

TERL Document Development History			
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Name	Revision Description	Date	Status
Sivam			
English			
Sivam		02-16-06	Draft
Bentz		02-24-06	Reviewed
Lisansky	Updated Report Passing section	03-30-06	Draft
Lisansky	Updated Flow Charts	04-06-06	Draft
Morgan	Review (Final) and Revision	04-28-2006	Draft
Lisansky	Implement Changes	06-29-2006	Draft

Approved by:	Name	Signature	Date	Action Required		
				R	C	A
Research Advisor	Dr. Simpson					
TERL Quality Engineer	Steve Bentz					
TERL Quality Manager	Jeff Morgan					

Nomenclature

- R – Review
- C – Comment
- A – Approve

QA Evaluation Process

A vendor's status after passing pre-evaluation is shown as 'Evaluation Pending' in the QA status database. Please bear in mind that the vendor whose queue number is the smallest shall be the priority for evaluation. One should follow this policy strictly so that the 45-day deadline for evaluation is not violated.

The following process shall be studied in reference with the Evaluation Flow Chart (FC-EV), at the end of this document:

1 Reserve Task

1. Login to the QA status database – Website:
<http://potentia.eng.fsu.edu/qrtodb/login.php>
2. Click on 'Main Page'
 - a. Click on vendor's name (Hint: vendor with 'Evaluation Pending' status)
 - i. In the 'Event Log' section click on 'Reserve Task' (Figure 1)
 - ii. Done – User can logout and proceed to evaluate the vendor

Note

- This action will allow the selected vendor to be evaluated only by the user who reserved this task.

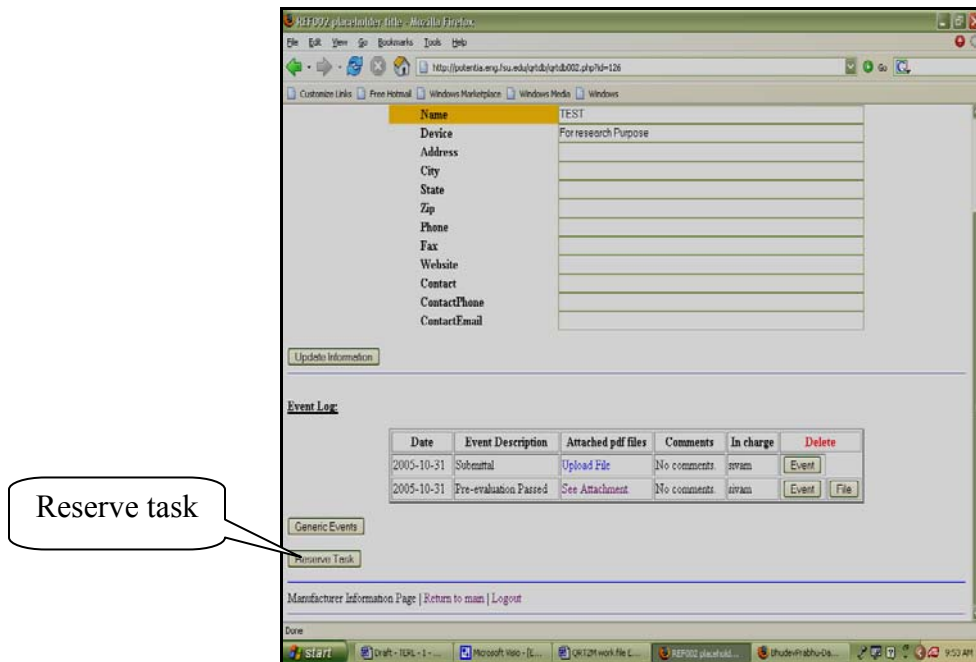


Figure 1: Screen Shot of Vendor Information

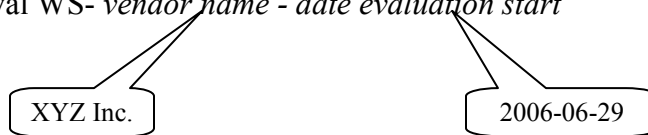
2 Start Evaluation

The *VQA-Eval WS-2006-06* document is used as the input worksheet for the evaluation activity. This worksheet is located electronically on the server at the following location:

<\\Bahcomm10\quality\1Operations\Documents & Forms\Forms>

Evaluators must save this document in the corresponding vendor's folder by making changes to the filename by adding '**vendor name**' and '**date evaluation start**':

VQA-Eval WS- *vendor name* - *date evaluation start*



Complete *VQA-Eval WS-2006-06* worksheet electronically during the evaluation.

