



QUALITY ASSURANCE SURVEILLANCE PLAN (continued)

PERFORMANCE OUTCOME

(Support of a Call Center Operation)

<p>Performance Objectives:</p> <ol style="list-style-type: none"> 1. Maintain all equipment and materials 2. Develop and conduct a liaison program 3. Develop and conduct a public outreach program 	<p>Performance Standards/AQLs:</p> <ol style="list-style-type: none"> 1. Equipment failures, non-availability, or maintenance shall not interfere with operations for more than x minutes during a month. 2. Contact, by phone, visit or e-mail, at least x% of the offices each month, with at least x% of the offices having been contacted each year. 3. Perform at least x% of the program each month, with at least x% of the program having been completed by the end of each contract year. 	<p>Performance Assessment:</p> <ol style="list-style-type: none"> 1. Random inspection; audit or review by third party. 2. Perform random verification of list of contacts. 3. Review contractor records, sample products. Review the effect on call volume in call records.
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