Quality Assurance Plan (QAP)
Version 1.0

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DOCUMENT HISTORY

Number: Quality Assurance Plan Version 1.0
Date: March 13, 2007
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1.0 The Coffing Corporation is Committed to Quality

The The Coffing Corporation (TCC) quality assurance approach provides consistent, measurable program performance while maintaining alignment to the SeaPort-e program business and mission objectives. TCC recognizes and embraces the importance that the SeaPort-e places on ensuring the quality of the products and services used to support the transformation of the nation's services. The TCC Quality Assurance Plan (QAP) is based on our proven quality assurance best practices that have been tailored to SeaPort-e business requirements. Our approach is flexible document that will evolve with SeaPort-e's mission and is refined through our continuous improvement process.

The SeaPort-e program is complex and encompasses a wide range of potential Task Orders (TOs). This requires the application of our proven, repeatable processes by highly qualified and experienced personnel. To address this requirement, TCC has established the following quality control goals for this program:

- Work in a collaborative manner to align all personnel to the achievement of predictable, quality products and services
- Establish performance measures that ensure effective, predictable performance, while demonstrating commitment to work in partnership with the SeaPort-e customer to achieve all goals of the program
- Objectively evaluate adherence of the performed process and associated work products and services to applicable process descriptions, standards, procedures, and the Performance Work Statement
- Proactively measure, report, communicate, and collaborate with the SeaPort-e customer on the quality levels of processes and project work products
- Consistently ensure the on-time delivery of all products and services.

Quality is not an afterthought for us. It is a core competency that is an integral part of our work performance process. We understand that quality is everyone's responsibility and that total quality is the only acceptable standard. We develop processes and establish measures to drive performance improvements to achieve business objectives, and we will bring that focus and effort to this project.

1.1 Purpose

TCC has developed this summary to demonstrate how our team will monitor, assess, and ensure adherence to processes, procedures, and standards to determine the quality and on-time delivery of all products and services on each and every program. This plan will serve as the blueprint for maintaining consistent quality through all components of the project and in each TO. We will work with the SeaPort-e customer to continue to fine-tune and update the QAP.

The QAP documents the procedures by which the TCC Team assesses performance for every aspect of the SeaPort-e program against contractual requirements. The QAP describes the approach for activities, including process reviews, program audits, procedures, and techniques for implementing and sustaining overall quality for the program. The QAP, in conjunction with other program plans, including the PMP, Risk Management Plan (RMP), and Configuration Management (CM) Plan will be used to define, measure, monitor, and report on the quality commitment from all TCCTeam members. The approach described in this document is compliant with ISO standards. Most importantly, our approach is based on operating in a spirit of collaboration with full visibility for the customer into our performance.

1.2 Scope

The scope of the QAP applies to the entire TCC Team, including TCC employees, our teaming partners and their employees, the physical sites where we execute SeaPort-e tasks and all the services and products we produce as defined in the Task Orders. We have outlined our proposed QAP to be used in conjunction with SeaPort-e to form the basis of the complete quality management approach. The processes defined in these complementary plans will be leveraged to implement quality into all aspects of total project performance with both the SeaPort-e and TCC collaborating in the process.

The objective of the QAP is to describe the roles and responsibilities, and the policies and procedures that ensure consistency and quality throughout all project areas and in all TOs. Based on the key driving requirements of having an inspection system, a process for critical defects and recurring defects avoidance, maintaining inspection records, and assessing customer and end-user feedback, TCC has defined the following set of major objectives for our SeaPort-e QAP:
- Develop and execute quantifiable and repeatable methodologies for monitoring performance
- Where possible, adhere to the SMARTA principles: Specific, Measurable, Agreed To, Realistic, Timely, and Aligned performance measurements
- Evaluate and ensure adherence to documented project standards
- Monitor, collect, maintain, and measure performance metrics
- Provide SeaPort-e unrestricted self-service access to the performance information
- Provide regular reports of performance results, including trend analysis
- Work with SeaPort-e customers to calibrate performance metrics over time to align with the evolving needs of SeaPort-e customers and programs
- Track and communicate non-compliance issues to help ensure resolution
- Review/update and apply version control to Standard Operating Procedures (SOPs)
- Develop and maintain process flows and internal controls for critical project areas and control gates

- Identify process deficiencies and/or data quality problems and prevent errors from cascading through down-stream processes
- Perform quality reviews for TOs based on perceived level of risk
- Monitor and document corrective work to ensure compliance
- Assess customer and partner satisfaction with overall service levels
- Develop and maintain metrics against contractual performance measures
- Communicate with SeaPort-e counterparts on a routine basis regarding the status of the program through online reporting and collaboration tools, Performance Management Dashboard, Monthly Status Reports, Monthly Status Meetings, and e-mail notifications
- Serve as the quality liaison for TCC to support SeaPort-e with external audit agency questions or issues
- Define the timelines for correcting deliverables identified by SeaPort-e

These objectives enable the TCC Team to achieve critical measurable results for SeaPort-e:
- **Predicable Results.** Our quality program complies with internationally accepted quality standards and guidelines to ensure SeaPort-e that products and services are produced in an efficient, effective, reliable and predictable manner that will consistently produce results compliant with the requirements set out in the TO requirements.
- **Defect Prevention.** Our structured and disciplined approach prevents the introduction of critical defects into the care delivery environment, and those defects that are found in production environments undergo analysis and subsequent action to preclude reintroduction of the defect. This aspect of our quality program includes our structured approach to pursuing continuous improvement in all aspects of the work.
- **Documentation to support Verification, Validation, and Traceability.** We ensure a structured and disciplined approach to the defining, recording, and storing of documentation related to requirements, approvals, reviews, tests, decisions, actions, events, and problems and improvement measures to support verification, validation, and traceability.
- **Customer Satisfaction and Continuous Improvement.** Our quality program ensures we remain cognizant of our mission in support of transformation. The Services deserve the best possible service we can provide and a continuous pursuit to improve the care they receive. The section that follows outlines the TCC Team's resources involved in the execution of the QAP to fulfill the requirements and objectives outlined above.