



# DEFENSE ACQUISITION UNIVERSITY

## CMQ 101 - Government Contract Quality Assurance Fundamentals and Subcontractor Management

140411

*Course Learning/Performance Objectives followed by its  
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<b>1</b>	<p>Given the fundamentals of Government Contract Quality Assurance (GCQA), the student will be able to distinguish the roles and responsibilities of a Quality Assurance Specialist (QAS) within the Defense Contract Management Agency (DCMA).</p> <p>Identify GCQA-related definitions.</p> <p>Recognize acquisition participants.</p> <p>Identify DCMA's GCQA Program concepts.</p> <p>Identify basic QAS responsibilities.</p> <p>Recognize situations in which the QAS must contact the Contract Integrity Center.</p> <p>Apply the 14 Principles of Ethical Conduct to the QAS's daily work and non-work behaviors.</p>
<b>2</b>	<p>Given the organizational structure of the Defense Contract Management Agency (DCMA), the student will be able to articulate the roles of the Quality Assurance (QA), Operations, and various Executive Directorates.</p> <p>Interpret the importance of QA within DCMA's vision, mission, and core values.</p> <p>Identify the DCMA's organizational relationship to the acquisition community.</p> <p>Recognize the missions of the four QA Executive Directorate divisions: Process Management, Information Management, Resource Management, and Quality Engineering.</p> <p>Examine the key organizational structure of the Operations Directorate and QA Division.</p> <p>Recognize the responsibilities of the QA, Operations, Special Programs, and International directorates under the DCMA organization.</p>
<b>3</b>	<p>Given the Quality Assurance (QA) curriculum requirements, the student will be able to identify qualification and certifications necessary to perform Quality Assurance Specialist (QAS) duties.</p> <p>Identify QA core training requirements.</p> <p>Identify the QAS competency assessment process.</p> <p>Identify QAS actions to support First Line Supervisor (FLS) in the competency assessment process.</p> <p>Identify key areas of the Training Competency Assessment Tool (TCAT) eTool.</p> <p>Identify QAS qualifications for accepting products/services on behalf of the U.S. Government.</p>
<b>4</b>	<p>Given an explanation of Government and DCMA regulations, the students will be able to identify the Federal Acquisition Regulation (FAR), Defense Federal Acquisition Regulations Supplement (DFARS), and DCMA Instructions that pertain to QA requirements.</p> <p>Examine FAR and DFARS for guidance in contract administration of QA requirements.</p> <p>Identify the hierarchy from Public Law to individual surveillance plans.</p> <p>Demonstrate the ability to access published FAR and DFARS.</p> <p>Recognize the relationship between FAR/DFARS and QA.</p> <p>Distinguish the differences between Authority and Responsibility regarding QA.</p> <p>Identify contract QA requirements.</p>
<b>5</b>	<p>Given a contract in which Standard Inspection is the highest level requirement, students will be able to identify Quality Assurance Specialist (QAS) responsibilities.</p> <p>Interpret the intent of the FAR Standard Inspection Requirements with regard to the QAS.</p> <p>Distinguish the responsibilities of the contractor and the Government when Standard Inspection is the highest level contract requirement.</p> <p>Identify Government Contract Quality Assurance (GCQA) inspection activities when Standard Inspection is the highest quality requirement at a facility.</p> <p>Examine the criteria for determining if the contractor's inspection system is acceptable to the Government.</p> <p>Identify surveillance documentation requirements when Standard Inspection is the highest level requirement at a facility.</p>
<b>6</b>	<p>Given a contract, students will be able to identify the supplier's responsibility to higher-level quality requirements.</p> <p>Describe the purpose for higher-level quality requirements in a contract.</p> <p>Identify the required quality specifications for contracts.</p> <p>Describe the relationship of Quality Management System (QMS) to higher-level quality requirements.</p> <p>Identify the supplier's responsibilities pertaining to Quality Assurance (QA).</p> <p>Explain why a supplier would choose to use a Single-Standard Quality System.</p>
<b>7</b>	<p>Given a commercial contract, students will be able to determine required Quality Assurance (QA) requirements.</p>