Note: If the pre-evaluation was done by someone else, the evaluator is advised to check the pre-evaluation report of the vendor and watch the video provided by the vendor, prior to evaluation. This will provide the evaluator with a general idea of the nature of business of the vendor and what to look for in the evaluation.

Use the grading guidelines, *VQA-Eval GL-2006-06* to begin the evaluation. While performing the evaluation, pay attention to the following:

1. Responses to the survey, *VQA-Eval Survey-2006-06*; vendor is required to respond to every question in the survey.
2. Please study and make note of the structure or format of the vendor's quality system; documentation is wise. If the vendor does not have proper format, please include this comment in the report. Specify that the vendor need to establish a proper format in accordance to their business.
3. The vendor is expected to validate their responses with their quality policies and procedures by specifying the exact location (i.e. section 1.2.3 and/or page #'s) of this information in their submittal.
4. Adequate evidence of implementation must be provided (if required). Do scrutinize these documents for authenticity and practicality. Practicality means to verify if the documents help to maintain an adequate quality system.
5. If the evaluator feels that more evidence in required, please make a note and add it to the report. Please be specific of what is required. In case of evaluation failure, the vendor must provide the additional documents. If the vendor passes the evaluation these notes will be used during monitoring.

3a Generate Report

Upon completing evaluation, the evaluator is required to generate a 'Pass' or 'Fail' report. The report templates are available in the 'Quality' folder:

[\\Bahcomm10\quality\1Operations\Documents & Forms\Report Templates](#)

A passing evaluation shall be reported using *VQA-Eval-Pass-Vendor Name-yyyy-mm-dd*, and a failed evaluation shall be reported using *VQA-Eval-Fail-Vendor Name-yyyy-mm-dd*.

Passing Evaluation Report

1. Retrieve *VQA-Eval-Pass-Vendor Name-yyyy-mm-dd* from the 'Report Templates' folder and save it in the respective vendor's folder by making changes to the filename in the area of '**vendor name**' and '**date qualification recommended**'.

VQA-Eval-Pass-vendor name-date qualification recommended



2. Complete the table in the document by entering the required information.
3. Add comments and recommendations in the spaced provided (below the Conclusion and Recommendation section). Please note that the comments and recommendations will be reviewed during the monitoring stage and therefore they should be practical and vendor-specific.
4. Upon completion of report, check the document for errors (spelling and grammar).
5. Save document, create a .pdf file under the same filename, and save again.

Failed Evaluation Report

1. Retrieve *VQA-Eval-Fail-Vendor Name-yyyy-mm-dd* from the 'Report Templates' folder and save it in the respective vendor folder by making changes to the filename in the area of '**vendor name**' and '**date failed**'.

VQA-Eval-Fail-vendor name date failed



2. Cut and paste the response matrix from the *VQA-Eval WS-2006-06* document into the failed evaluation report, *VQA-Eval-Fail-Vendor Name-yyyy-mm-dd*. The matrix is found on the '**Status Report to Vendor**' worksheet in the *VQA-Eval WS-2006-06* document.

3. Add comments and requests for additional information (i.e. minutes of meeting) under sub heading ‘**Detailed Comments and Questions**’. Please note that the comments and requests should be objective so the vendor can take necessary actions for continuation of the evaluation.
4. Upon completion of report, check the document for errors (i.e. spelling and grammar).
5. Save document, create a .pdf file under the same filename, and save again.

