

Contract/Task Order Performance Requirements Summary

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Proper Packing/Loading/Containerization of Personal Property for Onward Movement.	Part I, Paragraph A.4, Paragraph A.7	No more than 3% of total number of shipments are incorrectly packed / loaded / containerized per month.	Periodic Inspection
On time Pick- up/Delivery of Personal Property	Part I, Paragraph A.3	No more than 5% per month of the total number of shipments are validated customer complaints for untimely pick-up/ delivery.	Periodic Inspection
Timely pick-up/ return, proper preparation of documentation	Part I, Paragraph A.2.i, Paragraph A.8.a, Paragraph A.8.c, Paragraph A.8.i	98% on time return of completed, accurate, legible documentation of PPSO per month. 96% on time pick-up of documentation from PPSO per month.	Periodic Inspection
Accurate invoicing of charges	Part 3, Paragraph 4	98% error free invoice submission rate per month.	Periodic Inspection
Maintain adequate facilities and serviceable equipment	Part I, Paragraph A.10, Paragraph A.7.h	Less than three (3) violations per quarter based on inadequate facilities or unserviceable equipment as outlined in DTR, Appendix E.	Periodic Inspection
Protection and Accountability of Government Owned Containers (GOCs)	Part I, Paragraph A.7.a, Paragraph A.7.a(1), Paragraph A.7.e, Paragraph A.7.g(1), Paragraph A.7.g(2)	No more than 2% of total number of GOCs improperly protected during this quarter. Less than two (2) failures per month to re-coop GOCs within specified time frame.	Periodic Inspection