Department of Defense (DoD)
Civilian Personnel Management Service (CPMS)
Field Advisory Services - ***FAS***
Classification Appeal Decision

DoD Decision:	**Quality Assurance Specialist, GS-1910-11**
Initial classification:	Quality Assurance Specialist, GS-1910-11
Organization:	Navy Air Warfare Center Research and Engineering Group Acquisition Management Division Procurement Management Branch
Date:	May 06, 1997

BACKGROUND

The Department of Defense, Civilian Personnel Management Service (CPMS), received a request for classification appeal from the appellant, a Quality Assurance Specialist, GS-1910-11. The appellant's assigned position is in the Support Equipment (SE) and Aircraft Launch and Recovery Equipment, (ALRE) Procurement Management Branch of the Acquisition Management Division, at the Naval Center, Aircraft Division . He contests the point levels allotted by the servicing human resources office (HRO) for Factor 4, Complexity, Factor 5, Scope and Effect, and Factor 6, Personal Contacts. He is appealing the grade level of his officially assigned position, and believes the duties of the position are at the GS-12 grade level. He also points out that his title should be Deficiency Report Program Manager as opposed to Quality Assurance Specialist.

POSITION INFORMATION

The appellant is a Quality Assurance Specialist, GS-1910-11. The position is within the SE/ALRE Procurement Management Branch of the Acquisition Management Division. The appellant, and his first line supervisor attest to the accuracy of the PD. The SE/ALRE charter is to participate in preliminary planning meetings, assist in milestone and source selection plan development, review technical data packages, specify quality requirements, attend post-award conferences to clarify technical requirements, maintain management oversight of contracts, coordinate and review contractor submitted waivers, deviations and engineering change proposals, provide liaison services between contractor and technical personnel, maintain contractor quality history files and coordinate quality deficiency reports.

SOURCES OF INFORMATION

1. Request and supporting documentation from appellant.
2. Telephone discussion with classifier.
3. Supporting documentation from the Department of the Navy, Naval Center HRO.
4. Telephone interview with Mr. , Quality Assurance Specialist, GS-1910-11
5. Telephone discussion with Mr. , Naval Command,
6. Telephone discussion with Mr., first line supervisor to the appellant

STANDARDS REFERENCED

U.S. Office of Personnel Management (OPM) Position Classification Standards (PCS) for the Quality Assurance Series, GS-1910, March 1983.

SERIES AND TITLE DETERMINATION

The appellant does not contest the series of his officially assigned position. He contests the current title of Quality Assurance Specialist, and believes the title should be Deficiency Report Program Manager. The duties of positions in the GS-1910 series entail performing, administering, and advising on work that assures the quality of products. The series of this position is appropriate. The OPM PCS for the GS-1910 series does not provide for such a title as Deficiency Report Program Manager as it is not considered an authorized specialization. As this is a non-supervisory position, in this series, the appropriate title is Quality Assurance Specialist.

GRADE DETERMINATION

The appellant contests the grade determination of his official position. He believes the duties he currently performs are at the GS-1910-12 grade level. Specifically contested is Factor 4, Complexity, Factor 5, Scope and Effect, and Factor 6, Personal Contacts. We will address these Factors.

Factor 1, Knowledge Required by the Position Level 1-7, 1250 Points

This factor measures the nature and extent of information or facts that an employee must understand to do acceptable work.

Concur with the HRO analysis. The appellant possesses a technical knowledge and background in catapult items, visual landing gear, support equipment for aircraft, and auxiliary power units for maintenance. He uses this knowledge to understand, evaluate and analyze equipment problems. **These are knowledges characteristic of level 1-7.** Level 1-8 describes an incumbent responsible for a major agency program that would extend beyond the level of the . The Naval Air Systems Command (NAVAIR) is a major Department of the Navy program with a broad mission that includes establishing policy for a deficiency reporting program. The is under the cognizance of NAVAIR. **Level 1-7 is appropriate.**

Supervisory Controls Level 2-4, 450 Points

This factor covers the nature and extent of direct or indirect controls exercised by the supervisor, the employee's responsibility, and the review given of completed work.