3b Update QA Status Database

- a. Login to database – Website: <http://potentia.eng.fsu.edu/qrtdb/login.php>
- b. Click on ‘**Main Page**’
 1. Click on vendor’s name (Hint: vendor with “Evaluation Pending” status)
 1. In the ‘**Event Log**’ section click on ‘**Evaluation**’
 - a. If the vendor passed, select a letter grade; otherwise select the ‘**Fail**’ bullet.
 - b. Add the .pdf file using the ‘**Browse**’ button and extracting the corresponding .pdf file from the vendor’s folder.
 - c. Select ‘**Finish**’.
 - d. Select ‘**Return to Main**’ and go back into the vendor’s page for the next activity, or select ‘**Logout**’.

Note:

-It is advisable to perform this activity on the same date the evaluation was completed.

-The last row of Event Log section shall have the latest updates stored.

- ‘Days in QRT’ for that vendor will be reset at zero.

-In case of mistakes done during the update, in terms of information and content, use the ‘Delete’ column in the ‘Event Log’ section to counter the situation. Redo the update process with the correct information and content.

4 Reporting Pass

Upon completion of the evaluation result assignment, a passing grade will place the vendor in the ‘**QA Recommended**’ queue.

The evaluator shall send an email to the Program Manager with the results of the vendor’s evaluation, and attach the associated report in .doc format (*VQA-Eval-Pass-Vendor Name-yyyy-mm-dd*).

After the report is sent to the Program Manager, wait for Program Manager to respond with .pdf file. Re-enter the database, upload .pdf file, and release task.

This is the end of the initial evaluation process for a passing submittal.

4.1 Reporting Fail

Upon completion of the evaluation result assignment, a failing score will place the vendor in the 'Evaluation Failed' queue.

The evaluator shall send an email to the Program Manager with the results of the vendor's evaluation, and attach the associated report in .pdf format (*VQA-Eval-Fail-Vendor Name-yyyy-mm-dd*). Wait for response or updated submittal from vendor.

This is the end of the initial evaluation process for a failing submittal.

Additional Information:

5 Teleconference - Evaluation of Failed Vendors

Vendors who have failed the first round evaluation often will submit additional information as stipulated in *VQA-Eval Survey-2006-06* for another round of evaluation. The evaluation process begins all over again, only this time the evaluator shall focus on the items commented on in *VQA-Eval Survey-2006-06*. All other activities showed in evaluation flow chart (FC-EV) shall be observed.

At the end of second round evaluation, if the vendor status is still failed, the vendor will be given a final 3rd opportunity to pass the evaluation. Upon receiving the additional material from the vendor, evaluators shall observe the following steps:

1. Prior to updating the database using a generic event for the third round of evaluation, verify that the final submittal is adequate.
 - a. If yes, proceed; update the database and follow the regular evaluation process.
 - b. If no, inform the Program Manager that a teleconference or face-to-face appointment with the vendor should be set up.

The teleconference is an option in which the vendor can choose not to participate. In the event that a vendor refuses a teleconference, evaluation of the current submittal shall proceed as usual. The teleconference option is initiated by the Program Manager after being recommended by QRT. If the vendor agrees to participate in a teleconference, an appointment will be set. The teleconference is intended for clarification purposes only; evaluators will not perform any evaluation during teleconference. The following rules must be adhered to during the teleconference:

1. Participants:
 - a. TERL team – All QRT, or at least the evaluator of the participating vendor, Program Manager and/or QA coordinator (minimum two people)

- b. Vendor representative(s) – At least one QA personnel and others as desired by vendor. (minimum one person)
2. Discussion shall include QRT recommendations based on the QA system available in the vendor’s facility.
3. QRT may further recommend how the vendor can put together the required materials based on the vendor’s feedback during the teleconference.
4. Items discussed during the teleconference are not to be considered as a comprehensive deficiency list, nor **treated as a gig list**. Discussion in the teleconference only serves as additional information for clarification to vendors in addressing the comments in VQA-Eval Survey-2006-06. (Note this to vendor during teleconference)
5. The teleconference ends with the vendor agreeing to document all items discussed in the teleconference and forward a copy to the Program Manager for confirmation. This document shall be referred as ‘**Teleconference Minutes**’.

Evaluators shall use the ‘**Teleconference Minutes**’ as a cross reference with the updated submittal provided by the vendor after teleconference.

If the updated submittal is found to be adequate, proceed with the normal evaluation process, otherwise check with Program Manager for next action.

