to notify customers of any defective product, including a recall if necessary.

3) There shall be a system procedure that specifically delineates responsibilities such as discrepancy reports, tracking logs, investigation results, material disposition, follow-up actions and resolutions.

c. Preventive Actions – Organization shall have in-place and in-use a procedure that seeks to eliminate causes of potential nonconforming product in order to prevent occurrence. Action appropriate to the effects of the potential discrepancy shall be taken.

APPENDIX 1: QUICK-RELEASE PINS

I. Records Retention

A. Records of the following categories shall be retained for 10 years:

1. Mill Certifications & Raw Material Test Reports.
2. Manufacturing Test Reports.
3. Accredited Lab Test Reports.
4. Inspection results and/or reports.
5. Certificates of Conformance.
6. Purchase Orders, customer orders, contracts, and delivery orders.
7. Invoicing and receiving documents.
8. Non-conforming material and corrective action reports.
9. Manufacturing and Production Records including lot identification (Manufacturers only).

B. Records of the following categories shall be retained for 4 years:

1. Calibration documents.
2. Personnel qualification documents.
3. Internal audit records.
4. External audit records (Manufacturers only).
5. Process control records; Statistical Technique data (Manufacturers only).

II. Customer-related Processes

A. Manufacturers – In order to be classified as a Manufacturer under this QSLM Program, participants must fabricate the unique components whose design and production are critical to the quality of the finished product, including spindles and shanks, in-house and shall likewise assemble the finished quick release pins in-house. Only manufacturers on the QSLM of this commodity may perform modifications to semi-finished products as required by specification or contract. Furthermore, only the QSLM manufacturer may arrange for sub-contracted finishing and surface treatment procedures such as passivation, plating, and heat treating, unless otherwise performed in-house by that manufacturer.

1. Components – Components whose form, fit, and function are generic in nature, such as springs, rings, balls, buttons, handles, washers, and heads, may be purchased from any reputable vendor provided that all other requirements of this *Criteria* are met, i.e. approved vendors list, traceability, verification, etc. All such components may by purchased either to the manufacturer's specified details or to a performance specification, again provided that all *Criteria* requirements are met, especially that appropriate design verification processes have concluded that the finished product meets the specified requirements.

2. Assembly – Only the QSL Manufacturer may assemble the finished quick release pin; assembly must be done in-house at the facility that is qualified.

B. Distributors – In order to be classified as a Distributor under this QSLD Program, participants shall meet the requirements of supply to QSL orders through the use of their in-house owned inventory assets. Drop-shipping from a location other than that qualified and listed under the given CAGE code, and designated on the DLA contract, is strictly prohibited; see ¶3.4.9d for information regarding shipping exceptions.

1. Alterations Prohibited – QSL Distributors may not perform alterations or modifications of any kind, including surface treatments, nor may they sub-contract such operations to any manufacturer.

2. Closed-Loop – Distributors may supply for QSL contracts only those products that have been produced by a QSL Manufacturer, within that manufacturer's Qualification term, whether obtained directly from the QSL Manufacturer or from another QSL Distributor.

C. Identification Traceability – Manufacturers shall identify its product by marking it with their symbol or logo as required by DLA contract or product specification. Distributors shall verify the QSL Traceability of the marking upon receipt of products.

D. Qualification Test Data – Manufacturer's QSL Application credentials shall include qualification test reports for all applicable NAS 1331 (superseding NASM-23460) quick release pin configurations to be considered for QSL awards, whether directly or through a distributor. See the QSL Application (Page 2, Commodity Interest List) and NAS 1331 for details.

4.0 PROVISIONS

4.1 Qualification

4.1.1 Program Objective – The objective of the QSL Program is to establish and maintain a list of pre-qualified manufacturers and distributors whose regular use of in-place process controls is designed to ensure delivery of quality products that meet specified requirements. The ultimate goals are to improve quality by rigid process controls and reduced product delivery lead times.

4.1.2 To obtain and maintain QSL status, the Organization must comply with both the technical *Criteria* of Section 3.0 and the administrative *Provisions* of Section 4.0 of this document.

4.1.3 Being listed as either a QSLM or QSLD approved organization does not guarantee award of contracts to anyone. Contract award is by open competition among qualified distributors and manufacturers in the QSL program.

