

## **QUALITY CONTROL MEASURES FOR PROJECT MANAGEMENT OF DELIVERABLES**

### **Introduction**

1. This contract is Deliverables-based. As such, JWC seeks to ensure the basis of quality control by providing guidance on benchmark standards expected of the Supplier in the development and delivery of products. The guidance given below, in the form of quality control project management measures, is intended to help ensure a common understanding of the Expert and Senior Expert level Functional Support and Capability Support to be carried out in developing and delivering products, and to contribute to meeting the quality assurance expectations of JWC.

### **Use of the Full Spectrum of Quality Control Measures**

2. This guidance will be employed by JWC as a reference and compliance tool in assessing the potential task order and current requirement/need. Various Quality Control Measures (QCMs) will be priced according to their relative levels of complexity, JWC will, throughout the life of the contract, expect to see the full array of QCMs employed with highest volume of ordering coming from the Functional Support areas at the Expert Level. It would be reasonable to assume that the delineation of tasks would fall within the following boundaries (70% Functional Support/25% Capability Support/5% Additional Capability Support). JWC will direct the most economical and efficient use of QCMs to the Supplier.

3. Additional Capability Support is expected to be utilized in a limited quantity. Each new Additional Capability Support will warrant an individual task order, specifying the requirement, which shall be competed separately outside of this contract. In such cases, the new requirement shall be developed and agreed by the Supplier, the COTR and the Contracts Officer, and incorporated by formal contract modification.

### **Support Area 1 and 2–Functional and Capability Support**

**Expert Level Quality Control Measures:** Provide major contributions to initiatives in the development of exercise products derived from NATO's Bi-SC Directive 75-003 (NU), Chapter 4-2.d. Develop synthetic documentation, information and data at military-political, military-strategic and /or military-operational levels. Actively participate in large-scale documentation reviews and research efforts. Engage successfully with military staff (OF-4 and above) and at BSc/BA level and higher, in task-dependent disciplines including military planning, politics, international relations, geostrategic situation, military intelligence, infrastructure, science, culture, engineering, communication, writing, and critical thinking. Develop plans, products and documentation that will take policy, directive, gap analysis and Scenario Branch (to include the training audience) inputs to create an integrated synthetic environment with the appropriate actors, due dates, product and documentation descriptions and oversight responsibilities.

Facilitate and present evidence-based documentation and products to senior-level decision-makers. Effectively organize and utilize a number of different techniques (e.g. storyboarding,

table top exercises and workshops) to socially elaborate plans and products. Prepare products and documentation for exercises, seminars, workshops and conferences, and interface effectively with decision-makers. Contribute to complex exercises in multi-faceted environments.

4. **Senior Level Quality Control Measures:** Ensure the successful development and delivery of high quality products on time. Successful delivery will result from the provision of multiple elements of expertise required across a variety of competencies and the ability to fuse the output from each competency into high quality products. Provide major contributions in complex, multifaceted exercise scenario production, concepts, campaigns, programmes and projects. Collect, synthesize, and analyse multiple source information to produce coherent documentation with strategic and operational relevance and value. Actively participate in collaborative documentation drafting, planning, delivery, defining objectives and priorities, evaluating performance, resolving problems, establishing quality control procedures, and coordinating with diverse stakeholders. Engage successfully with senior military staff (OF-5 and above) and at MSc/MA level and among multinational participants. Plan, schedule and coordinate exercise documentation production activities. Originate innovative approaches to exercise production processes. Prepare products and documentation for exercises, seminars, workshops and conferences, and interface effectively with decision-makers. Contribute to complex exercises in multi-faceted environments.