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	Distinguish the difference between commercial items and commercially available off-the-shelf items.
	Examine Federal Acquisition Regulation (FAR) policies regarding commercial contracts.
	Identify the responsibilities of the Quality Assurance Specialist (QAS) regarding corrective actions on commercial contracts.
	Determine DCMA's QA surveillance responsibilities in regard to commercial contract.
	Identify commercial contract scenarios that warrant escalation.
<b>8</b>	<b>Given a contract, students will be able to perform a Quality Assurance (QA) Contract Technical Review (CTR).</b>
	Relate the importance of a QA CTR to Government Contract Quality Assurance (GCQA) Planning.
	Outline the CTR process.
	Identify the types of contracts received for QA CTR.
	Identify the sections of a contract.
	Identify contractual requirements defined by Quality Assurance Letters of Instruction (QALIs) and Letters of Delegation (LODs).
	Recognize contract deficiencies that require identification through the Electronic Data Access (EDA) system via a Contract Deficiency Report (CDR).
	Record a QA CTR using the CTR eTool.
<b>9</b>	<b>Given a contract, students will be able to perform a Quality Assurance (QA) Post Award Orientation Conference (PAOC).</b>
	Explain the importance of a QA PAOC to the acquisition process.
	Describe the QA PAOC process.
	Determine the need for a QA PAOC.
	Identify factors for consideration during a QA PAOC.
	Outline the Quality Assurance Specialist (QAS) responsibilities to the QA PAOC.
<b>10</b>	<b>Given a contract technical data package, the student will be able to complete a Quality Assurance (QA) risk assessment using the Risk Profile and Plan Tool.</b>
	Explain the importance of QA risk assessment to Government Contract Quality Assurance (GCQA) surveillance planning.
	Outline the QA risk assessment process.
	Initiate a Risk Profile using the Risk Profile and Plan Tool.
	Develop a Facility Process List within the Risk Profile and Plan Tool.
	Assess the impact of identified risks using the Risk Impact Indicators in the Risk Profile and Plan Tool.
	Write a Risk Statement using the Risk Statement Generator in the Risk Profile and Plan Tool.
	Assess Performance Factors for all suppliers and those with higher-level requirements.
	Identify potential causes of an identified risk using the Facility Process List and the Performance Factors Assessment section of the Risk Profile and Plan Tool.
	Assess the likelihood that an identified risk cause will occur using the Likelihood Table in the Risk Profile and Plan Tool.
	Examine risk assessment results for use in GCQA surveillance planning.
<b>11</b>	<b>Given product surveillance requirements, the student will be able to complete a product examination.</b>
	Relate the importance of production examination to Quality Assurance (QA) surveillance.
	Determine items and/or features/characteristics of items that are subject to product examination.
	Determine the need for hold points during the production examination process.
	Identify product examination techniques.
	Outline the initial product examination actions.
	Distinguish between the four product examination techniques: Inspection, Testing, Witness, and Verification.
	Recognize documentation requirements for the results of a product examination.
	Describe the requirements for notifying the supplier and/or customer of product examination results.
<b>12</b>	<b>Given a surveillance requirement, the student will be able to apply statistical sampling techniques to supplier contract activities.</b>
	Relate the importance of sampling to Quality Assurance (QA) surveillance responsibilities.
	Distinguish between Inspection by Attributes and Inspection by Variables.
	Distinguish between the three types of inspection: Normal, Reduced, and Tightened.
	Outline the internal Defense Contract Management Agency (DCMA) process of zero-based sampling.



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	Use randomization tools to general random numbers for a simple random sample.
	Differentiate between simple, systemic, cluster, and stratified sampling techniques.
	Interpret information presented on zero-based sampling system tables.
	Interpret information presented on American National Standards Institute (ANSI)/ American Society for Quality (ASQ) Z1-4-2008 sampling system tables..
	Interpret information presented on Military Standard (MIL-STD)-1916 sampling system tables.
	Determine whether to initiate acceptance or non-acceptance activities based on sampling results.
<b>13</b>	<b>Given a process surveillance requirement, the student will be able to complete a process review.</b>
	Relate the importance of process reviews to Defense Contract Management Agency (DCMA) Quality Assurance (QA) surveillance.
	Describe process inputs.
	Explain how supplier's processes are selected for DCMA QA review.
	Distinguish the difference between manufacturing processes and common support process.
	Identify documents related to process reviews.
	Determine the scope of the process review.
	Identify the documentation requirements of a process review.
	Describe the requirements for notifying the supplier and/or customer of the process review results.
<b>14</b>	<b>Given a FAR 52.246-11 higher-level Quality Management System (QMS) requirement, the student will recognize the process for conducting a system audit.</b>
	Relate the importance of QMS audits to Defense Contract Management Agency (DCMA) Government Contract Quality Assurance (GCQA) surveillance.
	Distinguish between the three types of QMS audits: First Party, Second Party, and Third Party.
	Recognize the five principles of auditing.
	Identify factors that affect the decision to conduct an audit.
	Outline the steps for initiating an onsite audit.
	Relate the importance of the document review to the onsite audit.
	Outline the audit activities.
	Find commonly used audit checklists and other audit support documents.
<b>15</b>	<b>Given a contract with Quality Assurance (QA) oversight responsibilities, the student will be able to develop a Government Contract Quality Assurance (GCQA) surveillance plan.</b>
	Identify specialized GCQA surveillance planning requirements.
	Articulate the relationship between the Risk Impact and GCQA scope.
	Describe considerations, methods and factors that must be determined when developing a surveillance plan.
	Document surveillance plan using DCMA eTools.
	Track the surveillance planning process for a sample situation.
	Describe how to execute and revise a surveillance plan.
<b>16</b>	<b>Given a contract, the student will be able to determine whether the supplier's system for controlling subcontracted items and services is adequate.</b>
	Identify the requirements that drive the supplier's responsibility to implement the controls.
	Recognize the supplier's techniques for evaluating its vendors.
	Identify elements/areas of concern the supplier evaluates in regard to the vendor.
	Identify the methods the QAS uses to ensure the adequacy of the supplier's control of its vendors.
	Recognize the challenges and potential issues the QAS may have when evaluating the adequacy of the supplier's control of its vendors.
<b>17</b>	<b>Given a contract, the student will be able to delegate Quality Assurance (QA) responsibilities.</b>
	Determine the need for delegation of QA responsibilities.
	Plan communication protocols to be used during the QA delegation period.
	Determine the requirements for a QA delegation.