6 Referenced Documents

VQA - Eval WS-2006-06

VQA-Eval GL-2006-06

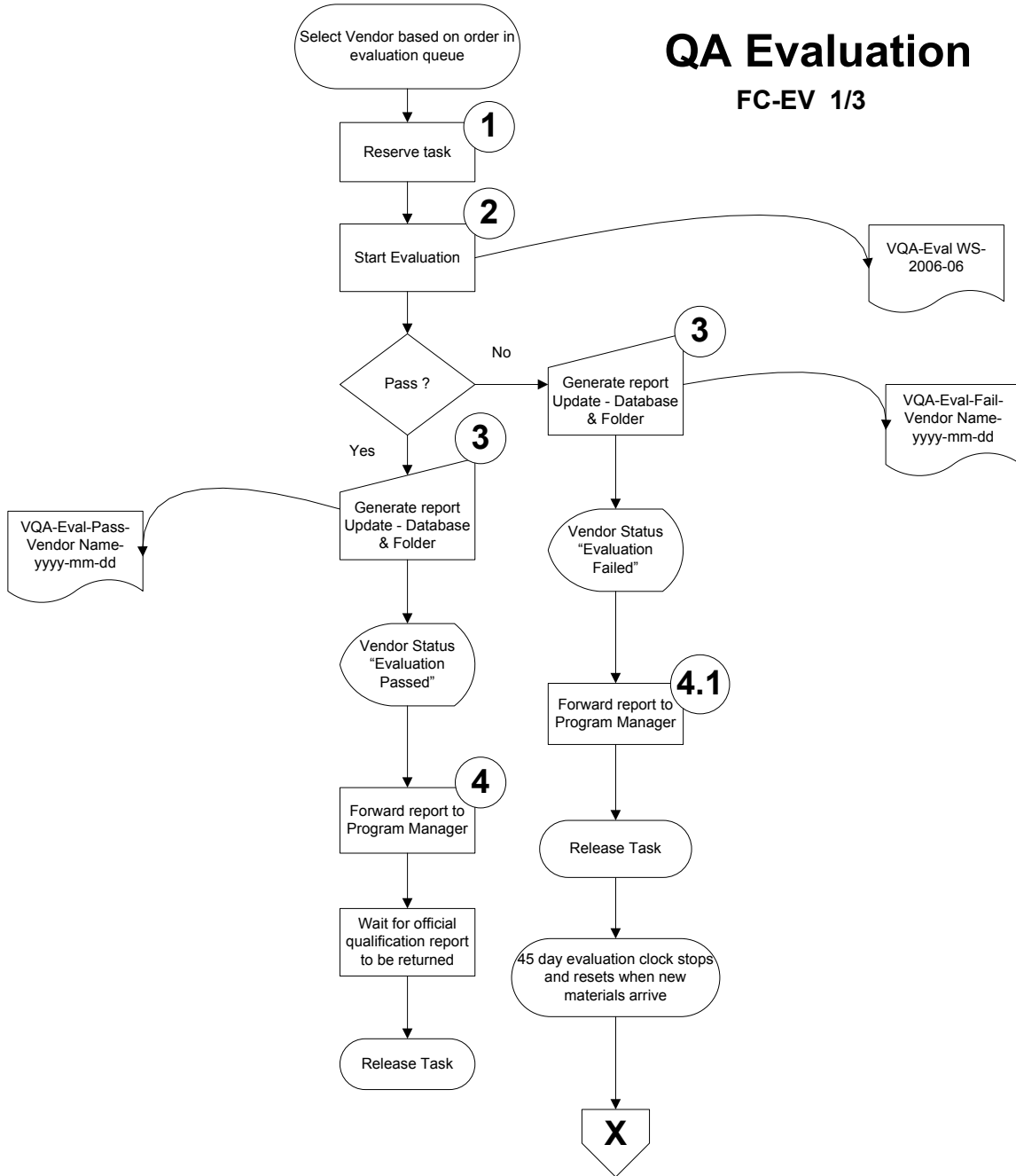
VQA-Eval Survey-2006-06

VQA-Eval-Pass-Vendor Name-yyyy-mm-dd

