

## **Procedures to Ensure Quality Assurance and Quality Control**

### **Quality Control**

AdSTM uses Quality Control (QC) as feedback to determine if quality work products and deliverables were attained, and if not, to modify our processes. Our inherent well established QC processes are based on work products and deliverables that conform to the high standards we set from Day 1 of the contract. AdSTM defines quality as “surpassing client expectations.” Therefore, controlling quality requires an understanding of PMA-242 expectations and a comparison of work being done to those expectations. On-time, accurate, and fully compliant services and deliverables are shared hallmarks of AdSTM and its four subcontractors, as evidenced by our contract performance in PMA-242. As stated previously, the AdSTM Team subscribes to the philosophy that quality is built into the product or service from the beginning. It is easier, and more efficient, to maintain tight tolerances and correct deviations as the work is initially performed. QC allows us to monitor the quality of our work products and to perform Corrective and Preventative Actions (CAPA) for future work products. Indoctrination of all AdSTM Team members on the proven Quality Assurance (QA) Plan will ensure that quality is built into the product or service at the beginning and our QC check after the product has been completed gives the customer an additional level of confidence. In accordance with our QC processes, our Program Manager shall:

- Designate, based on the SOW, control items (i.e., deliverables, presentations, and milestones) for quality assessment. For each control item, a mechanism is specified for assessing quality. Examples of mechanisms include peer reviews, walkthroughs, inspections, and audits of standards.
- Review all formal products prior to submission and document the results of each review.
- Spot-check informal work products (spreadsheets, briefs, etc.) delivered to the Government, document the results, and solicit feedback from the Government on their quality and timeliness.
- Identify and document CAPA. The documentation of both formal and informal work products is critical to ensure adherence to standards.
- Meet with the responsible employee and brief him or her on the results of the work product review. If there are non-conforming areas, this review is critical in helping to determine the root cause and to ensure that employees are working towards producing better work products and are applying continuous process improvement.
- Conduct Senior Management reviews as necessary.
- Solicit and document lessons learned and processes used in new tasking.
- Ensure adherence to PMA-242 core operational processes.

The AdSTM QC Processes are documented in our QA Plan, which was initiated for PM MAC in 2005. The plan has evolved and improved over time through the application of lessons learned and continuous process improvement. The QA Plan defines standard review processes to monitor the quality of our work products. These processes will be applied to CDRL deliverables and other significant work products, which will be measured against the task objectives and performance-based metrics detailed in the following paragraph. All Team members will be indoctrinated on the AdSTM QC processes governing Quality Control and performance-based metrics criteria to ensure that they are understood and used in the conduct of all SOW tasks. Consistent attention to detail, documentation of the results of each review, and identification of CAPA and their status will ensure the continuous improvement of all AdSTM Team products and services.

Because AdSTM provides a range of services, there is no single set of quality standards that can be universally applied to all AdSTM projects. Therefore, AdSTM tailors its QC to fit each contract and will develop a quality control plan that is specific to PMA-242 and the scope of this PBSOW effort. An “estimate of PMA-242 expectations” will be drafted for each control item, qualitatively describing the control item. This estimate will be based on the description of the item in the PBSOW, our knowledge of PMA-242, and any initial discussions with PMA-242 personnel. Accompanying the estimate will be a list of risks that are the most perilous to meeting and exceeding the estimate. This includes technical risks,

organizational risks, and staffing risks. The plan will include a schedule of review events, during which mechanisms are applied to control items to assess quality. Because quality control requires organizational discipline, the AdSTM Team Program Manager will designate responsibilities for implementing the plan. The entire process is comprehensive in addressing risks to quality. The process is disciplined with responsibilities and schedules. The process is participatory to encourage everyone on the AdSTM Team to promote quality.

Work quality is monitored at several levels within the organization. Our Program Manager, Mr. Hanson, is empowered and responsible for ensuring the quality of the products and services the AdSTM Team provides to the individual customers. His technical and programmatic experience qualifies him to directly monitor, assess, and control product quality. He is responsible for maintaining awareness of customer satisfaction through all available indicators (CPARS, direct customer feedback, and TOM interface) and has the authority to allocate additional resources to address customer concerns regarding product or service quality. The QC process will be reviewed with PMA-242 on a periodic basis. Consistent attention to detail, documentation of the results of each review, and identification of CAPA and their status will ensure the continuous improvement of all AdSTM Team products and services.