

DPSCM 4155.6
SUBSECTION 232.1

DLA QUALITY AUDIT PROGRAM

I. PURPOSE AND SCOPE. To document policy, designate responsibilities, and provide procedures in support of the DLA Quality Audit Program, hereinafter referred to as the program, for wholesale subsistence stocks, and is applicable to the:

- A. Quality Assurance Division, DPSC (DPSC-HQ).
- B. Office of Quality Assurance, Defense Subsistence Region, Europe (HDSRE-Q).
- C. Directorate of Veterinary Services, U.S. Army Health Services Command (HSVS).
- D. Assistant Chief of Staff, Veterinary Services, 7th Medical Command (AEAMD-VS).

II. POLICY.

A. The program shall be operated in accordance with Defense Logistics Agency (DLA) directives and managed by the Quality Assurance Storage Support/Quality Audit Branch, Quality Assurance Division (DPSC-HQS).

B. The Directorate of Subsistence (DPSC-H) shall arrange to provide special facilities for performing quality audit inspections.

C. The DPSC quality audit sites shall be staffed with specially trained inspection personnel with necessary inspection equipment provided by HSVS and AEAMD-VS, as applicable.

D. Meetings concerning the program shall be held periodically between DPSC-HQ and AEAMD-VS, as applicable and mutually agreed to, to discuss matters concerning the program CONUS/overseas U.S. Army Veterinary Service personnel responsible for audit sites shall be invited to attend such meetings.

E. The DLA Quality Audit Manager (DPSC-HQS (Q)) shall designate how shipments shall be selected for audit.

F. Direct communication is authorized between the DLA Quality Audit Manager; HDSRE-Q; HSVS/7th MEDCOM Quality Audit Monitors, and the Quality Auditors in executing their responsibilities within the program.

G. Special audits shall be performed for specific contracts/items as requested by DPSC-HQS (Q) in coordination with HDSRE-Q, HSVS, and 7th MEDCOM Quality Audit Monitors.

III. DEFINITION.

Quality Audit. A systematic examination of acts and decisions with respect to quality in order to independently verify or evaluate the operational requirements of the quality program or the specification or contract requirements of the product or service.

IV. SIGNIFICANT CHANGES. This Subsection contains significant changes and should be reviewed in its entirety.

V. RESPONSIBILITIES/PROCEDURES.

A. The following shall be assured by the Directorate of Veterinary Services, U.S. Army Health Services Command for CONUS audit operations and by the Assistant Chief of Staff, Veterinary Services, 7th Medical Command for audit operations in the Federal Republic of Germany (FRG):

1. HSVS/AEAMD-VS shall designate a Quality Audit Monitor to serve as liaison between their respective organizations and DPSC-HQS(Q)/HDSRE-Q, as appropriate.
2. Specially trained inspection personnel shall be assigned to perform duties of Quality Auditors.
3. The program shall be operated within policy established herein and guidelines as provided by DPSC-HQS(Q).

B. HSVS/7th MEDCOM Quality Audit Monitor shall:

1. Advise their respective organizations of the program's progress.
2. Forward information copies of all documents, instructions/guidelines furnished by the DLA Quality Audit Manager (DPSC-HQS(Q)). Any 7th MEDCOM instructions/guidelines will be forwarded to the DLA Quality Audit Manager (DPSC-HQS(Q)) with an information copy provided to HDSRE-Q.
3. For CONUS audit inspections, assure that all subsistence contracts to be audited are identified to the HSVS Quality Auditors as directed by the DLA Quality Audit Manager.
4. For audits and special audits performed in FRG, assure that all subsistence contracts to be audited are identified to the 7th MEDCOM Quality Auditors as directed by the DLA Quality Audit Manager.
5. In the event that a problem arises needing immediate technical advice for a nonconformance, HDSRE-Q may be contacted for an interim decision until the DLA Quality Audit Manager can be apprised of the nonconformance.

C. Chief Quality Assurance Storage Support/Quality Audit Branch (DPSC-HQS) shall:

1. Appoint a Quality Audit manager as a liaison between HSVS, DPSC-HQS, HDSRE-Q and 7th MEDCOM.
2. Advise the Logistics Management Division, Quality Assurance Directorate, Defense Logistics Agency (DLA -QL) of program's progress.
3. Authorize/request special audits consistent with program policy.
4. Monitor warranty actions for nonconformances reported Quality Auditors.
5. Review and forward the DLA Quality Audit Report and related data.

