

## STANDARDS OF QUALITY

PWS REF.	STANDARD	*AER	**SURVEILLANCE METHOD
4.1.1	All required reports are accurate and complete as stated in DD Form 1423	0%	100% Inspection
5.1, 5.5	Collection, delivery, and mail statistics are accurate and complete. Vehicles are maintained.	3%	Random Sampling
5.2.1	Incoming mail delivery is as stated in PWS	2%	Random Sampling/ Customer Feedback
5.2.2, 5.2.2.2	Unclassified outgoing mail is accurately prepared for collection	2%	Random Sampling/ Customer Feedback
5.2.2, 5.2.2.3, 5.2.2.4	Classified outgoing mail is accurate and complete	1%	Random Sampling
5.2.3	Distribution list item logs are accurate and complete	2%	Random Sampling
5.3, 5.3.3	Mail pickup/delivery is accurate and complete	1%	Random Sampling/ Customer Feedback
5.4.1, 5.14.1.2.1	Controlled mail receipts are accurate and complete	1%	Random Sampling
5.4.1.1	Secret material inventories are accurate and complete	1%	Random Sampling
5.5.3	Respond to customer inquiries in a courteous manner with accurate and complete information	1%	Customer Complaint
5.7.1, 5.8.1, 5.9.1	NRL Code Directory, NRL Organizational Index, and NRL's portion of the DOD Directory are accurate and complete	2%	Random Sampling
5.10.1	Respond to locator queries in a courteous manner with accurate and complete information	2%	Customer Complaint
5.11.1	IT support sufficient to eliminate down time and errors	4%	Random Sampling
5.12.2, 5.12.3, 5.12.4	Forms design, forms inventories, and forms case files are accurate and complete	2%	Random Sampling
5.12.5	Forms supply store is kept up-to-date with latest forms and employee benefits material	5%	Random Sampling
5.13.2	Reports inventories are accurate and complete	4%	Random Sampling
5.14.1	Incoming/outgoing correspondence processing is accurate and complete	2%	Random Sampling
5.14.1.2.2	CO's read file is accurate and complete	1%	Random Sampling
5.15.1, 5.15.3	Central repository for active/inactive files, and indices and dbase records on files transferred to records repository are accurate and complete.	1%	Random Sampling
5.15.2	Scientific Research Notebooks database and signature cards are accurate and complete	1%	Random Sampling

\*AER - Acceptable Error Rate

\*\*The Government reserves the right to use any other form of surveillance as may be deemed necessary to evaluate performance. The Government reserves the right to evaluate any other performance standard not specifically defined in this table.