

**QSLM**  
**January 16, 2014**



**Qualified Suppliers List of Manufacturers (QSLM)  
Criteria and Provisions for  
Small Arms Components**

## PREAMBLE

This document is applicable to a select list of National Stock Numbers (NSNs) [http://www.landandmaritime.dla.mil/offices/sourcing\\_and\\_qualification/offices.aspx?Section=QSA](http://www.landandmaritime.dla.mil/offices/sourcing_and_qualification/offices.aspx?Section=QSA) found in FSC 1005, 1010, 1015, 1025, 1055, and 1095 where an acquisition process is needed to improve the quality and services provided to our customer; the United States soldier, sailor, airman and marine. This publication has been developed to outline and discuss the elements needed to successfully qualify manufacturers for listing on a Qualified Suppliers List of Manufacturers (QSLM).

The purpose of the QSLM Program is to establish and maintain a list of pre-qualified manufacturers for product that is purchased and managed by the Defense Logistics Agency Land and Maritime. QSLM products are provided by manufacturers that combine accepted commercial practices and quality assurance procedures that are consistent with industry and international quality standards, which are tailored when necessary to product-unique requirements.

Any questions or clarifications regarding qualification for listing on the QSLM pursuant to the provisions and criteria set forth in this booklet should be directed to DLA Land and Maritime -VQ:

### **U. S. Postal Service**

DLA Land and Maritime  
ATTN: VQP Chief  
P.O. Box 3990  
Columbus, OH 43218-3990

### **Private Carriers (UPS, FED EX, etc.)**

DLA Land and Maritime  
ATTN: VQP Chief  
3990 East Broad Street  
Columbus, OH 43213

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### **QSLM Home Page**

[http://www.landandmaritime.dla.mil/offices/sourcing\\_and\\_qualification/offices.aspx?Section=QSA](http://www.landandmaritime.dla.mil/offices/sourcing_and_qualification/offices.aspx?Section=QSA)

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## PREFACE

The Defense Logistics Agency Land and Maritime (hence forth referred to as DLA) has instituted a Qualified Suppliers List of Manufacturers (QSLM) Program. The purpose of this QSLM program is to establish and maintain a list of pre-qualified sources for select list of National Stock Numbers (NSNs) which are purchased and managed by DLA. The Criteria for qualification are tailored along the lines of best commercial business practices. This document contains the Criteria and Provisions for the Program. The technical requirements of the program are contained in Section 3.0, Criteria, and the administrative procedures are contained in Section 4.0, Provisions.

All manufacturers who wish to participate in this QSLM Program must have an assigned Commercial and Government Entity (CAGE) Code and become QSLM approved. CAGE Codes may be requested online from [www.sam.gov](http://www.sam.gov) or call the Central Contractor Registration (CCR) Help Desk at (888) 227-2423. To become qualified, a manufacturer must satisfy all sections of this document and referenced documents. Qualification is valid for 3 years unless terminated or revoked. There is no fee to apply or to become qualified.

QSL Manufacturers will be the only manufacturers eligible to receive awards for select NSNs found in FSC 1005, 1010, 1015, 1025, 1055, and 1095. Items purchased under the QSLM program will be identified in the Purchase Order Text. Once qualified, and listed as a source on the QSLM, the manufacturer will be required to adhere to contractual clauses and procurement provisions with the responsible DLA buying office.

The QSLM Program application forms, criteria and provisions are published and maintained by the qualifying activity at DLA Land and Maritime. Program literature and forms can be found at [http://www.landandmaritime.dla.mil/offices/sourcing\\_and\\_qualification/offices.aspx?Section=QSA](http://www.landandmaritime.dla.mil/offices/sourcing_and_qualification/offices.aspx?Section=QSA) OR Requests for copies may be addressed to:

*DLA Land and Maritime*

*ATTN: VQP Chief*

*P.O. Box 3990*

*Columbus, OH 43218*

[DLALandandMaritimeQSLM@dla.mil](mailto:DLALandandMaritimeQSLM@dla.mil)

## 1.0 INTRODUCTION

Qualification for placement on the Qualified Suppliers List of Manufacturers (QSLM) for Small Arms Components, and the maintenance of QSLM status, requires the manufacturer to demonstrate that it has in place, and uses on a routine basis, a Quality Program that meets the criteria set forth in this document.

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## 2.0 SCOPE

The objective of the QSLM Program is to establish and maintain a list of pre-qualified manufacturers that routinely controls its processes to provide consistent delivery of products that conform to the contract and specification requirements. The ultimate goals are to improve quality control by rigid process controls and reduce product delivery lead times for fully competitive components for small arms.

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## 3.0 CRITERIA

### 3.1 Management Responsibility

3.1.1 The manufacturer shall be responsible for establishing, implementing and maintaining an organizational Quality Management System (QMS). All elements of a manufacturer's QMS shall be documented by written policies, procedures, processes and instructions which meet DLA's criteria for qualification and which are contained in a Quality Manual. The manufacturer's QMS system can be available to personnel by either paper, electronic format (i.e. computer display) or both. Further, the manufacturer's executive management shall ensure that the QMS is:

- a. under the control of the manufacturer whose Commercial and Government Entity (CAGE) Code is identified for the location specified on the Application for Qualification. Each location from which product will be supplied must have a unique CAGE code, and must qualify under the QSLM. The manufacturer must continuously ensure company information is accurate on the Central Contractor Registration ([www.sam.gov](http://www.sam.gov)) website.
- b. applied consistently, on a day-to-day basis, regardless of customer.
- c. reviewed periodically, and that any substantive revisions in the policies, procedures, processes or instructions of the Quality Control Program are implemented by formal revisions to the Quality Manual.