D. Quality Audit Manager (DPSC-HQS(Q)) shall:

1. Coordinate and direct the technical activities of audit inspection.
2. Provide special inspection procedures to Quality Auditors.
3. Maintain an audit item list of perishable subsistence items. Modify a list of auditable items in response to technical requirements and quality problems.
4. Select and coordinate on contracts to be audited in FRG.
5. Evaluate audit results to identify specification inadequacies and performance levels of audit sites and to detect trends and assess contractor performance.
6. Arrange for reinspections when authorized by the contracting officer.
7. Initiate warranty actions on nonconformances reported by Quality Auditors.
8. Initiate and follow up on actions to correct contract deficiencies, technical data, specification requirements and inadequacies in contractor origin and destination inspections.
9. Prepare and submit DLA Quality Audit Report and related data.
10. Perform Quality Systems Management Visits (QSMV) to audit sites to assess facilities and performance and to resolve any problems.
11. Conduct liaison visits with USDA/USDC to investigate reported discrepancies, interpretation of requirements, procedures and other problems concerning the quality of material.

E. Chief Office of Quality Assurance, Defense Subsistence Region, Europe (HDSRE-Q) shall:

1. Serve as contact point for recommendations and technical advice on inspection/quality problems in Europe.
2. Coordinate any problem areas with DPSC-HQS(Q).
3. Authorize that special audits be performed on a potential product problem identified in FRG after coordinating the action with DPSC-HQS(Q) and 7th MEDCOM Quality Audit Monitor.
4. Coordinate any special audits authorized/requested by DPSC-HQS(Q) in the FRG with the 7th MEDCOM Quality Audit Monitor and Quality Auditors.
5. Coordinate any new details or instructions of the Quality Audit Program received from DPSC-HQS(Q) with the 7th MEDCOM and Quality Auditors.
6. Perform Quality Systems Management Visits (QSMV) to audit sites annually to assess facilities and performances, and to resolve any problems. Inform DPSC-HQS(Q) of these QSMVs in writing.
7. Coordinate any QSMVs with AEAMD-VS.
8. Indicate action, as required, through AEAMD-VS to correct inadequacies found during visits to audit sites staffed by 7th MEDCOM Quality Auditors after informing DPSC-HQS(Q).
9. Assist the DLA Quality Audit Manager in obtaining reports of audits in a timely manner.

F. Quality Auditors shall:

1. Conduct audits as assigned by DPSC-HQS(Q).
2. For CONUS audit inspections, immediately report all nonconformances by telephone to DLA Quality Audit Manager/Monitor (Autovon 444-3822/38/35).

3. For audit inspections conducted in FRG, immediately report all nonconformances by telephone to HDSRE-Q.

4. Forward all written audit reports of subsistence items to the DLA Quality Audit Manager in a timely manner. Quality Auditors assigned to the 7th MEDOCM shall in addition, provide HDSRE-Q with a copy of their audit results.

5. The DD Form 1714 (Product Verification Record) or appropriate HSC Form (Inspection Record) for specific waterfood items will be used to record the results of quality audits. In addition to instructions in DPSC Manual 4155.6, Subsection 213.1, HSC Regulation 40-28; Part, Chapter II, the following information needs to be included:

- a. Plant Establishment #, if applicable.
- b. USDA Certificate Number/CoC.
- c. Item Audit value.
- d. Contract value.
- e. Original and two copies.
- f. Special inspections to be identified.

If FAX capabilities are available, nonconformances can be sent to DPSC-HQS(Q), Autovon 444-4115, Commercial 1-215-737-4115.

6. DD Form 1232 (Quality Assurance Representative's Correspondence) will be used to report problem areas encountered by the auditor and to provide a monthly status report on audits pending, not received, and dropped.

7. HSC Form 351 (DLA Quality Audit Log). Completed logs will be distributed within three working days of the close of an audit period. All entries on the audit log will be identified with the letter "S" for Special; "W" for Warranty Action; "L" for Letter of Warning. Total all columns for pounds and dollar values.

8. Contact DPSC-HQS(Q)/HSVS or HDSRE-Q/AEAMD-VS, as appropriate, for technical assistance.

BY ORDER OF THE COMMANDER

LEONARD N. AQUILINO
Chief, Administrative Services Division
Office of Installation Services

DISTRIBUTION

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This Subsection supersedes Subsection 232.1, 28 Sep 84.