

## SeaPort-E QUALITY ASSURANCE PLAN

The Integrated Quality Management System (IQMS) for the SeaPort-e project not only provides established processes for all project activities, but also employs iterative strategies to continually improve and refine our processes based on feedback from project teams applying our quality system at client sites. As processes and performance improve, we reevaluate methods to increase efficiency, thereby constantly raising the standards by which we measure the effectiveness of the services we provide to our customers.

Our IQMS has two major components:

- Quality Control (QC)
- Quality Assurance (QA).

### Quality Control

Quality Control activities on Task Order will include systematic observations, reviews, and inspections; identification and correction of discrepancies; inspections and corrective actions; and most importantly polling of the managers and users to determine the perceived service quality. Our approach will maintain all task order activities at optimum levels of performance through a process of continual refinement of service level requirements with the COTR.

### Quality Assurance /Surveillance Methods

Task specific operational procedures will be supported by the use of checklists for all planned project activities. These checklists summarize key activities to be performed as part of each contract milestone deliverable and enable the team to easily verify compliance with the project's process.

Project level reviews that are conducted by the project team will ensure that all activities are performed per agreed quality standards:

**Reviews** - Reviews is a method employed by PioneerTech to ensure the quality of products. Our standard practice is to conduct management reviews and/or technical reviews on each deliverable provided to customers. They ensure that defects are identified and addressed early in the process, and that the proper procedures are being followed in producing the deliverable. Reviews are planned and scheduled at the onset of a project, and all defects arising from reviews will be addressed before delivery to the customer. All work products are subject to technical reviews.

The purpose of a review is to identify and eliminate any defects from each deliverable product before delivery and to ensure that the deliverable fully meets requirements. Reviews can be either an informal walk-thru or a formal inspection depending on the size and scope of the deliverable. Participants in the review will also vary, depending on the technical requirements of the review. A review confirms the following:

**Completeness:** Determines whether the item fully meets the intended objectives and requirements.

**Problem Identification:** Identifies issues and defects as early as possible to correct them before they are compounded in subsequent project phases.

**Correctness:** Verifies that the item is technically correct, and that it complies with established or required standards.

Our PM/ Task Lead is responsible for developing a corrective action plan for defects or issues identified and tracking them to closure. Defect data is also analyzed to document trends, and recurring defects, which will form the basis for corrective actions and process improvement plans.

Technical Review techniques we will use to monitor performance and compliance with SOW requirements include:

**Peer Level Reviews** [as needed] All services and products provided under this contract will be subjected to independent peer level reviews as required by the COTR and/or our appropriate Tech Leads. This review assures that the product or service being provided meets the highest level of quality, responsiveness, or accuracy possible, thereby reducing the probability of error and rework.

**Self-Inspections/Reviews** [always] — Technical Leads will be responsible for performing routine self-inspections and reviews to ensure compliance with SOW and task order requirements.

**Work Product Reviews [frequent]** - Work product reviews are performed on each customer deliverable in accordance with the Task Order QA Plan. Work product reviews are a method of auditing the quality of our products; they ensure that all deliverables provided to fully comply with the required templates and standards. The Program Manager will conduct these reviews; the project's review processes will then be audited by our corporate QA team during contract process audits.

Management Review techniques we will use to monitor performance and compliance with SOW requirements include:

**Corporate Reviews** — PioneerTech's senior management will actively monitor all project tasks to ensure the successful operation of our quality system and the achievement of organizational quality goals. Corporate Reviews of the performance and effectiveness of PioneerTech's Quality System occur on a quarterly basis. Based on an analysis of the metrics and reports provided by all Team Leads, our PM prepares a briefing for PioneerTech's Executive management that summarizes PioneerTech's process performance against objectives, product conformance, customer satisfaction levels, preventative, and corrective actions, together with opportunities for improving PioneerTech's Quality System. This ensures that our management has full visibility into the project's adherence to PioneerTech's defined procedures and processes, and that full procedural control is being maintained across the contract.

• **Unscheduled Inspections/Reviews** - Unscheduled inspections and reviews are conducted by PioneerTech's corporate management. This is in keeping with our methodology of tight corporate oversight coupled with local decision authority. These periodic reviews of progress and product quality help to ensure that our project staff is producing the quality of work required meeting goals and objectives.

• **Customer Coordination and Consultation** — The users' perceptions are a very good measure of our performance. Therefore, PioneerTech will periodically provide evaluation sheets for distribution to personnel who will be asked to complete the form, make comments, and return it. By analyzing the results and conferring with management, PioneerTech will be able to maximize our performance and quality.

**Monthly Project Review Reports** - As part of PioneerTech's project management process, our Program Manager creates monthly reports, which document key task activities and progress for the previous month. The Monthly Project Review Report (MPRR) is submitted to the appropriate Corporate Manager. The MPRR provides the required data on risks, issues, measurements, and lessons learned which contribute to our overall organizational assets. Data from the MPRR is reviewed by the senior management, and any anomalies and opportunities for preventative or corrective action are discussed and implemented, if necessary.

**Metrics Review-** On a monthly basis, our Program Manager will also collect, analyze, and report on project metrics. Summary data will be provided to the COTR on the monthly project status reports and discussed with the COTR as appropriate. These metrics will enable our Program Manager to perform variance analyses by comparing actual results to planned or expected results in the areas of schedule, resources, and quality. The PioneerTech Manager will be responsible for defining and implementing any required corrective or preventative action. As indicated in the section above, PioneerTech's senior management conduct a quarterly review of summary performance data for each of our ongoing projects.

**Audits** — PioneerTech's audit process reviews both processes and work products to verify that they have been developed in compliance with established procedures and standards. Audits are performed on all of PioneerTech's contracts. They are based on the documented processes and procedures for the project, as defined in the Task Order PP, CM Plan, and operational SOPs. PioneerTech's organizational procedures require tasks to conduct baseline audits as part of an effective CM process, and PioneerTech's senior management to conduct full process audits on all task orders at least once a year.