

Axiam's Service Top Rated!

Tinker AFB Contractor Performance Assessment Report (CPAR)

Period of Performance Assessed: 4/16/2006 – 4/15/2007

Program Title: Preventative and remedial maintenance for TF33 engine repeatable assembly processes and equipment.

<i>Evaluate the following Areas:</i>	<i>Past Rating</i>	<i>Current Rating</i>
<i>Quality of Product or Service</i>	<i>Very Good</i>	<i>Very Good</i>
<i>Schedule</i>	<i>Very Good</i>	<i>Very Good</i>
<i>Business Relations</i>	<i>Very Good</i>	<i>Very Good</i>
<i>Management of Key Personnel</i>	<i>Satisfactory</i>	<i>Very Good</i>

Assessment Narrative

Quality of Product or Service:

“The quality of the product was very good and the contractor delivered all requirements agreed upon by the contractual document. The contractor has a highly skilled technical staff who repeatedly responded without delay. The size and complexity of Tinker’s Industrial Facility makes it difficult to troubleshoot equipment problems. Exact causes are often difficult to detect; however, the technical staff continually demonstrated their ability to troubleshoot complex issues and corrected problems in a timely manner. **Due to the continual high quality of services and products provided under this contact, engine test cell rejects were totally eliminated.**”

Schedule:

“The contractor demonstrated a very good scheduling system. **All work was flawlessly scheduled and managed immediately after notification of problems.**”

Business Relations:

“The contractor worked to ensure government satisfaction and always responded in a professional and efficient manner. **In addition to the services described in the contract, the contractor partnered with the base community in continuously improving the quality of the programs and services offered to the government and always tried to cultivate a true team environment.**”

Management of Key Personnel

“Performance by the contractor’s key personnel was very good and met all contractual requirements. The contractor’s technical representatives were skilled and conscientious and executed required services with enthusiasm and professionalism. Key personnel were highly qualified for the job as described in the contract. Support of these personnel was timely with overnight shipment of replacement parts as needed to perform duties. **This precluded additional visits. . .**”

Recommendation:

“**Given what I know today about the contractor’s ability to execute what they promised in their proposal, I definitely would award to them today given that I had a choice.**”