- d. implemented and applied on all levels applicable to the manufacturing of the NSNs encompassed by QSLM Program and by all personnel throughout the manufacturer's business operations.
  - e. provides that employees at any level can submit quality improvement ideas. Review, disposition, and implementation of employee suggestions must be documented and maintained.
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## **3.2 Quality Management System**

The manufacturer's system shall address, as a minimum, the elements described herein. This system shall be maintained by the manufacturer such that the qualifying activity can verify and validate these elements.

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## **3.3 Contract Review**

### **3.3.1 General**

The manufacturer shall establish and maintain documented procedures for contract review and for the coordination of these activities.

### **3.3.2 Review**

Before submission of a tender, or the acceptance of a contract or order (statement of requirement), the tender, contract or order shall be reviewed by the manufacturer to ensure that:

- a. appropriate functional elements (engineering, quality assurance, program management, manufacturing, and procurement) have an opportunity to review the contract;
- b. the manufacturer has the capability to provide product pursuant to the contract or order requirements.

### **3.3.3 Modifications to a contract**

The manufacturer shall identify how a modification to a contract is made within the manufacturer's organization.

### **3.3.4 Contract Records**

Records of all contract reviews and customer clarification shall be maintained for the duration of the contract and for three years thereafter.

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### **3.4 Document Control**

3.4.1 The manufacturer shall establish and maintain a document control system which ensures that:

- a. appropriate documents are available at the location where the particular function of the business operation is performed;
- b. only current or applicable drawings, electronic data, specifications, standards, work instructions, sampling plans should be located in operating areas;
- c. review, modification, approval, revision, issuance and recall of documents occur in a practical and timely fashion;
- d. all QMS documents are controlled, including all copies created by personnel;
- e. a written procedure for tracking the revision levels of external documents and how those documents are controlled and updated.

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### **3.5 Purchasing**

3.5.1 The manufacturer shall have in-place and in-use, written procedures which will ensure that all purchased materials conform to DLA's documented contract requirements. To this end, the written procedures shall provide, among other things:

- a. that QC personnel review all purchase orders prior to issuance to DLA;
- b. for review by QC personnel of contract documents to ensure that the documents which flow from manufacturer to its source, for materials or product, conform to the requirements set forth in the documents which have been received from DLA;
- c. requirements that purchase documents flowing from manufacturer to its source for materials or products shall include express requirements for mill certifications.

3.5.2 The Manufacturer shall have in-place and in-use, a documented subcontractor and vendor selection methodology supported by its QMS. This written procedure shall delineate the method by which the manufacturer approves subcontractors and suppliers, including review of subcontractor and supplier performance, receiving inspection requirements, quality audits, and corrective action requirements imposed on subcontractor and suppliers.

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### **3.6 Material, Product and Manufacturer Traceability**

3.6.1 Material Records

- a. The manufacturer must maintain a system of records that evidence a continuous chain of traceability for materials and end products from the mill or company that produced the raw material to the manufacturer's customer, regardless of the number of entities through which

the materials or end products have passed. As a minimum, the documentation trail should include manufacturer's Purchase Order (PO) to its immediate vendor pursuant to DLA's contract or order with manufacturer, in addition to each and every PO from manufacturer's immediate supplier through the actual Manufacturer or mill source, for the material or end product. Moreover, traceability documentation shall clearly evidence that ALL required processes were performed on the product and the entity that performed the process.

- b. The manufacturer shall obtain true copies of the original unaltered mill certifications for the raw materials and/or end products at time of, or prior to, material receipt. Properly documented certified test reports must be provided to the customer. Mill certifications and test reports must be retained as specified in Section 3.17c. Manufacturers have three options for meeting the traceability. If you are a manufacturer who:
  - i. buys raw material directly from a mill, you must obtain and retain the mill test certification report as described in 3.6.1b. The mill is the entity that produces the raw materials, and processes them into ingots or billets.
  - ii. buys raw material directly from a raw material manufacturer (either primary or secondary processor), and if you cannot obtain the mill test certification report, you may accept the raw material manufacturer/processor's material test certification report provided that this report unequivocally identifies the producing mill and the heat number of the pre-processed material. Moreover, this raw material manufacturer/processor material test report must be similar to, and emulate that described in 3.6.1b.
  - iii. supplies material for which a certification described in 3.6.1b(i) or 3.6.1b(ii) is not available, or when you provide material from a previous revision to the material specification, you may provide an "Accredited Laboratory Test Report" to satisfy this product traceability requirement. This laboratory may be an "in" or "out" of house laboratory. This laboratory must have been approved by a nationally recognized accreditation institution; and the test report must be on the laboratory's company letterhead stationery. Again, this accredited laboratory test report must be similar to, and emulate that described in 3.6.1b.