4.2 General Provisions

4.2.1 The Organization must:

a. have in-place, maintain and use a Quality Program which satisfies all of the *Criteria* set forth in this document. A copy of the applicant's current Quality Program manual, reflecting its compliance with the *Criteria and Provisions* for QSL qualification, must be provided to the QSL Office with the completed Application for Qualification. Manual revisions must be furnished to the QSL Office within 15 days of the date of the revision.

b. maintain a single Quality Control Program; and use a single Quality Control Manual for both its Government business and commercial business.

c. possess a Commercial and Government Entity (CAGE) code at the location under quality control.

d. submit its Application for QSL Requalification to the QSL Office at least 120 days prior to expiration of its current qualification. Qualification term shall be three years.

4.3 Obligations

4.3.1 Government - DLA's QSL Office in Philadelphia will serve as the single Department of Defense (DOD) focal point to consolidate findings and recommend corrective actions for QSL problems. The QSL Office will:

a. process applications.
b. qualify and requalify Manufacturers and Distributors.
c. maintain the Qualified Suppliers List.
d. conduct or coordinate site-surveys and audits.
e. remove Manufacturers and Distributors for non-conformance.
f. disseminate information to users about non-conforming products.
g. make awards only to QSL listed Organizations.
h. provide QSL manufacturers and distributors with access to a listing of other approved QSL Organizations.
i. reserve the right to revert to the basic requirements contained in the original solicitation if the Organization should be disqualified or removed from the QSL.

4.3.2 Organization - The participating Organization shall assume responsibility to:

a. meet all contractual specifications and requirements. There are no exceptions or waivers unless provided in writing by the contracting officer.

b. report any product discrepancies discovered, and corrective actions taken.

c. maintain records as indicated in the QSL *Criteria* §3.12, and make them available for examination by DLA personnel, or DLA's agent, upon survey or audit.

d. permit DLA, or DLA's agent, to conduct site surveys and audits as discussed in QSL *Provisions* §'s 4.5 and 4.7, Surveys and Audits.

e. coordinate open contract actions with the appropriate DLA Contracting Officer (C.O.), should you become disqualified from the QSL prior to delivery. Moreover, you must also coordinate open contract actions with the appropriate DLA C.O., if you are about to supply to DLA or DLA's customer, product that was supplied to you from a Distributor or Manufacturer who was removed from the QSL subsequent to your entering into your contract agreement with DLA. Product owned by any organization while disqualified (or un-qualified) from the QSL, or prior to approval to the QSL is not acceptable for delivery under this program. See also ¶3.15.3.

f. provide other participating Organizations only with material which meets QSL requirements when notified by the QSL participant that the material being purchased is destined to fill a QSL contract.

4.4 Application for Qualification

4.4.1 Application Request - Applications for qualification can be downloaded from the QSL Homepage (see Preface). Application packages sent to interested Organizations will include the basic application form and a copy of this document. In order to participate in the QSL Program, an Organization must have a CAGE code designation (see *Preface* for assistance).

4.4.2 Application Processing - The candidate shall submit the completed application to the QSL Office along with a copy of his Quality Manual. The Quality Manual will be evaluated by the QSL Office for compliance with the QSL *Criteria*. The applicant is encouraged to include references to recent OEM-level industry surveys or audits of his facility where requested in the application. These references will be evaluated by the QSL Office and may obviate the need for a separate site-survey.

4.4.3 Application Revision - QSL companies are responsible for notifying the QSL Office when their product lines or facility locations have changed. Companies shall request and submit a revised signed application once changes have occurred.

4.5 Site-Survey

4.5.1 When an Organization applies to be qualified under the QSL Program, the QSL Office will customarily require a site-survey of the facility. Site-surveys by DLA or DLA's agent, will be based on the *Criteria* of §3.0. Surveys will include a review of the Organization's Quality Control Program and all of the systems and processes that the Organization is required to have in-place and in-use, under the *Criteria* of this document.

4.5.2 Industry surveys or audits may be considered by the QSL Office in the review of the Organization's Application for Qualification. Such surveys or audits may be used by the QSL Office in lieu of, or in addition to, QSL site-survey requirements.

4.6 Qualification Results

4.6.1 Upon completion of the evaluation process, the QSL Office shall notify the Organization as to whether QSL status has been attained or has been denied.

4.6.2 If qualification status has been attained, a Letter-Notice of Qualification shall be issued to the Organization and will include the following:

a. Designation of the QSL Program under which Organization has been qualified.
b. Unless QSL status is terminated, or the Organization is otherwise disqualified, the term of qualification shall be three years from the date of the Letter-Notice of Qualification.
c. The CAGE code and address of the Organization's facility that has been qualified.
d. The address for receipt by the Organization of correspondence if different from that in "c" above.

