

Quality Control Plan

1: Introduction

In compliance with the requirements associated with this contract, Tek Source USA (TSU) utilizes the following Quality Control Plan (QCP). TSU understands that Quality Control is a continuous effort and as such this document is a living document subject to modification by mutual consent of the government and contractor throughout such time as the contract between TSU and the NASEA shall last and until such time as the contract is fully satisfied and all claims settled.

The initial rendition of this document has been submitted to the Contracting Officer, Mr. Gary W Byram for approval. The TSU plan includes the following:

- A description of the inspection system to cover all services listed in the Performance/Deliverables Matrix. The description will include specifics as to the areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title and organizational placement of the inspectors. Additionally, control procedures for any government provided keys or lock combination will be included.
- A description of the methods to be used for identifying and preventing defects in the quality of service performed.
- A description of the records to be kept to document inspections and corrective or preventive actions taken. New Management Reports to be created to afford the client access to problems and resolutions.
- All records of inspections performed will be retained and made available to the government upon request throughout the task order period of performance, and for the period after task order completion, until final settlement of any claims under this task order. All reports will be stored on a local shared

2: Background

The TSU Contract Manager will continually track performance and work closely with the client representative to ensure service acceptance and client satisfaction. The client's acceptance validates that each deliverable satisfies all task order requirements. TSU will perform QA surveys in the form of customer follow-up during and after the task completion to ensure problem resolution and our staff's performance is providing high customer satisfaction. TSU currently performs surveys via an employee incentive program which allows for functional client participation. These surveys are conducted on a semiannual basis. Beyond these actions TSU brings the following to bare on quality issues at NAVFAC.

2.: 1 Management Tools

Our TSU team embraces proven management processes and tools that enhance communication, provide visibility into program activities, and instill quality into the way we conduct business for you. We use tools to track resource utilization, communicate with our contracting officer, and manage execution of work from both the human resources and financial perspectives. These tools facilitate monthly reporting, clear and unambiguous invoicing and expense estimation. We further evaluate the allocation of our human resources on a monthly basis with reviews held semi annually. Quality Control Plan further evaluates the allocation of our human resources on a monthly basis with reviews held semi annually.

2.2: Personnel

TSU demonstrated commitment to the training of our employees and our commitment to deliver quality support to ensure we provide highly motivated, responsive personnel who bring not only technical capability, but also an inherent appreciation for the value of effective training and professional development. Our recent employee response indicates that TSU is the “preferred” contractor that they have worked.

2.3: Process

TSU emphasizes a quality hands on process in evaluating and assigning its employees to specific tasks. We adhere to the rigorous standards throughout our evaluation process to insure we meet or exceed client expectations

2.3.: 1 TSU Best Practices

TSU established a formal Best practices program in 2001 to focus efforts on quality (Lean and Six Sigma), productivity improvement and cost reduction through process improvement. The integration of Lean thinking and Six Sigma methodologies has provided a successful mechanism to effect change in our day-to-day work practices by streamlining workflows and processes. Since 1999, we have identified and shared best practice from businesses and programs across TSU to realize a savings of over \$400,000 for our customers and the corporation.

2.3.2: TSU Corporate Resources

TSU provides access to technical, recruiting and Human Resource functions. As needed, over the life of the NASEA contract, the TSU Team is supported with rapid and complete access to resources, such as:

- A diverse and experience resource pool
- Software Systems Resource Center that provides expert resources and technology transfer to support TSU’s businesses performing systems and software development

and integration, repositories that provide access to lessons learned databases.

- Centers of Excellence in project management and client satisfaction.

2.3.3: Industry Alliances

TSU maintains strategic alliances with the leading staffing, recruiting and IT providers include Lockheed Martin, Verizon Federal Systems, AppleOne Government Systems, National Sourcing, Inc and the Harris Corporation to name a few. In addition to having early access to emerging technologies, our alliances allow us to leverage corporate Human Resource assets and training programs.