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	Determine the requirements for QA delegation execution/management.
	Prepare a QA delegation via the Delegation eTool.
	Respond to a received QA delegation.
	Use the Delegation eTools to track a QA delegation.
	Manage a QA delegation via the Delegation eTool.
	Use the Electronic Contract Administration Request System (ECARS) to access a QA delegation.
	Identify the ECARS QA delegation Document Control Number (DCN) via the Performance Labor Accounting System (PLAS) eTool.
<b>18</b>	<b>Given a contract in which the supplier is not the product's manufacturer, the student will be able to develop strategies for fulfilling Quality Assurance (QA) requirements.</b>
	Identify distributor responsibilities and obligations to contract quality requirements.
	Identify Quality Assurance Specialist (QAS) responsibilities regarding the acceptance of distributor supplies/ services.
	Solve QA issues that may arise with distributors.
	Prepare a risk-based QA surveillance strategy for distributors.
<b>19</b>	<b>Given the current U.S. metrology and calibration standards, International Organization for Standardization (ISO) quality assurance requirements, and Military Standards (MIL-STD), students will be able to identify calibration requirements susceptible to GCQA oversight.</b>
	Distinguish between standard inspection requirements and higher-level Quality Management System (QMS) requirements regarding calibration.
	Identify U.S. National Standards for calibration.
	Evaluate contractor operations to identify measuring and test equipment that may require calibration controls.
	Determine the type of surveillance method for a supplier's calibration system based on contractual quality and technical requirements and associated risks.
<b>20</b>	<b>Given a contract with Defense Contract Management Agency (DCMA) Quality Assurance (QA) oversight responsibility, students will be able to use the DCMA corrective action process to complete corrective action request (CAR) activities.</b>
	Distinguish the differences in the contractual nonconformity classifications.
	Distinguish between a nonconformity and a defect in contractual context.
	Distinguish between a corrective action and a preventative action.
	Compare the levels of CARs to the severity of an identified nonconformity.
	Identify the DCMA management level required to initiate corrective actions regarding an identified nonconformity.
	Recognize the process for issuance of CARs at the subcontract level.
	Relate the importance of minimum documentation requirements to the CAR.
	Manage CARs in the CAR eTool.
	Relate verification of a supplier's CAR response and implementation to the Quality Assurance Specialist (QAS) follow-up actions.
<b>21</b>	<b>Given an identified nonconformity, the student will be able to determine if the supplier's Quality Management System (QMS) addresses the root cause of the nonconformity.</b>
	Identify the authorities and policies that guide RCA.
	Discuss how RCA tools can be used to analyze production problems.
	Relate how the "5 Whys" technique determines root cause.
	Relate how the Cause and Effect (Fishbone) diagram determines root cause.
	Relate how causes of variation affect RCA.
<b>22</b>	<b>Given the Defense Contract Management Agency (DCMA) Nonconforming Material (NCM) process, students will be able to manage nonconforming material.</b>
	Interpret Federal Acquisition Regulation (FAR) guidelines pertaining to NCM as they apply to the DCMA.
	Distinguish the difference between nonconforming material and nonconforming products/ services.
	Distinguish the difference between a Deviation Permit and a Waiver/ Concession.
	Distinguish the difference between a critical, major, and minor nonconformance.
	Outline the DCMA NCM process.



