

**Intensive Arabic Study in Israel  
U.S. Naval Academy  
Language Study Abroad Program (LSAP)**

**QASP Matrix**

<b>Deliverable or Service Requirement</b>	<b>Measurement/Metric</b>	<b>Performance Standard</b>	<b>Maximum Error Rate</b>	<b>Method of Surveillance</b>	<b>Procedures to be taken when performance standards are not met</b>
End of the Course Instruction Evaluation (per paragraph 3.1 of the PWS)	Accuracy	End of the course instruction evaluation required by the contract must be submitted to the USNA LSAP Point of Contact.	1%	Routine inspection & customer feedback	If end of the course instruction evaluation is not received within the specified time period, details will be recorded on "past performance report card".
	Timeliness	Within completion of the course.	1%	Routine inspection & customer feedback	
End of the Course Certification (per, paragraph 3.1. of the PWS)	Quantity	Contractor shall provide the certification of the competence level achieved to the USNA LSAP Point of Contact at the end of the course.	1%	Routine inspection & customer feedback	If end of the course certification is not received within the specified time period, details will be recorded on "past performance report card".
	Timeliness	Within completion of the course.	1%	Routine inspection & customer feedback	
Invoicing (per paragraph XI of the PWS)	Accuracy/ Timeliness	Invoices per contract procedures are timely and accurate. Within completion of the course.	1%	Routine inspection & customer feedback	If the invoice is not received within the specified time period, details will be recorded on "past performance report card".