



QUALITY ASSURANCE PROGRAM DESCRIPTION
UNITED FEDERAL SYSTEMS
SEAPORT-E TEAM

Seaport-e Team United has been very successful in maintaining customer satisfaction built on a foundation of superior customer service and outstanding performance. One essential aspect to achieving this level of satisfaction is the consistent delivery of high quality products and/or services both on schedule and within budget. UFSI uses an Integrated Project Management (IPM) approach continually refined to incorporate industry best commercial practices and standards. Our standard business practices for program management and control use a blend of ISO 9001- 2008 and the Capability Maturity Model Integrated (CMMI®) quality standards to ensure predictable program performance with reduced risk and enhanced quality. Our management approach has the flexibility to tailor our management practices to the specific needs and requirements of the program, individual TOs and customer. In order to ensure consistency in quality, it is important to have an established quality assurance (QA) process that is defined, communicated and adhered to throughout the organization. With this in mind, we always establish a Quality Assurance Plan (QAP) to be approved by the Customer Project Officer for each assigned project. Our QAP consists of the following four basic components: (1) a tailored quality process based on our organizational quality process commitment; (2) independent quality reviews targeting both internal and external work products; (3) a QAP tailored to meet the requirements of the specific SOW and other customer needs; and (4) a toolset that supports the required standards and processes. Team United has implemented a multi-stage approach that provides the opportunity for multiple reviews prior to the delivering a work product. The intent behind this approach is to get as many eyes on a Contract Deliverable Requirements List (CDRL) item as possible, in order to reduce the risk of errors to the greatest extent possible.

Assign Project Manager. A Project Manager is assigned for each task order. The Project Manager is accountable for executing all aspects of the project; successfully delivering the contracted scope of work in accordance with the expected quality standards, on schedule, and within budget. The Project Manager manages the resources necessary to accomplish the task. This involves the assignment of one or more Technical Leads depending on the size of the project.

Develop Quality Assurance Plan (QAP). A QAP is an essential guide to properly identifying how to assure the quality of deliverables, especially the software and related documents at points throughout the software life cycle for the purposes of controlling changes and maintaining the integrity and traceability of these products. The Project Manager coordinates with the customer Project Officer/COR on the timing of revisions and will send all changes to the baseline to the Program Office for approval. The draft QAP is provided at the Initial Kick-Off Meeting upon contract award, with the final version ready five working days after receipt of Government comments.

The key to managing multiple projects with multiple agencies while maintaining quality performance and urgent requirements is proper planning. The planning process allows the critical stakeholders to think through all aspects of the project. It is almost certain that deviations from the plan will be required throughout the life of the project, but the insight and perspective gained through the initial detailed planning effort allows the team to effectively react to the changing environment affecting the program execution.



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Develop Draft Products. Draft work products are developed in support of an effort/deliverable. Team United will utilize digital/web interaction to facilitate collaboration and deliverable configuration management during development.

Conduct Peer Review. The first level of review is peer- based. This is performed by a teammate familiar with the program and respective deliverable. The purpose of this step in our QA is to assess the technical accuracy of the information presented.

Conduct Independent Review. Following peer review, the deliverable undergoes independent verification and validation (IV&V) by QA personnel. This review is intended to ensure that the content of the deliverable is what we have been tasked to deliver and that the deliverable is clear in terms of content, format, grammar, and spelling.

Sign Off and Submit to Customer. Once a deliverable has successfully passed the IV&V review, it is forwarded to the Project Manager for final review, approval, and submittal to the customer. When subcontractors and/or consultants in the execution of its task orders, UFSI holds them to the same high quality standards expected of the employees.

Obtain Feedback/Measure Success. Team United proactively solicits customer feedback to ensure satisfaction with our products and services. Typical methods of collecting customer satisfaction data include personal conversations and electronic surveys. In the rare event that we detect a negative trend in satisfaction, we would immediately perform a root-cause analysis to determine the specific cause for the degraded service and take immediate corrective actions.