### 3.6.2 Unacceptable Records of Traceability

The following items are unsatisfactory and unacceptable traceability records:

- a. Handwritten - Mill Certification Reports, Material Test Certification Reports, or Accredited Laboratory Test Reports;
- b. Modified or revised material certifications, unless those certifications were modified, revised and recorded by the organization which provided the original certification;
- c. Verbal purchase orders and/or reports.

### 3.6.3 Product Traceability

Product traceability attributes which may be used as a means to establish traceability include, but are not limited to the following:

- a. Purchase order numbers and end product description;
- b. Chemical content, where applicable;
- c. Physical, dimensional, quantity, grade, and type information;
- d. Where applicable, stamps, tags, labels, paint, routing cards, or other means.

### 3.6.4 Manufacturer Traceability

- a. The Manufacturer shall identify its product by marking it with the identification symbol or logo as required by DLA contract requirement or specification. The manufacturer shall provide all documentation required by the DLA Contract (e.g. Traceability certification, testing data, Certificate of Conformance) to the party specified in the subject contract. Material traceability information specified in 3.6.1 must also be available to the Qualifying Activity or contracting officials upon request. Product supplied under the QSLM Program and that has passed all applicable screening and conformance inspections shall be traceable to a manufacturer's approved sources.
- b. Manufacturers are qualified, under the QSLM program, on the basis of verification of adequate process controls. DLA will have the option to qualify manufacturers by coordination with the Defense Contract Management Agency (DCMA) through site visitations or by virtue of recent verifiable OEM surveys/audits. Specifically, product from sources qualified as a result of DLA/DCMA site visits is acceptable upon DLA notification of qualification. Products from sources qualified on the basis of OEM surveys/audits are acceptable after the date of the OEM certification or accreditation.

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## **3.7 Certificate of Conformance**

3.7.1 All materiel and component purchases from the QSL Manufacturer, subcontractors, suppliers and distributors related to the DLA contract must be received with a Certificate of Conformance if required by the contract.

3.7.2 Certificate of Conformance Requirements for QSL Manufacturers and their sub-contractors.

The certificate of conformance shall be signed by the corporate officer who has management responsibility for the production, (1) that the product being supplied has been manufactured and meet the performance defined in the DLA's contract whether or not the actual testing is performed, (2) that the product are as described on the certificate of conformance which accompanies the shipment, and (3) distributors have handled the product in accordance with the requirements of their packaging specifications and within this standard. The responsible corporate official may, by documented authorization, designate other responsible individuals to sign the certificate of

conformance on their behalf (such as members of the manufacturer's review system). The end product certificate of conformance shall be confirmed by documentation to the Government or to users with Government contracts or subcontractors, regardless of whether the product is acquired directly from the QSLM manufacturer or from another source such as a distributor. The certificate of conformance and acquisition traceability shall include the following information:

- a. QSL Manufacturer documentation:
  1. Manufacturer's name and address.
  2. Acquisition order number.
  3. NSN (National Stock Number).
  4. Lot identification codes and latest inspection date, if applicable.
  5. Quantity of goods in shipment.
  6. Statement certifying product conformance and traceability.
  7. Signature and date of transaction.

### 3.7.3 Certificate of Conformance from a QSL Manufacturer's Subcontractors and Suppliers

- a. Subcontractor and Supplier documentation:
  1. Subcontractor and Vendor's name and address.
  2. Lot number and Date code
  3. Quantity of purchased item.
  4. PO number
  5. Shall include any testing records required by QSL Manufacturer
  6. Signature and date of transaction.

### 3.7.4 Certificate of Conformance from a QSL Manufacturer's Qualified Distributor

- a. Distributor documentation:
    1. Distributor's name and address.
    2. Name and address of customer.
    3. Manufacturer's name and address, if applicable
    4. Quantity of devices in shipment.
    5. NSN
    6. Lot number
    7. Certification that this shipment is a part of the shipment covered by the manufacturer's documentation and an attached copy of the manufacturer's original certification.
    8. Certification that authorized dealers and distributors have handled the products in accordance with the requirements of the DLA contract
    9. Signature and date of transaction.
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## **3.8 Subcontractors**

### **3.8.1 Subcontractor Facilities**

Manufacturers may utilize subcontractor facilities to perform specific manufacturing steps in accordance with the authorized manufacturer's system. The manufacturer is responsible for ensuring these subcontractor contractors meet the requirements of this standard as applicable. The qualifying activity reserves the right to perform a validation of the subcontractor. The QSL Manufacturer is responsible for ensuring that all parts utilized by the subcontractor meet all quality standards of the applicable specification(s). The QSL Manufacturer shall maintain a list of all subcontractors, the functions that they are authorized to perform and their unique identification. This list shall be available to the qualifying activity upon request.

### **3.8.2 Product verification at a subcontractor's premises**

- a. When the QSL Manufacturer verifies the subcontracted product at the subcontractor's premises using QSL Manufacturer employees, the QSL Manufacturer shall have a documented inspection procedure which includes verification arrangements and how product that meets contractual requirements is approved and released for shipment to the QSL Manufacturer.
- b. When the subcontractor's employees are approved by the QSL Manufacturer to verify subcontracted product, the QSL Manufacturer shall have a documented inspection procedure which includes verification arrangements and how product that meets contractual requirements is approved and released for shipment to the QSL Manufacturer, the training program for inspectors, the training and certification records of all approved non- QSL Manufacturer employed inspectors.