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	Identify the responsibilities of DCMA pertaining to NCM.
	Identify the responsibilities of the Material Review Board (MRB) in the disposition of nonconformances.
	Distinguish the difference between scrap, rework, repair, and use-as-is..
	Identify reasons why performing data trend analysis is part of an NCM surveillance plan.
<b>23</b>	<b>Given the Defense Contract Management Agency (DCMA) acceptance and release policies and procedures, the student will be able to determine which acceptance and release method to use when authorizing product/service acceptance and release.</b>
	Identify the regulations governing the role of DCMA Quality Assurance (QA) in acceptance and release of products and services.
	Identify reasons why documenting the QA records in the official contract file is important.
	Discuss the use and application of Department of Defense (DoD) inspection stamps.
	Identify the conditions for authorizing shipment and acceptance of products via Alternate Release Procedures (ARP).
	Discuss DCMA's policy on the use of ARP.
	Identify radio indicators on the supplier's shipping document that are required when ARP is authorized.
	Identify the conditions for authorizing shipment and acceptance of products/services via Certificate of Conformance (CoC)..
	Distinguish the differences between ARP and CoC usage for authorizing release of shipment.
	Discuss the use of the Wide Area Work Flow (WAWF) Receiving Report (RR) and DD Form 250 by DCMA in the acceptance of products and services from suppliers.
	Recognize common mistakes made by suppliers on acceptance documents.
<b>24</b>	<b>Given a report of a customer complaint, the student will be able to determine the supplier's position with regard to resolution for Product Quality Deficiency issues.</b>
	Identify product quality deficiency categories and reports used to classify customer complaints.
	Outline the Defense Contract Management Agency (DCMA) Product Quality Deficiency Report (PQDR) process flow.
	Examine the role of Quality Assurance (QA) in investigating customer complaints and reporting deficiencies.
	Identify the Quality Assurance Specialist (QAS) initial history investigation responsibilities for customer complaints received from the Deficiency Report Program Manager (DRPM).
	Identify the QAS customer complaint investigation responsibilities.
	Relate the importance of evaluating the supplier's actions for resolving the customer complaint to Government Contract Quality Assurance (GCQA) adjustments.
	Compare PQDR trends analysis reports for methods of preventing future discrepancies and occurrences of PQDRs.
	Prepare an outgoing PQDR investigation report using the Product Data Reporting and Evaluation Program (PDREP).
<b>25</b>	<b>Given a Government Contract Quality Assurance (GCQA) surveillance plan, the student will be able to develop and execute a Data Collection and Analysis (DC&amp;A) plan via the data collection and analysis optional check sheet.</b>
	Relate the importance of data collection and analysis to Defense Contract Management Agency (DCMA) Quality Assurance (QA) responsibilities.
	Determine the type of data for collection and evaluation.
	Determine the source of the data identified for collection.
	Distinguish the difference between Attribute Data and Variable Data.
	Determine evaluation intervals for collected data.
	Determine the evaluation tool necessary to analyze performance data.
	Examine data analysis results for trends in quality.
	Relate the analysis of collected data to the adjustment of GCQA surveillance.
	Identify the minimum documentation requirements for data analysis results and actions taken.
<b>26</b>	<b>Given a request for a Preaward Survey (PAS), the student will be able to write a PAS with respect to the Quality Assurance (QA) function.</b>
	Identify Federal Acquisition Regulation (FAR) and Defense Federal Acquisition Regulation Supplement (DFARS) QA clauses associated with a PAS.
	Identify the roles/responsibilities of the Preaward Survey Manager (PASM) and the QA Specialist (QAS) during a PAS.
	Identify the importance of the PAS in the acquisition process.
	Compare the PAS Evaluation Factors to the Performance Factors in risk assessment.



