



U.S. General Services Administration
Federal Acquisition Service
Integrated Workplace Acquisition Center

Quality Partnership Council (QPC) Charter

Updated December 2020

MISSION

The Quality Partnership Council (QPC) is the GSA Integrated Workplace Acquisition Center (IWAC)'s Supplier and Industry Engagement Forum for furniture and furnishings industry and customers. The QPC will foster a common understanding between customer, contractor, and GSA through communication, education and collaborative efforts focused on continuous improvement of processes, policies and service to customers and each other.

OBJECTIVES

- Provide an open forum for the exchange of ideas and information
- Identify the goals of each member group
- Identify obstacles within processes and develop alternative solutions
- Maintain effective communication between customer, contractor and GSA

MEMBERSHIP

General Council Membership

The GSA QPC welcomes all federal buyers and industry members wishing to participate in a forum dedicated to improving the buying experience within the Furniture and Furnishings Category. Any Multiple Award Schedule contract holder wishing to join can complete the Industry Membership Form. Any Federal Buyer wishing to join can complete the Federal Buyer Membership Form. Both forms are found online at www.gsa.gov/qpc. You can also email your request to join to qpc@gsa.gov.

Members should also join the Furniture Quality Partnership Council [LinkedIn Group](#) for important and timely updates and access to conversations with board members in between meetings and events.

Members have the ability to opt out at any time by emailing their request to opt out to qpc@gsa.gov. Opting out does not in any way impact communication to and from GSA and the IWAC acquisition professionals who are assigned to manage the MAS solicitations and their GSA contracts.

Board Membership

Two industry board members representing each Furniture and Furnishings sub-category (six industry board members total) will be appointed to the board every two years by members of the current board and will remain in that position for a four-year period. This will ensure that we always have an experienced board member for each sub-category with the next set of new members. Consideration for board membership will be given to the following:

- Contractor business size and socioeconomic type
- GSA experience in the federal procurement arena
- Schedules/supply programs represented
- Communication skills

Each board member will serve on the board for a four year term. At the end of each year, the council will review each member's performance for the individual's contributions to the program and overall effectiveness. If deficient, the council will suggest improvements. If the individual does not feel they will be able to devote sufficient time and energy to the program, they will have the opportunity to relinquish their position. Vacancies will remain vacant until the next election.

Board Membership Election Process

When an election is announced, applications will be shared with all QPC council members and remain open for 2 weeks.

The current board members will convene to review all applications and select new board members based upon the following qualifications:

- Ability to participate in-person in two annual QPC meetings.
- Ability to participate in all board member planning conference call meetings (appx. 6 annually).
- Ability to lead activities and/or facilitate discussions during QPC meetings as required.
- Ability to communicate news/updates and solicit feedback from all council members as needed.
- Be well established in the industry in order to influence QPC engagement and drive improvements.
- Be a current and experienced GSA Schedule contract holder under the Furniture and Furnishings Category.
- Ability to identify and elevate opportunities and/or issues in a timely manner to GSA board members in an effort to advance the overall success of the Schedules Program and drive efficiency and savings for government.
- Ability and desire to advocate for ALL contract holders under your schedule.

ROLES AND RESPONSIBILITIES

Overall Council Responsibilities

- Attend QPC meetings and industry days.
- Identify and elevate issues and concerns to their industry board representatives in real time so that the QPC Board may take action to address them in a proactive manner.
- Work with industry board representatives, as needed, to help ensure successful outcomes for all.

Board Members (Industry and GSA Representatives)

- Participate in-person in two annual QPC meetings
- Participate in all board member planning conference call meetings (appx. 6 annually).
- Communicate news/updates and solicit feedback from all council members as needed.
- Identify and elevate issues, problems and broad topics that affect all schedules or an entire schedule to the Board.
 - Work with members of GSA and our federal customers to develop solutions (both during and in between meetings) through board member led teams and/or through participation in MAS Working Groups.
 - Identify/engage appropriate stakeholders to ensure the best possible outcomes to problem resolution.
 - Providing progress updates and status on action items
- Evaluate more individual issues/opportunities identified or raised to determine the appropriate channel for resolution.
- Partner with GSA in planning of virtual industry days and conducting educational webinars.
- Advocate for ALL contract holders under your schedule.

QPC Chair

The QPC is chaired by the Integrated Workplace Acquisition Center (IWAC) Business Development Director and is responsible for:

- Providing overall direction, managing expectations and overseeing communications
- Coordinating meetings and events to ensure maximum participation
- Delegating action items relating to specific partnership objectives to appropriate Industry or GSA Board Members
- Monitoring effectiveness in achieving goals and objectives
- Developing initiatives to increase board engagement and QPC participation