### **3.8.3 Verification of subcontracted product by DLA and DLA customers**

- a. DLA and DLA customers shall be afforded the right to verify at the subcontractor's premises and the QSL Manufacture's premises that subcontracted product meets all contactual requirements.
- b. Verification by DLA and/or DLA customers shall not absolve the QSL Manufacturer of the responsibility to provide fully conforming product, nor shall it preclude subsequent rejection by the DLA and/or DLA customers.

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## **3.9 Control of DLA and/or Customer-supplied materiel or product**

- a. The QSL Manufacturer shall establish and maintain documented procedures for the control of verification, storage and maintenance of DLA and/or customer-supplied materiel and product provided for incorporation into the finished product. Any such materiel or product that is lost, damaged or is otherwise unsuitable for use shall be recorded and reported to the DLA and/or customer.

- b. Upon receipt, material shall be examined for damage in-transit, proper identification, and required quantity.
  - c. The QSL Manufacturer shall document and provide for periodic inspection of stored materiel and product for deterioration.
  - d. Customer supplied product shall be properly identified to prevent unauthorized use.
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### **3.10 Nadcap Certification**

All parts covered by this QSLM that require phosphate coating must be coated in a facility which maintains a Nadcap certification for chemical processing specific to MIL-DTL-16232.

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### **3.11 Manufacturing Process Control**

3.11.1 The QSL Manufacturer shall maintain a system that details the production processes, steps, and controls applied to parts currently produced and proposed for inclusion in this program. Requirements and tolerances shall be specified for all critical environments and utilities which come in contact with the production and test. When applicable, the system shall include such items as:

- a. regularly maintained equipment and required calibrations;
- b. written work instructions for operators including the types of inspection(s) that are required;
- c. monitoring and control of key parameters and product characteristics;
- d. all equipment, fixtures, and gages used for verification of product are included in the calibration system;
- e. a process traveler/router is used. Traveler/router can be either hard copy, electronic or both;
- f. use of current drawings provided by engineering or other technical authority;
- g. identification of each inspection operation for receiving inspection, inspection during manufacture, inspection of completed parts including related sampling plans, and inspection tolerances;
- h. procedures for forming conformance inspection lots which will comply with part specification criteria;
- i. lot control and marking;
- j. operations are performed by trained personnel and their capabilities are maintained in training records;

- k. only material approved by receiving inspection and identified as such may be used in production.

3.11.2 Processes for lot identification and segregation shall be maintained and no commingling of products shall be permitted. A QSL Manufacturer shall have in-place and in-use a system to assure homogeneous grouping of items and a record of how that material is traceable from raw material to finished product. The manufacturer shall document and implement a system:

- a. that marks or identifies all products by lot;
- b. that handles, stores and issues products to ensure lot segregation. Where lots have been subdivided, evidence shall exist to assure traceability. The system shall account for products with respect to type, quantity, location, and lot number. Additionally, recorded inventory data must agree with actually stored inventory. Data required to isolate material to the specific lot must be record-controlled;
- c. that controls product turnover. This system shall manage product segregation within the inventory, when technical requirements change while the product is in storage;
- d. which provides to DLA and/or DLA's customer, the QSL manufacturer's certificate of conformance, test reports, and material certifications for each lot of product, at the time of product delivery;
- e. that labels each packaging unit to identify the contents; and the labels shall be in compliance with applicable specification and federal regulation.

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## 3.12 Inspection and Testing

3.12.1 The QSL Manufacturer shall have a documented inspection system for receiving, in-process, and final inspections and applicable testing. The inspection system will ensure the purchased and manufactured product meets the requirements of the customer's contract before utilization in any production process and final delivery of finished goods. The following are key aspects of the inspection and testing program:

- a. The QSL Manufacturer shall have in-place and in-use, a system of internal controls which regulates or maintains the security of inspection stamps, inspection tags, routing cards and other devices essential to the carrying out of quality control procedures.
- b. All inspection results shall be finalized and recorded by trained personnel utilizing authorized initials or stamps.
- c. The inspection record shall be traceable to the material inspected and to the individual who performed the inspection.
- d. All non-conforming product shall be identified and segregated until disposition.

- e. The inspection plan shall include periodic random sample testing of material or product samples shall be performed, with the results recorded and maintained.
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### **3.13 Control of Inspection, Measuring and Test Equipment**

Each instrument used to measure or control production process or to measure the acceptability of parts under test shall be calibrated in accordance with NCSL Z540.3, ISO 10012, or equivalent system as approved by the qualifying activity. All calibration records shall be traceable to NIST or equivalent international standards organization.

