Procedures to Ensure Quality Assurance and Quality Control

<u>**Quality Assurance**</u>

In a performance-based services contracting environment, a clear understanding of the desired outcomes is essential. To that end, within two weeks of the start of this contract, and periodically thereafter, the VIRSYS Team's Program Manager will review the VIRSYS QA Plan. Our QA Plan: (1) defines all aspects of the Task Order tasking, (2) outlines the management tools and techniques, such as a WBS, to be used, (3) outlines specific procedures to be applied to all tasking, (4) outlines the identification of criteria and standards, (5) outlines the methods and procedures for measuring products against those criteria and standards, and (6) provides guidelines for applying QC.

To be effective, QA must be applied before the start of a task in the Planning Phase. Waiting until the Execution Phase is too late. The VIRSYS QA Plan, which guides and then governs our task execution and deliverables, starts with a Project Plan that includes a WBS, a schedule, and a staffing plan. A key element of our QA Plan includes providing consistent attention to detail in every facet of our tasking requirements. Through its adoption of the corporate practices of its team member, DCS Corporation, which are registered to the ISO 9001:2000 standard, VIRSYS employs a standard, repeatable task management approach built upon our four basic phases of task management: *Definition, Initiation, Execution, and Closeout.*

Our QA Plan documents the following work procedures to help ensure that the VIRSYS Team provides quality work products as follows:

- Use of a Project Plan that includes a WBS, a schedule, and a staffing plan.

- Strict compliance with the VIRSYS Implementation Model.

- Compliance with applicable DoD and NAVAIR instructions, procedures, and core processes. The VIRSYS Team Program Manager will assemble applicable documentation for reference and will ensure that employees have copies of those documents that pertain to their task assignment.

- A Program Manager who provides "visible" management to our team members, and monitors employees and their work habits through periodic walk-arounds, visits, reviews, and informal discussions.

- The Program Manager's informal discussions with employees on consistent attention to detail in their work products. The qualities of accuracy and correctness, completeness, timeliness, efficiency, and performing a final review of their work products are highly encouraged. These traits are paramount to "getting it right the first time."

- Providing training in continuous process improvement techniques.

The VIRSYS Team believes that all training, whether on-the-job or approved formal training, will make the employees more self-sufficient and better able to provide quality work without the need for re-work. We believe that a knowledgeable and trained employee understands what is required and how to get his or her tasking completed effectively without excessive supervision. This is a goal of the VIRSYS Team; however, we understand that QC is essential to helping promote the continuous improvement of all VIRSYS Team products and services. The QA Plan will include CDRL deliverables, timeliness and accuracy, and cost management as required performance metrics. The VIRSYS Team's QC will then include documentation of the results of each review, and identification of CAPA will ensure the continuous improvement of all Team products and services. These metrics provide the basis for monthly reviews by VIRSYS management, as shown in Table 1.

Metric	Baseline	Method of Measurement	Method of Reporting
Deliverable Timeliness	>95% on time	Tracking of CDRL deliverables against contract requirement	Contained in Monthly Status Report
Deliverable Accuracy	>95% requiring no re-work	Use of deliverable logs and revision status	Contained in Monthly Status Report
Cost Management	Cost consistent with proposed cost using the criteria of CPAR's Best Practices "Cost Control"	Use of VIRSYS accounting system and tracking of costs vs. projected spend plans for all task areas	Projected vs. actual cost reported in Monthly Status Report

Table 1: Metrics and Methods of Measurement and Reporting

The VIRSYS QA Plan addresses three additional performance metrics that are more subjective with respect to their measurement and reporting. These are:

- Quality of Business Relationship – the VIRSYS Team Program Manager is the primary POC for timely communication with the customer on any evolving problem areas.

- Contract Management – the Program Manager monitors subcontractor performance and Team resources.

- Personnel Management – the Program Manager will assess the Team's skill mix and allocation within the work areas of the contract.