

**General Services Administration's**

**Comprehensive Professional Energy Services**

**Blanket Purchase Agreements**

**QUALITY ASSURANCE MONITORING FORM**

**Purpose: To provide Ordering Agencies with a form to document the level of CPES BPA Holder's conformance or non-conformance with performance metrics**

# QUALITY ASSURANCE MONITORING FORM

**SERVICE, PERFORMANCE STANDARD, OR METRIC:**

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**SURVEY PERIOD:**

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**SURVEILLANCE METHOD & FREQUENCY (Monthly, Quarterly, As Needed):**

Random Sampling\_\_\_\_\_

100% Inspection\_\_\_\_\_

Periodic Inspection\_\_\_\_\_

Customer Complaint\_\_\_\_\_

**PERCENTAGE OF ITEMS SAMPLED DURING SURVEY PERIOD:**

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**ANALYSIS OF RESULTS:**

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**SERVICE PROVIDER'S PERFORMANCE (Check):**

Meets Standards\_\_\_\_\_

Does Not Meet Standards\_\_\_\_\_

**PREPARED BY:**

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**DATE:**

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