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### **3.14 Control of Nonconforming Material**

The QSL Manufacturer shall establish and maintain documented procedures to ensure that non-conforming product or material is prevented from entering or continuing in the distribution, production, or manufacturing process. Accordingly, the manufacturer shall:

- a. identify, document and segregate non-conforming material;
  - b. provide a readily identifiable and adequate holding area for the segregation of non-conforming material. Non-conforming material must not be intermingled with conforming material;
  - c. provide and apply effective controls to ensure that corrective action(s) are taken to preclude the recurrence of the circumstance which caused the non-conformance;
  - d. disposition material by Material Review Board (MRB) or equivalent.
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### **3.15 Corrective Action**

- a. The QSL Manufacturer shall describe, document and implement a corrective action system.
  - b. Processes or procedures resulting in non-conformance shall be documented, recorded, reported to management and promptly corrected.
  - c. The QSL Manufacturer shall have a system in place to notify all customers of any defective products. Provisions shall be in-place for a total product recall, if necessary.
  - d. There shall be a system procedure which specifically delineates responsibilities for items such as discrepancy reports, tracking logs, investigation results, follow-up actions and resolutions.
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### **3.16 Handling, Storage, Packaging, Preservation and Delivery**

#### **3.16.1 General**

The QSL Manufacturer shall establish and maintain documented procedures for handling, storage, packaging, preservation and delivery of product.

#### **3.16.2 Handling**

The QSL Manufacturer shall provide methods of handling product that prevent damage or deterioration throughout the entire manufacturing process.

#### **3.16.3 Storage**

The QSL Manufacturer shall use designated storage areas or stock rooms to prevent damage or deterioration of product, pending use or delivery. Appropriate methods for authorizing receipt to and dispatch from such areas shall be stipulated.

In order to detect deterioration, the condition of product in stock shall be assessed at appropriate intervals.

#### **3.16.4 Packaging**

The QSL Manufacturer shall control packing, packaging and marking processes (including materials used) to the extent necessary to ensure conformance to specified requirements.

#### **3.16.5 Preservation**

The QSL Manufacturer shall apply appropriate methods for preservation and segregation of product when the product is under the manufacturer's control.

#### **3.16.6 Delivery**

The QSL Manufacturer shall arrange for the protection of the quality of product after final inspection and test. Where contractually specified, this protection shall be extended to include delivery to destination.

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### **3.17 Control of Quality Records**

The QSL Manufacturer shall establish and maintain documented procedures for identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records.

Quality records shall demonstrate conformance to specified contract requirements and the effective operation and the effective operation of the quality system. Quality records from the subcontractors shall be included in the system of quality records. All records shall be retained for 7 years from the lot date code of the end product.

All quality records shall be legible and shall be stored and retained in such a way that they are readily retrievable in facilities that provide a suitable environment to prevent damage or deterioration or loss. Upon request, quality records shall be made available for evaluation by DLA or their customers.

All electronically stored records shall be backed up and retained to ensure the data is available and retrievable for seven years.

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### **3.18 Internal and External Audits**

3.18.1 The QSL Manufacturer shall have in-place and in-use, a documented system for planned, periodic self-audits and auditing of manufacturer's vendors. This system shall be designed and executed to ensure and verify that the quality control program is adequate and effective to meet the criteria of this QSLM program. Audits shall be conducted as often as appropriate based on the nature of manufacturer's products. Internal audits must be conducted at least annually.

#### **3.18.2 Internal Audits**

- a. Internal audits shall be performed by certified personnel whose job responsibilities are independent from those personnel having direct responsibility for the process being audited.
  - b. Audit results shall be recorded and shall be reviewed by management. The audit records shall indicate the date and scope of the audit, together with findings and corrective action taken.
  - c. Corrective action pursuant to audit reports shall be fully documented and followed-up for closure.
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### **3.19 Statistical Techniques**

#### **3.19.1 Identification of need**

The manufacturer shall identify the need for statistical techniques required for establishing, controlling and verifying process capability and product characteristics.

#### **3.19.2 Procedures**

The manufacturer shall establish documented procedures to implement methods to monitor, control, and improve process activities. These methods may include, but are not limited to, traditional Shewart SPC charting techniques, Short Run Control charts, Pre-Control Charting Methods, Histograms, Design of Experiment (DOE) studies, process capability studies, etc.

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### **3.20 Product Failure Reported by DLA Land and Maritime**

When contacted by DLA Land and Maritime of a failure, the manufacturer shall have fifteen business days to acknowledge receipt of failure notification and provide a tentative plan for the correction action and containment.

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### **3.21 GIDEP (Government - Industry Data Exchange Program)**

GIDEP alerts. The manufacturer shall notify the qualifying activity of all pending GIDEP alerts/problem advisories prior to issuance. <http://www.gidep.org/>

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### **3.22 Personnel Training**

3.21.1 Management shall establish and maintain documented procedures for identifying training needs and provide for the training of all personnel. Personnel performing specific assigned tasks shall have relevant education, training and/or experience, as required by the QSL Manufacturer. Appropriate records of training shall be maintained by the QSL Manufacturer.

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## 4.0 PROVISIONS

### 4.1 Qualification

4.1.1 To obtain and maintain QSLM status, the manufacturer must comply with both the Criteria of Section 3.0 and the Provisions of Section 4.0 of this document.

4.1.2 Being listed as a QSL Manufacturer does not guarantee award of contracts. Contract award is by open competition among qualified manufacturers on the QSLM.

