U.S. AbilityOne Commission Issues Policy 51.103,
Establishes AbilityOne Program-wide Framework
for Addressing Complaints about Quality of Products and Services

WASHINGTON, D.C., Nov. 25, 2026 – The U.S. AbilityOne Commission has issued Policy 51.103, "Contract Performance Accountability Policy for Quality Complaints," to establish a consistent Program-wide framework for receiving, tracking, and remediating complaints about the quality of products and services on the AbilityOne Procurement List.

The policy:

- Reinforces the Commission's commitment to contract performance and "ensuring the Program provides high-quality products and services that are timely delivered to Federal agencies."
- Is designed to help resolve quality concerns, provide responsive and targeted technical assistance where needed, and strengthen Federal customer confidence in AbilityOne products and services.
- Clarifies roles and responsibilities so that documented material defects – or a series of minor defects that call into question an AbilityOne Federal contractor's ability to meet contract requirements – are addressed promptly, consistently, and transparently.

Under the policy, when problems arise, CNAs are encouraged to coordinate with AbilityOne Federal contractors and Federal agency contracting activities to evaluate concerns and, when warranted, develop and oversee performance corrective action plans.

The Commission establishes standards and procedures, tracks reported complaints and the creation and closure of corrective action plans, and provides oversight to support effective remediation.

Implementation of Policy 51.103 began on its effective date of October 1, 2026. It was posted on the Commission public website on July 21, 2026.

About the U.S. AbilityOne Commission

The U.S. AbilityOne Commission oversees the AbilityOne Program. The Commission is an independent Federal agency composed of 15 Presidential appointees: 11 represent Federal agencies, and four serve as private citizens who are knowledgeable about employment barriers facing people who are blind or have significant disabilities. The Commission's statutory name is the Committee for Purchase From People Who Are Blind or Severely Disabled.

About the AbilityOne Program

The AbilityOne Program facilitates the use of government procurement to provide employment in the United States for people who are blind or have significant disabilities. In FY 2025, approximately 41,000 individuals, including approximately 2,800 veterans and wounded warriors, were employed nationwide at approximately 400 nonprofit agencies from Maine to Guam. In addition, AbilityOne provided more than $4.7 billion in products and services to approximately 40 Federal government agencies. AbilityOne is one of the largest employment programs in the United States for people who are blind or have significant disabilities.

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