RUCKSACK TO VACUUM PACK
CLEANING SERVICES

QUALITY CONTROL PLAN

Summary · Janitorial Services

SBA-CERTIFIED SDVOSB | SBA-CERTIFIED VOSB

1 PURPOSE

This plan explains how **Rucksack to Vacuum Pack Cleaning Services, LLC (RTVP)** makes sure the work meets the contract's **Performance Work Statement (PWS) every day**: PWS-based site checklists, daily site-lead self-checks, weekly and unannounced inspections, missed checklist items fixed within 24 hours and rechecked, and records open to the Contracting Officer's Representative (COR).

UEI	F7VZJCKLUT31
CAGE	8GVW9
SAM.GOV	Active through Mar. 27, 2027
SDVOSB/VOSB	Certified through May 17, 2028
NAICS	561720 Janitorial Services

2 ROLES

QUALITY CONTROL MANAGER

Calvin C. Kornegay III, owner. RTVP is the prime contractor. Calvin is the quality control manager and the COR's single point of contact, with 26 years of Army leadership experience. He owns this plan, runs inspections, and approves every corrective action.

QC REPRESENTATIVE (QC REP), OUT-OF-TOWN SITES

A trained site lead or supervisor Calvin appoints for that site, not the cleaner checking their own work. Uses the same checklist and sends dated photos with every inspection; Calvin reviews them the same day.

SITE LEAD (EACH SITE)

Runs the daily self-check against the site checklist, fixes what they find, and reports any problem to the quality control manager.

3 STANDARDS

The contract's PWS is the standard. Before work starts, every PWS task and frequency becomes a **site checklist by area**: what gets done, how often, and to what standard. Checklists are updated if the contract changes.

4 INSPECTIONS

WHO	WHAT	WHEN
Site lead	Self-check against site checklist	Daily
Calvin or QC rep	Scheduled inspection	Weekly
Calvin or QC rep	Unannounced inspection	Any time, no notice
Calvin, in person	Site visit (out-of-town sites)	At least quarterly, and whenever there's a problem
Calvin + COR	Joint walkthrough	On COR request

Every inspection is recorded (date, area, findings, result); QC rep inspections include dated photos. Records are available to the COR.

5 FINDING AND FIXING PROBLEMS

1. **Log.** Any missed or substandard item is logged: date, location, what was missed, who found it.
2. **Fix.** The item is re-cleaned within 24 hours of notice; health and safety items (such as restrooms and spills) sooner.
3. **Recheck.** The site lead, QC rep, or Calvin re-inspects and signs off that it meets the PWS.
4. **Prevent.** The root cause is noted (checklist, training, supplies, or schedule) and corrected so it does not repeat.

Problems the COR finds follow the same steps, closed out with the COR.

6 CUSTOMER COMMUNICATION

- **COR reply within one business day.**
- **Single point of contact:** Calvin, by email first.
- **Complaint log.** Every complaint is logged with the date, issue, action taken, and close-out.

7 WORKFORCE

- **Background check** on every worker before they start.
- **Training** on the site checklists and safety before the first shift.
- **Service Contract Act.** Wages and fringe benefits per the contract's wage determination, where applicable.

8 RECORDS

Inspection reports, corrective actions, and training records are **kept for the life of the contract** and available to the COR.

QUALITY CONTROL MANAGER & POINT OF CONTACT
Calvin C. Kornegay III
Owner

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