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### 4.2 General Provisions

4.2.1 The QSL Manufacturer must:

- a. have in-place, maintain and use a Quality Program which satisfies all of the Criteria set forth in this document. A controlled copy of manufacturer's current Quality manual, reflecting its compliance with the Criteria and Provisions for QSLM qualification, must be provided to DLA with the completed Application for Qualification. Any and all revisions to the Manual must be furnished to DLA within 15 days of the date of the revision.
  - b. maintain a single Quality Program; and use a single Quality Manual for both its Government business and commercial business.
  - c. submit its application for QSLM Re-qualification to DLA-VQ at least 120 days prior to expiration of its current qualification.
  - d. have a Commercial and Government Entity (CAGE) code.
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### 4.3 Obligations

4.3.1 Government DLA-VQ will serve as the single Department of Defense (DOD) focal point to consolidate findings and recommend corrective actions for QSLM problems. DLA-VQ will:

- a. process applications;
- b. qualify and re-qualify QSL Manufacturers;
- c. maintain the Qualified Supplier List of Manufactures (QSLM);
- d. conduct or coordinate site-surveys and audit;
- e. remove QSL Manufacturers for non-conformance;
- f. will assist DLA Land and Maritime - FL with communicating to users about non-conforming products;

- g. ensure awards only to QSL Manufacturers;

#### 4.3.2 QSL Manufacturer The QSL Manufacturer shall assume responsibility to:

- a. Meet all contractual specifications and requirements. There are no exceptions or waivers unless provided in writing by the contracting officer;
- b. Report any product discrepancies discovered related to DLA procurements and any corrective actions taken to DLA-VQ;
- c. Maintain records and documents as indicated in the Introduction, Section 1, and in the QSLM Criteria, Section 3, of this booklet and make them available for examination by DLA or DLA's agent, upon survey or audit;
- d. Permit DLA, or DLA's agent, to conduct site surveys and audits as discussed in QSLM Provisions Sections 4.5 and 4.7, Surveys & Audits;
- e. Coordinate open contract actions with the appropriate DLA Contracting Officer should the QSL Manufacturer be removed from the QSLM prior to delivery. Product manufactured by any QSL Manufacturer while disqualified from the QSLM may not be acceptable for delivery under this QSLM program.
- f. Notify DLA of major changes in Quality Management System, processes, process controls, points of contact or its facility locations prior to implementation; and
- g. Continuously ensure company information is accurate on the Central Contractor Registration ([www.sam.gov](http://www.sam.gov)) website.

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## 4.4 Application for Qualification

### 4.4.1 Application Request

Applications for qualification can be obtained by writing or calling the QSLM Office (see Preface) or from the QSLM Homepage (see preamble). Application packages sent to interested manufacturer (also referred as Applicant) will include the basic application form and a copy of this document. In order to participate in the QSLM Program, a manufacturer must have a CAGE code designation (see *Preface* for assistance). An application is needed for each location that assembles the end product contracted by DLA.

### 4.4.2 Application Submission

Applicants shall submit the completed application to DLA-VQ along with a controlled copy of their Quality Manual. In addition, applicants shall provide a copy of documents which detail their manufacturer's quality program as well as any product-unique manufacturing practices that directly relates to associated QSLM criteria. The applicant's management documentation shall fully describe controls placed on all subcontractors performing manufacturing or assembly operations to

insure compliance with technical and quality assurance requirements and to insure products will be manufactured and assembled using practices consistent with QSLM criteria. The applicant is encouraged to include references to recent government or industry surveys or audits of their facility where requested in the application. These references will be evaluated by DLA and may obviate the need for a separate site-survey (see 4.5).

#### 4.4.3 Application Review

Review and consideration of applications, including any site surveys (see 4.5), shall focus on insuring that products delivered shall be fabricated using processes consistent with QSLM criteria. To that end, DLA must gain a full appreciation of the roles and responsibilities of the applicant and the applicant's subcontractors in the manufacturing and quality assurance processes associated with the product and all constituent materials, components, subassemblies and assemblies. Failure to demonstrate to DLA that the applicant has sufficient controls to insure the product (including its constituent components and assemblies) is manufactured and assembled using processes consistent with the QSLM will result in denial of the application.

#### 4.4.4 Application Revision

QSL manufacturers are responsible for notifying the qualifying activity when their product lines or facility locations have changed. Companies shall request and submit a revised signed application once changes have occurred.

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### **4.5 Site-Survey**

4.5.1 When a manufacturer applies to be qualified under the QSLM Program, DLA may require a site-survey of the facility. Site-surveys by DLA, or DLA's agent, will be based on the criteria in Section 3.0. Surveys will include a review of the manufacturer's Quality Management System and all of the systems and processes which the manufacturer is required to have in-place and in-use, under the criteria of the QSLM program.

4.5.2 Industry surveys or audits may be considered by DLA in the review of the manufacturer's application for qualification. Such surveys or audits may be used by DLA in lieu of, or in addition to, QSLM site-survey requirements.

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### **4.6 Qualification Results**

4.6.1 Upon completion of the evaluation process, DLA shall notify the Applicant as to whether QSLM status has been attained or has been denied.

4.6.2 If qualification status has been attained, a Letter-Notice of Qualification shall be issued to the manufacturer along with a copy to DLA Acquisition Centers and will include the following:

- a. Designation of the QSLM Program under which QSL Manufacturer has been qualified;

- b. Unless QSLM status is terminated, or the QSL Manufacturer is otherwise disqualified, the term of qualification shall be three years from the date of the Letter-Notice of Qualification;
- c. The Data Universal Numbering System (DUNS) number, if available, and address of the QSL Manufacturer's facility which has been qualified; and
- d. The address for receipt by the QSL Manufacturer of correspondence if different from that in "c" above.