Concur with the HRO analysis.

Factor 3, Guidelines Level 3-3, 275 Points

This factor covers the nature of guidelines and the judgment needed to apply them.

Does not concur with the HRO analysis. The appellant adapts NAVAIR headquarters QA policy as it relates to aviation equipment, its acquisition and maintenance. NAVAIR policy is not always directly applicable to the mission of. Guidelines regularly used by the appellant, in

the course of his duties, are the OPNAV 4790.15B, that addresses controlling defective material in the aviation community, and other Defense Logistics Agency specifications. He also uses the Federal Acquisition regulations that address the acquisition arena. **These are guidelines characteristic of Level 3-3.** Guidelines at level 3-4 consist of broad policy statements and program directives with an overall general presentation of major program areas. The appellant does not fully meet this level in that the guidelines addressing the Deficiency Report Program provides more specificity than envisioned at this level. **Level 3-3 is appropriate.**

Factor 4, Complexity Level 4-3, 150 Points

This factor covers: the nature, number, variety, and intricacy of the tasks, steps, processes, or methods involved in assuring the acceptability of the products involved; the difficulty in identifying what needs to be done to complete assignments; and the difficulty and originality involved in performing the overall work of the position.

Concur with the HRO analysis. The appellant operates largely within plans and procedures specifically established for product quality deficiency reporting. From defects that have been investigated he documents the conditions that require further investigation or corrective action. The appellant makes determinations as to the adequacy and completeness of contractor's technical documents. He assesses investigations of deficiency report issues, and identifies and eliminates causes contributing to the problem. **This is a level of complexity characteristic of level 4-3.** At level 4-4 an incumbent plans and accomplishes projects for products, and develops and implements QA plans and projects. They review and analyze the project/program documents to ensure critical quality requirements are being met. **Level 4-3 is appropriate.**

Factor 5, Scope and Effect Level 5-3, 150 Points

This factor covers the relationship between the nature of the work, i.e., the purpose, breadth, and depth of the assignment, and the effect of work products or services both within and outside the organization.

Concur with the HRO analysis. The results of the appellant's work affect the product quality deficiency reporting mission for the NAWCAD. An inadequate means of addressing deficiencies would weaken the mission of the NAWCAD. **This is a scope and effect characteristic of level 5-3.** At level 5-4, the results of an incumbent's work would affect

more than a single activity or installation. At this level, numerous subordinate agency activities, agencies themselves, and major contractors are affected. **Level 5-3 is appropriate.**

Factor 6, Personal Contacts Level 6-3, 60 Points

This factor includes face-to-face and telephone dialogue with people not in the supervisory chain.

Concur with the HRO analysis. The appellant's personal contacts extend to representatives from the Defense Logistics Agency, other Department of Defense activities and contractors. **These are contacts characteristic of level 6-3.** At level 6-4, an incumbent has regular contact with high level program and QA officials. Contacts extend to other agencies and top executives of large industrial firms. **Level 6-3 is appropriate.**

Factor 7, Purpose of Contacts Level 7-3, 120 Points

The purpose of personal contacts ranges from factual exchanges of information to situations involving significant or controversial issues and differing viewpoints, goals or objective.

Concur with HRO analysis. The purpose of the appellant's contacts is to also coordinate efforts to correct deficiencies when he receives such a complaint

Factor 8, Physical Demands Level 8-1, 5 Points

This factor covers the requirements and physical demands placed on the employee by the work assignment.

Concur with HRO analysis.

Factor 9, Work Environment Level 9-1, 5 Points

This factor considers the risks and discomforts in the specialist's physical surroundings or the nature of the work assigned, and the safety regulations required.

Concur with HRO analysis.

Summary

Factor	Level	Points
Factor 1	1-7	1250
Factor 2	2-4	450
Factor 3	3-3	275
Factor 4	4-3	150
Factor 5	5-3	150
Factor 6	6-3	60
Factor 7	7-3	120
Factor 8	8-1	5
Factor 9	9-1	5
Total Points		**2465**

FINAL DETERMINATION: QUALITY ASSURANCE SPECIALIST, GS-1910-11