MEETINGS

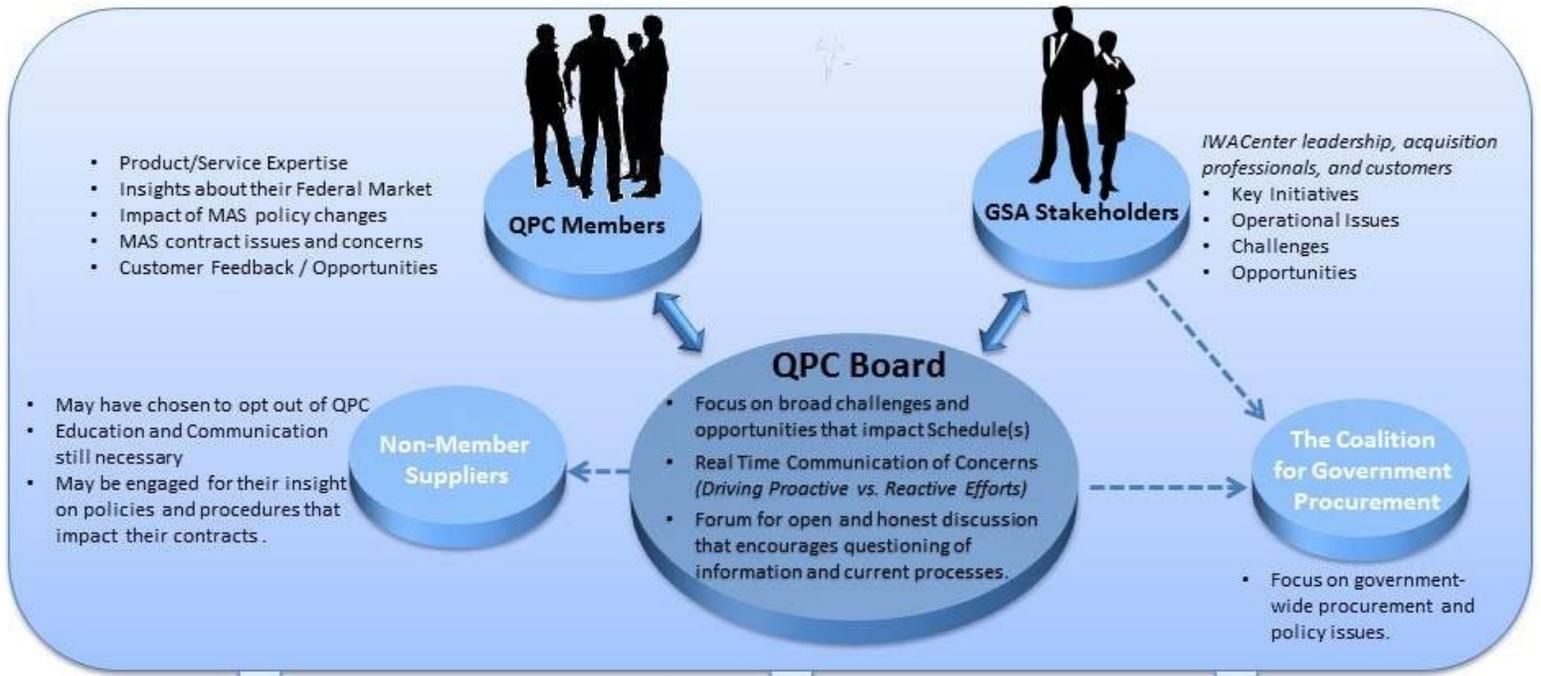
- QPC Meetings will be held, as necessary, to discuss issues impacting the federal community and industry partners, with the goal of having at least two general and/or schedule specific meetings each year. Meeting dates, times, venue (virtual or in person), and agenda will be determined by council member consensus and reflect member interests. Council members are required to attend all meetings or have an alternate attend on their behalf.
- QPC Board conference calls will be held regularly, and dates will be determined based on the availability of a majority of the members. Board members must ensure there is representation of at least one board member per schedule at each meeting. If both current board members are unable to attend, they are responsible for sending an alternate to attend in their place. Most board conference calls take place over a 12-week period leading up to a QPC meeting.
- The QPC Chair shall ensure that a final agenda and pre-meeting materials are distributed at least 72 hours prior to all meetings.
- The QPC Chair or staff member will record the minutes and capture action items at all council meetings. The approved minutes and running list of action items will be shared with all interested parties in the QPC LinkedIn Group.

COMMUNICATION PROCESS

The image below depicts the lines of communication between the QPC Board, QPC members, GSA leadership, acquisition staff and other stakeholders. This process is not a replacement for the existing lines of communication between Industry and GSA, rather the QPC provides an additional forum for the exchange of ideas and information. In addition to QPC meetings and industry days, other communication channels such as educational webinars, schedule specific meetings, email, social media and phone calls may be utilized.

Since participation in the QPC is voluntary, it is important to note that opting out does not in any way impact communication between suppliers and GSA. The existing communication channels between suppliers and the acquisition professionals who are assigned to manage the MAS solicitations and the industry partner's GSA contracts are not impacted by the QPC.

See graphic depiction of Communication Process on next page.



The GSA QPC Coordinator function, which resides within the IWACenter Business Development Division, oversees the above communication process for the QPC. However, they also assist in directing inquiries and facilitating communication within and among the other IWACenter communication forums depicted below. The following communication forums are available to all customers, vendors and GSA associates.

IWACenter Contracting Teams

In addition to the existing direct communication with assigned contract specialists, contracting officers and administrative contracting officers, industry can also utilize Open Office Hours to discuss contract specific issues and individual opportunities.

IWACenter Business Development

- *GSA Coordinator/Board Management*
- *Communication (management of all channels)*
- *Meeting and Event Coordination and Facilitation*
- *Data analysis to support IWACenter Initiatives*
- *Customer Account and Opportunity Management*
- *Category/Acquisition Gateway Content Manager*

MAS Working Groups

Schedule specific working groups established to work with customers and industry to tackle issues specific to policies and verbiage in the solicitations and special item numbers (SINs).