4.6.3 When an Application for Qualification is denied, DLA will issue a Letter-Notice of Denial of Qualification to the Applicant along with a copy to the DLA Acquisition Centers. A manufacturer may not reapply for qualification until a minimum of ninety days has elapsed from date of Letter-Notice. The Notice shall cite the specific reasons for such denial. Examples of reasons for denial of qualification include, but are not limited to the following:

- a. Deficiencies in the Applicant's Quality System Manual that are numerous or which indicate that action to correct those deficiencies will require an extended period of time.
- b. Site-survey has shown the Manufacturer's quality management system does not meet the requirements of the QSLM Program as detailed in this document.
- c. When DLA has provided the Applicant with specific corrective action to be taken for qualification approval, and Applicant has not responded within the time specified in the Letter-Notice or after 90 days, then the Application for Qualification will be considered withdrawn.
- d. The Applicant is debarred, otherwise determined to be ineligible for awards of Government contracts, or has been found to have engaged in practices which indicate less than acceptable integrity or business ethics.
- e. If there is a consistent poor quality track record by a manufacturer substantiated by valid complaints from DLA customers.

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## 4.7 Audits

4.7.1 DLA or DLA's agent may conduct random announced and unannounced post-qualification audits of a QSL Manufacturer's facility and, if needed, subcontractors and manufacturers to confirm adherence to QSLM Criteria. Audits will be an on-going practice during the life of the QSLM Program. All audits are performed at no charge to the QSL Manufacturer. All documents collected during the physical audit will be returned unless approved by manufacturer to be removed from premises.

4.7.2 The purpose of a facility audit is to ensure that the manufacturer has in-place, and in daily use, processes which conform to the requirements of the Criteria and Provisions of the QSLM Program, as reflected in this document. An audit will involve the examination of applicable documents, processes and procedures, as well as the various systems required for attainment of qualification.

4.7.3 Proprietary processes and procedures. The qualifying activity shall have access to all areas of the manufacturer's facility for the purpose of verifying implementation of manufacturer's quality system as related this QSLM document.

4.7.4 Proprietary Information and Non-Disclosure Agreements. The policy of the Sourcing and Qualifications Division (DLA LAND AND MARITIME-VQ) is that auditors are not authorized to sign non-disclosure agreements (NDA's) as a pre-requisite for being allowed to audit a company. While auditors may not sign NDA's, they are bound by the provisions of the Federal Trade Secrets Act (18 U.S.C. \_1905). This law prohibits federal employees from "publishing, divulging or disclosing...trade secrets, processes, operations, style of work or apparatus...if that information came to him in the course of his employment or official duties." The law provides penalties for violations including removal from office, fines and imprisonment. In addition, DLA LAND AND MARITIME-VQ-SOP-12 reflects this law and reinforces the policy that all members of the DLA LAND AND MARITIME audit team will not disclose proprietary information gained in the course of the audit to any party outside the United States Government.

4.7.5 Auditors shall have full access to their personal communication equipment during the audit. Electronic communication (i.e. computers, tablets, cell phones) is important for auditors to conduct the audit. This requirement is in place unless it conflicts with local, state or federal laws.

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## 4.8 Removal from QSLM

### 4.8.1 Reasons for Removal

The success of the QSLM Program is dependent upon the integrity of those manufacturers who participate in it. Continued participation in the program is, therefore, contingent upon the QSLM manufacturer's continuing compliance with the Criteria and Provisions upon which qualification was established. The QSL Manufacturer's failure to comply may be cause for initiation of removal. The following are some examples that may result in removal from the QSLM:

- a. The product(s) furnished by the QSL Manufacturer under its contract(s) does not meet contract or specification requirements;
- b. QSL Manufacturer no longer produces or supplies the products included in the QSLM Program or hasn't produced or supplied the products;
- c. QSL Manufacturer significantly changes its Quality Program (manual, policies or procedures) or its facility location without prior notification to DLA;
- d. QSL Manufacturer does not file a renewal application at the end of its 3-year approval term, or fails to re-qualify at that time;
- e. QSL Manufacturer fails an audit;
- f. QSL Manufacturer denies access to DLA audit or survey personnel, or to other personnel authorized by DLA to conduct such audits or surveys;

- g. QSL Manufacturer ships products from a location other than that for which it has been qualified or authorized;
- h. Qualification Criteria and/or Provisions are revised, and the QSL Manufacturer fails or refuses to comply with revised Criteria and/or Provisions following an opportunity to do so;
- i. QSL Manufacturer misrepresents its quality control process (es) or manual regarding compliance with QSLM;
- j. QSL Manufacturer is debarred or otherwise determined to be ineligible for awards of Government contracts, or has been found to have engaged in practices which indicate less than acceptable integrity or business ethics;
- k. QSL Manufacturer requests that it be removed from the QSLM;
- l. If there consistent poor quality track record of a manufacturer substantiated by valid complaints from DLA customers.
- m. The QSL Manufacturer fails to be awarded any QSLM contracts for greater than a one year period while qualified.