4.6.3 When a candidate Organization's Application for Qualification is denied, the QSL Office will issue a Letter-Notice of Denial of Qualification to the Applicant. Applicant may not reapply for qualification until a minimum of ninety days has elapsed from the date of the Letter-Notice. The Notice shall cite the specific reasons for such denial. Examples of reasons for denial of qualification include, but are not limited to the following:

a. Deficiencies in the Applicant's Quality Program Manual which are numerous or which indicate that action to correct those deficiencies will require an extended period of time.

b. Site-survey has shown that implementation of processes and procedures contained in Applicant's Quality Control Program Manual, and required by the *Criteria and Provisions* of this document, has not been accomplished.

c. When the QSL Office has provided the Applicant with specific corrective action to be taken for qualification approval, and Applicant has not responded within the time specified in the Letter-Notice or after 90 days, the Application for Qualification will be considered withdrawn.

d. Applicant is debarred, otherwise determined to be ineligible for awards of Government contracts, or has been found engaging in practices that indicate less than acceptable integrity or business ethics.

e. Available company quality history, as demonstrated by Product Quality Deficiency Reports (PQDR's), shows consistently poor quality track record with valid complaints from DLA customers.

4.7 Audits

4.7.1 QSL Office personnel and agents will conduct random announced or unannounced post-award audits of an Organization's facility to confirm adherence to the QSL *Criteria*. Audits will be an on-going policy during the life of the QSL Program. All audits are performed at no charge to the Organization. During audits, random sample collection of the Organization's product shall be allowed for the purpose of independent laboratory testing. Thus, QSL Auditors may pull samples for later testing against specification or contract requirement. The Government will pay for the cost of such tests and the Organization's expense is limited only to the cost of a small quantity of samples selected. The Organization shall be provided with a copy of the test results when non-conformance has been found.

4.7.2 The purpose of a facility audit is to ensure that the Organization has in-place and in daily use, a Quality Program which conforms to the requirements of the *Criteria and Provisions* of the DLA QSL Program, as reflected in this document. An audit will involve the examination of applicable documents, processes and procedures, as well as the various systems required for attainment of qualification.

4.8 QSL Removal/Disapproval

4.8.1 Reasons for Removal - The success of the DLA QSL Program is dependent upon the integrity of those Organizations who participate in it. Continued participation in the program is, therefore, contingent upon the Organization's continuing compliance with the *Criteria and Provisions* upon which qualification is established. The Organization's failure to comply may be cause for initiation of removal. The following are some examples of reasons for removal from the QSL:

a. The product(s) furnished by the Organization under its contract(s) does not meet contract or specification requirements.
b. Organization no longer produces or supplies the products of the Federal Stock Class included in the QSL Program.
c. Organization changes its Quality Program or its facility location without prior notification to the QSL Office.
d. Organization does not file a renewal application at the end of its 3-year approval term, or fails to requalify at that time.
e. Organization fails an audit.
f. Organization denies access to QSL audit or survey personnel, or to other personnel authorized by DLA to conduct such audits or surveys.
g. Organization ships products from a location other than that for which it has been qualified or authorized.
h. Qualification *Criteria* and/or *Provisions* are revised, and Organization fails or refuses to comply with revised *Criteria* and/or *Provisions* following opportunity to do so.
i. Organization misrepresents its quality control process(es) or manual regarding compliance with QSL.
j. Organization is debarred, otherwise determined to be ineligible for awards of Government contracts, or has been found engaging in practices which indicate less than acceptable integrity or business ethics.
k. Organization requests that it be removed from the QSL.
l. Organization provides, to DLA or its customers, product which flowed through a non-QSL source. Any and all product sold to DLA or its customers under this QSL Program must flow through QSL Manufacturers and Distributors during the entire production/supply path of the product. No deviations are permitted under this QSL program.
m. Organization furnishes product, under a QSL contract, for a commodity for which they have not been Qualified.

4.8.2 Procedures for Removal - The following provisions apply to removal of an Organization from the QSL Program:

a. The QSL Office shall notify the appropriate DLA buying office of any proposed Removal Actions. The QSL Office shall then notify the participant by confirmable means, such as Certified Mail, Return Receipt Requested, and/or FAX, citing specific reasons for the proposed removal. Participant shall have 15 calendar days to respond to the notification.

b. Failure by participant to respond to the Notice of Contemplated Removal within the 15 day period will result in immediate removal of participant from the QSL.

c. If participant responds to the Notice of Contemplated Removal within the 15 day period, the QSL Office will evaluate the response, including participant's proposed corrective action, if any, and will determine which of the following shall apply:

(1) removal from QSL
(2) retention on QSL
(3) further action, as appropriate

d. In cases where DLA Military Service customers report a serious field failure of product, particularly where safety is involved, QSL approval may be immediately withdrawn pending the submission of supplier response. Voluntary disclosures do not preclude this Removal process.

e. Removal Period. Typically, there is no specific time duration for removal from the QSL. The removal period will be based on the time necessary to document process control changes and to implement and test corrective actions associated with the disqualification. When the corrective action involves more than one deficiency, removal periods in excess of 90 days may be applied at the discretion of the QSL Office.

f. When the QSL Office has removed a participant from its QSL, notice of such removal, and the reasons for the removal, may be given to other interested Government Activities. Also, if a participant is removed from one QSL program, that participant may be removed from all QSL programs. The QSL Removals Web Page will also reflect such removals for a minimum of 90 days to preclude Qualified Organizations and DLA Contracting Officers from buying from an unauthorized source.

4.9 Requalification

4.9.1 Requalification by Renewal - Requalification is required upon the lapse of three years from the date of last qualification. To ensure that no gap in qualification status occurs, Organization should submit a qualification package to the QSL Office at least 120 days prior to expiration of its current 3-year qualification period. Requirements for requalification shall be those QSL *Criteria and Provisions* in effect at the time of Application for Requalification. Note: Failure to Requalify May Result in Removal of an Organization from the QSL.

4.9.2 Requalification subsequent to Removal or Qualification after Disapproval - In the event that Organization's Application for Qualification is not approved, or if Organization's status as a QSL concern is discontinued, qualification will not occur until the QSL Office has determined that satisfactory evidence has been submitted which establishes that all deficiencies have been adequately corrected.

4.9.3 Reapplication subsequent to Removal

a. If removed from the QSL program, once corrective action has been taken to remedy the deficiency that resulted in removal, and compliance with QSL *Criteria* is evident, the Organization may reapply for the QSL program. A new application must be submitted, along with a letter describing the deficiencies that have been corrected. If there have been any revisions or additions to the QA manual since the date of last application, revision sheets/additions must also be submitted. The Organization need only send a new QA manual if the previous QA manual has been replaced.

b. Reapplication letter should be sent to the address listed in the Preface.

4.10 Solicitation and Award

4.10.1 To be eligible for award under this program, an offeror must be listed on the QSL at the time of award.

5.0 DEFINITIONS

CAGE Commercial and Government Entity. This designation is a unique five digit alphanumeric sequence of characters; it is issued for a specific location.

DISTRIBUTOR A source or concern which owns, operates, or maintains a store, warehouse, or other establishment in which finished products of the relevant commodity are bought, kept in stock, and sold to the public in the usual course of business. The Distributor basically stocks and resells only the completed product and may NOT alter, modify or produce that product.

DOCUMENTS Printed or written information, or electronically stored information which is retrievable and subject to being reduced to a printed form. These include, but are not limited to bills of material, calibration records, certifications, contracts, drawings, instructions, manuals, packing slips, procedures, purchase orders, standards, specifications, test plans and test reports, and records of all kinds. Modifications or revisions to any of the foregoing constitute documents.

MANUFACTURER An organization that owns, operates or maintains a factory or establishment, and substantially produces or fabricates finished products of the relevant commodity on the premises from raw materials. A manufacturer may implement processes to complete the fabrication of a semi-finished product to meet contract or specification requirements. Such a concern is fully responsible for inspection and testing of the final product prior to shipment to the government customer and will typically impart his Logo or other identification marker on the finished product when applicable. A manufacturer who does not produce the final product from raw material on a contract MUST obtain the semi-finished material from another approved QSL manufacturer source.

MATERIAL CERTIFICATION REPORT A document generated by a material supplier or producer which demonstrates, for original/raw materials, conformance to contract or specification requirements. Also called mill certification report.

ORGANIZATION Participant vendor operating as either a manufacturer or a distributor with value-added inventory services.

QUALIFIED SUPPLIERS LIST A list of manufacturers and distributors who have met these QSL Criteria for a certain commodity and have agreed to the Provisions herein.

QUALITY CONTROL PROGRAM The Organization’s entire program of procedures, process controls, inspections, audits and systems which ensures that the Organization’s products conform to specified requirements.

TRACEABILITY The documented trail of the product covered by the DLA contract or order through all Manufacturers, Distributors, and/or intermediate processors to the Manufacturer or producer of the product or material.

VENDOR As used in this document, a person, organization, or entity from or through whom any product, service, or portion thereof, covered by the DLA contract or order was purchased by a DLA prime contractor.