VQA-Eval-Fail-Vendor Name-yyyy-mm-dd

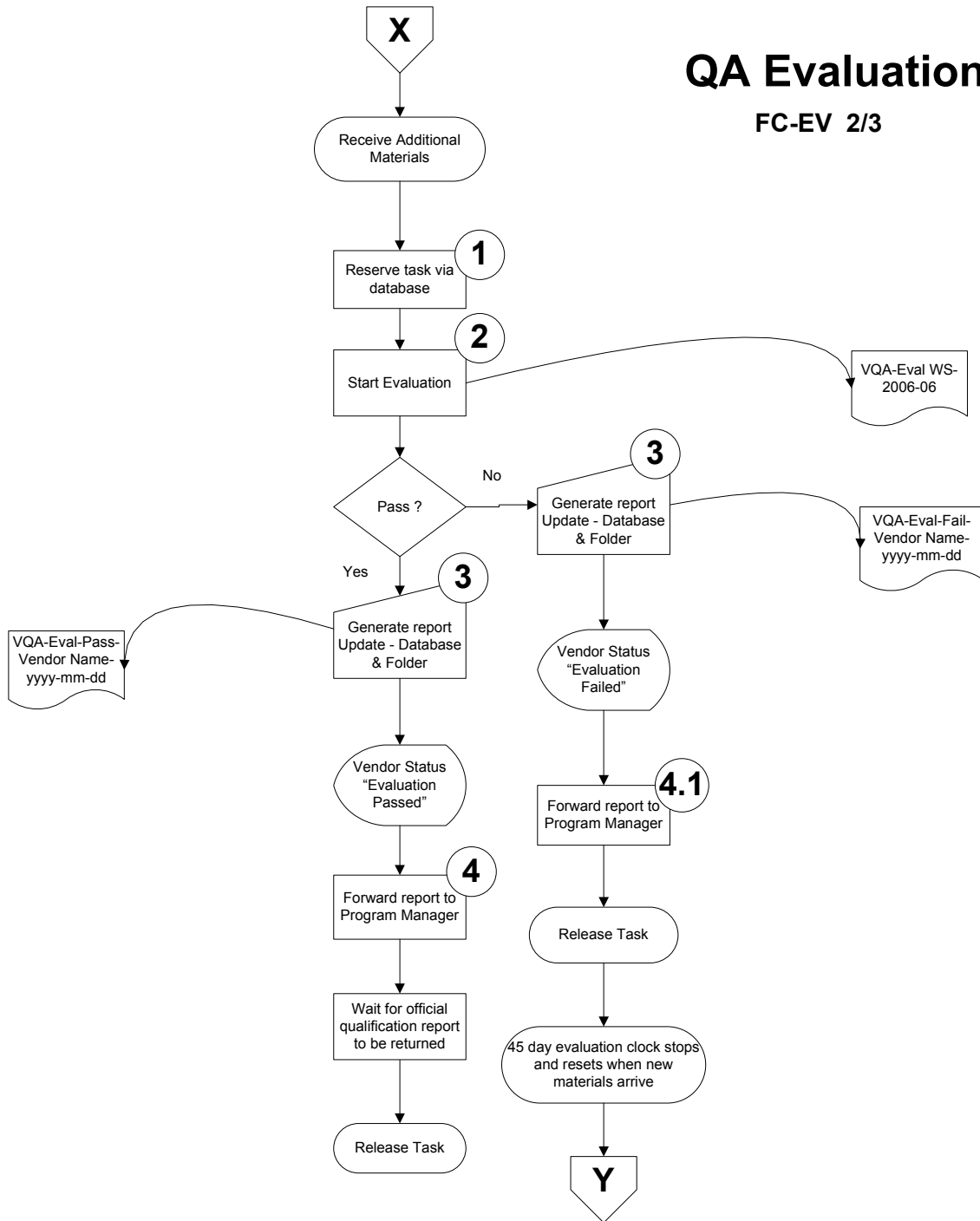
QA Evaluation

FC-EV 1/3



QA Evaluation

FC-EV 2/3



Evaluation

FC-EV 3/3