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	Differentiate between an informal PAS and formal PAS.
	Identify the QA data derived from a PAS using appropriate reporting tools.
<b>27</b>	<b>Given a contract with identified First Article Testing (FAT) and/or Production Lot Testing (PLT) requirements, you will be able to effectively perform FAT/PLT responsibilities.</b>
	Identify Federal Acquisition Regulation (FAR) clauses regarding FAT/PLT requirements.
	Identify contractual items that may require FAT/PLT verification.
	Identify the 12 steps of the FAT process.
	Identify the requirements for First Article (FA) approval.
	Recognize the importance of FAT/PLT to supplier Quality Assurance (QA) responsibilities.
	Identify the Quality Assurance Specialist (QAS) responsibilities regarding FAT/PLT.
	Relate the importance of QA Contract Technical Review (CTR) and QA Post Award Orientation Conference (PAOC) with respect to FAT/PLT.
	Identify the elements of a DD Form 1222, Request for and Results of Test, for a FAT/PLT.
	Identify the QAS responsibility when nonconformances are discovered during FAT/PLT.
<b>28</b>	<b>Given a contract with Critical Safety Item (CSI) requirements, you will be able to develop a CSI surveillance plan to address Quality Assurance (QA) responsibilities.</b>
	Identify contractual CSI surveillance requirements.
	Identify Critical Characteristics (CCs).
	Select the designation of unidentified CSI within a contract.
	Select QA surveillance strategies for identified CSI.
	Select QA surveillance strategies for CSIs with no defined CCs.
	Recognize CSI QA surveillance situations that require escalation to the procuring activity.
	Recognize the minimum documentation requirements for CSI QA surveillance results.
<b>29</b>	<b>Given a contract with Safety of Flight (SOF) requirements, the student will be able to recognize requirements of an SOF surveillance plan.</b>
	Identify contractual SOF surveillance requirements.
	Differentiate between a Standard SOF Platform List and a Local SOF List.
	Relate the Quality Assurance Specialist (QAS) responsibilities for coordination with the Government Flight Representative (GFR) and the Government Ground Representative (GGR) in the development of a Local SOF List.
	Identify SOF Quality Assurance (QA) surveillance strategies.
	Recognize SOF QA documentation requirements.
	Recognize SOF training requirements.
<b>30</b>	<b>Given a contract with Foreign Object Debris (FOD) standards, you will be able to perform surveillance on the Supplier's FOD prevention/elimination program.</b>
	Identify contractual FOD prevention/elimination surveillance requirements.
	Identify FOD and potential FOD in a supplier's facility.
	Differentiate between FOD Controlled Areas and FOD Awareness Areas.
	Relate the Clean-as-You-Go process to FOD prevention/elimination surveillance activities.
	Select Quality Assurance Specialist (QAS) FOD prevention/elimination surveillance methods.
<b>31</b>	<b>Given an Overhaul, Maintenance, Modification, and Repair (OMMR) contract, the student will be able to develop a surveillance plan for OMMR requirements.</b>
	Identify contractual OMMR Quality Assurance (QA) surveillance requirements.
	Recognize the OMMR considerations for QA surveillance planning.
	Recognize supplier processes for consideration during QA surveillance planning.
	Relate the Quality Assurance Specialist (QAS) responsibilities to Over and Above Work Requests (OAWR) in support of the Contract Management Office's (CMO's) required procedures.
	Select surveillance methods for identified OMMR processes.



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<b>32</b>	Given a contract where an international customer is involved, the student will be able to relate the Defense Contract Management Agency (DCMA) surveillance responsibilities with respect to Quality Assurance (QA).
	Identify the U.S. Government agencies with authority to negotiate International Agreements.
	Recognize the types of International Agreements that may require QA surveillance activities.
	Identify the policy governing request/performance of Government Quality Assurance (GQA) for the North Atlantic Treaty Organization (NATO) member nations.
	Identify the Quality Assurance Specialist (QAS) responsibilities for QA surveillance in an International Agreement.
	Relate the use of Electronic Contract Administration Request System (ECARS) to International contracts.
	Identify guidance documents for QA surveillance activities for International Agreements.
	Select research for Host Nation agreements via the DCMA International Host Nation page.
<b>33</b>	Given a contract with export requirements, the student will be able to relate the Defense Contract Management Agency (DCMA) surveillance responsibilities relative to the International Traffic in Arms Regulations (ITAR) and Export Administration Regulations (EAR).
	Identify between ITAR and EAR regarding export controls.
	Recognize U.S. Export License stipulations relative to export controls.
	Differentiate between the terms "U.S. Person" and "Foreign Person" relative to export controls.
	Identify an export within a contractual requirement.
	Identify controlled items with regard to export controls.
	Recognize ITAR's effect on the DCMA in the performance of certain Quality Assurance (QA) surveillance functions.
<b>34</b>	Given a contract with packaging and marking requirements, you will be able to identify the Quality Assurance Specialist (QAS) surveillance responsibilities.
	Identify QA surveillance methods for specific contractual packaging and marking requirements.
	Identify the packaging code information available on the DCMA-approved packaging code lookup site.
	Identify different package marking labels.
	Select Radio Frequency Identification (RFID) and Item Unique Identification (IUID) markings.
	Select RFID and IUID contractual Quality Assurance (QA) surveillance requirements.
Recognize the relationship between RFID and IUID markings.	