

# JSC DATA REQUIREMENTS DESCRIPTION (DRD)

(Based on JSC-STD-123)

1. DRD Title	2. Current Version Date	3. DRL Line Item No.	RFP/Contract No. (Procurement completes)
<b>Performance Metrics Reports</b>	10/2003	15	9-BJ4-V50-04-01P
4. Use (Define need for, intended use of, and/or anticipated results of data) The performance metrics reports for the contract are required to measure contractor performance and laboratory performance.			
5. DRD Category: (check one) <input checked="" type="checkbox"/> Technical <input type="checkbox"/> Administrative <input type="checkbox"/> SR&QA			
6. References (Optional)		7. Interrelationships (e.g., with other DRDs) (Optional)	

8. Preparation Information (Include complete instructions for document preparation)

## Scope:

The contractor shall submit the performance metrics listed below monthly and when requested by COTR. These metrics are to be used to evaluate the contractor's and laboratory's performance and will be audited.

### 8.1. Quality Assurance Metrics

- a. Number of Quality Reviews (QR) for the month
- b. Number of Standard Reviews (SR) for the month
- c. Number of Process Reviews (PR) for the month
- d. Applicable trend analysis and process improvement activities for the month

### 8.2. Lab Performance and Throughput Metrics

- a. Number of customer provided equipment items calibrated.
- b. Number of calibration lab Reference Standards, Transfer Standards and Working Standards calibrated in-house by the contractor.
- c. Number of calibration lab Reference Standards, Transfer Standards and Working Standards calibrated by outside suppliers.
- d. Average turn around time for in-house calibrations of customer provided equipment.
- e. Average turn around time for outsourced calibrations.
- f. Cost of in-house calibrations.
- g. Cost of outsourced calibrations.
- h. A narrative of any unusual or exceptional events occurring during this reporting period.
- i. A Microsoft Excel spreadsheet file containing an itemized list of equipment recalled to the calibration lab and equipment in the calibration lab waiting for calibration, during the reporting period along with the following data for each item:
  1. Equipment calibration tracking number (M number)
  2. Manufacturer
  3. Description
  4. Customer Number
  5. Customers JSC directorate
  6. Customer JSC branch mail code
  7. Equipment category (i.e. multi-meter, pressure gage, thermometer)
  8. Date received at calibration lab from customer

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9. Date returned to customer from calibration lab, null value if equipment is still in the lab
10. Calibration due date for this cycle
11. Equipment calibrated in-house (Yes or NO)
12. Equipment calibrated "in place" (Yes or NO)
13. Equipment returned to customer in need of repair (Yes or No)
14. Equipment received out-of-calibration (Yes or No)
15. Equipment is a laboratory Reference Standard (Yes or No)
16. Equipment is a laboratory Transfer Standard (Yes or No)
17. Equipment is a laboratory Working Standard (Yes or No)
18. Contractor's cost for calibrating customer equipment including all overhead, fees, outsourcing and lab maintenance costs. This figure shall be reported as though each equipment item was calibrated on a Firm Fixed Price contract.
19. Cost of outsourcing the calibration (if any) including shipping costs and payments to the outside supplier

Format: Contractor format is acceptable.