#### 4.8.2 Procedures for Removal

The following provisions apply to removal of a manufacturer from the QSLM:

- a. DLA-VQ shall notify the appropriate DLA buying office of any proposed removal actions. DLA-VQ shall then notify the manufacturer by certified mail, return receipt requested, and/or FAX, citing specific reasons for the proposed removal. Participant shall have 15 calendar days to respond to the notification;
- b. Failure by the manufacturer to respond to the DLA Notice of Contemplated Removal within the 15 day period will result in immediate removal of manufacturer from the QSLM;
- c. If the manufacturer responds to the DLA Notice of Contemplated Removal within the 15 day period, DLA will evaluate the response, including manufacturer's proposed corrective action, if any, and will determine which of the following shall apply:
  - 1. Removal from QSLM;
  - 2. Retention on QSLM; or
  - 3. Further action, as appropriate.
- d. In cases where DLA Military Service customers report a serious field failure of product, particularly where safety is involved, QSLM approval may be immediately withdrawn pending the submission of manufacturer response;
- e. Typically, there is no specific time duration for removal from the QSLM. The removal period will be based on the time necessary to document process control changes and to implement and test corrective actions associated with the disqualification. When the

corrective action involves more than one deficiency, removal periods in excess of 90 days may be applied at the discretion of DLA; and

- f. When DLA has removed a QSL manufacturer from its QSLM, notice of such removal, and the reasons for the removal, may be given to other interested Government activities. Also, if a QSL manufacturer is removed from one QSLM program at DLA, that participant may be removed from all QSLM programs at DLA. The DLA QSLM Web Page will also reflect such removals for a minimum of 90 days to preclude qualified distributors and DLA contracting officers from buying from an unauthorized source.

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## 4.9 Re-qualification

### 4.9.1 Re-qualification by Renewal

Re-qualification is required upon the lapse of three years from the date of last qualification. To ensure that no gap in qualification status occurs, the QSL Manufacturer should request a qualification package from DLA at least 120 days prior to expiration of its current 3-year qualification period. Requirements for re-qualification shall be those QSLM Criteria and Provisions in effect at the time of Application for Re-qualification. Note: Failure to Re-qualify May Result in Removal of Manufacturer from the QSLM.

### 4.9.2 Re-qualification due to Removal and Qualification after Disapproval

In the event that QSL Manufacturer's Application for Qualification is not approved, or if QSL Manufacturer's status as a QSLM concern is discontinued, qualification will not occur until the Qualifying Activity has determined that satisfactory evidence has been submitted which establishes that all deficiencies have been adequately corrected.

### 4.9.3 Reapplication subsequent to Removal

- a. If removal was for 100 days or more, both a new application and QC manual are required for re-qualification.
- b. If removal was for less than 100 days, then a letter on company letterhead requesting reinstatement is required. If process controls or the QC manual have changed, then a copy of the QC manual changes is required to be sent to DLA along with the letter requesting reinstatement. Accordingly, if any application information has substantially been changed from the latest one on record, then a new application also must accompany the letter.
- c. The letter should be sent to the address listed in the Preface.

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## 4.10 Solicitation/Award

4.10.1 To be eligible for award under this program, an offeror must be QSLM listed at the time of award.

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## 5.0 DEFINITIONS

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**CAGE** Commercial and Government Entity. This designation is a unique five digit alphanumeric sequence of characters; it is issued for a specific location.

**DISTRIBUTOR** A source or concern which owns, operates, or maintains a store, warehouse, or other establishment in which finished end products are bought, kept in stock, and sold to the public in the usual course of business. The Distributor basically stocks and resells only the completed product and may NOT alter, modify or produce that end product.

**DOCUMENTS** Printed or written information, or electronically stored information which is retrievable and subject to being reduced to a printed form. These include, but are not limited to bills of material, calibration records, certifications, contracts, drawings, instructions, manuals, packing slips, procedures, purchase orders, standards, specifications, test plans and test reports, and records of all kinds. Modifications or revisions to any of the foregoing constitute documents.

**END PRODUCT** Completed product that is fully compliant with a DLA contract.

**EXTERNAL DOCUMENTS** Documentation of external origin that is essential to a manufacture's processes and products. Examples of some external documents are:

- Customer drawings
- Industry regulations
- Testing Standards.

**MANUFACTURER** An organization which owns, operates or maintains a factory or establishment and, in the ordinary course of its business, substantially controls the manufacturing process from raw materials to the end product and ensures the final end product meets all requirements of the DLA contract.

**MATERIAL CERTIFICATION REPORT** A document generated by a raw material manufacturer or producer which demonstrates, for original/raw materials, conformance to contract or specification requirements. Also called mill certification report.

**QUALIFIED SUPPLIERS LIST of MANUFACTURERS (QSLM)** The list of manufacturers who have met DLA's QSLM Criteria and have agreed to the Provisions therein.

**QUALITY CONTROL PROGRAM** The manufacturer's entire program of procedures, process controls, inspections, audits and systems which ensures that the manufacturer's products conform to specified requirements.

**TRACEABILITY** The documented trail of the product covered by the DLA contract or order through all manufacturers and/or intermediate processors to the final manufacturer or producer of the product or material.