2.4 Metrics

This TSU Quality Control Plan (QCP) is an important performance-based contracting tool that provides an incentive we refer to as our Eagle award to achieve and reward high performance and quality service objectives. The QCP is also a tool that is useful to the Government for adjusting the price of the performance rating service in accordance with the quality and performance received. TSU's QCP, as provided in Table 8, provides performance objectives with associated standards; acceptable quality levels; monitoring methods that describe the person responsible, frequency of tracking, and method of surveillance; and the incentive based on measured performance and score. By linking performance to the measures defined in the QCP, TSU will have an incentive to perform the tasks with the highest level of quality. Our continual monitoring and measurement of performance will eliminate the burden of the Government administering a Performance Plan since our reporting structure and processes will inform and protect the Government from unexpected quality and performance issues.

A Past Performance Rating is the surest means to motivate a contractor to improve poor performance or to reinforce Exceptional performance. On a quarterly basis, TSU will report to the Government the specific performance metric

is not reached, the average of the Government and TSU score will be used. The scores of the 15 objectives are then averaged and compared to the QCP Contractor Performance Rating Table, as provided in Table 9. For example, based on the table, should the TSU team achievement against objectives degrade below 98, our Contractor Performance Assessment Rating (CPAR) shall be adjusted downwards. Should our performance be rated above 98.99 then our team rating will remain at the Exceptional level. Should our performance rating achieve a consistent Exceptional level, the following types of additional non-monetary incentives may be applied:

- Individual/Group “Exceptional Employee/Team” awards
- Individual Spot Awards up to \$250 each winner in four groups every six months.
- Company paid gift cards • Priority or high visibility tasking assignments

Table 1. Quality Control Plan (QCP)

Performance Objective	Performance Standard	Acceptable Quality Levels	Monitoring Method	Incentive	
			Person Responsible, Frequency of Tracking, Method of Surveillance	Measured Performance	Score
All Reports submitted as required	Reports submitted in accordance with pre-approved content and format guidance	Reports submitted in accordance with established guidelines; weekly and monthly reports in accordance with Delivery Schedule.	Who: Project Manager Frequency: Quarterly Method: Analyze and report occurrence of rejected reports due to format and content deficiencies within the previous quarter.	Reject Reports Deliveries: 0 1-2 3-4 5-6 ≥7	100 98 96 94 92
Completeness of quarterly performance evaluation material	The Lockheed Martin team will present the required information at each quarterly performance evaluation	The AQL will be a score of 3 or more on a 5 point scale measuring the completeness of the meeting materials	Who: Project Manager Frequency: Quarterly Method: Survey the participants in the quarterly performance evaluation to determine on a 5 point scale the completeness of the performance evaluation meeting materials.	Completeness of Materials: 4-5 3 - 3.99 2 to 2.99 less than 2	100 98 96 92
Timeliness of report deliveries	Reports submitted within Delivery Schedule submission timeframe requirements	Reports submitted within established guidelines; weekly reports submitted within 2 days of EOW; monthly reports within 10 days of EOM.	Who: Project Manager Frequency: Quarterly Method: Analyze and report occurrence of late Report deliveries within the previous quarter.	Late Report Deliveries: 0 1 2 3-4 ≥5	NA 100 98 96 92
Number of successfully implemented process improvements	The Lockheed Martin team will meet agreed to number of process improvements successfully implemented as mutually agreed.	100% of Improvements successfully implemented	Who: Project Manager Frequency: Quarterly Method: At the start of each quarter the Project Manager and the Government will agree on a list of process improvements that Lockheed Martin could implement and provide value to the Government. At the end of the quarter the Project Manager will report how many successful process improvements were implemented.	Successfully implemented: Agreed to number 1 less than agreed 2 less than agreed	100 97 94
Timeliness of Help Desk problem resolution	Help Desk will provide timely problem resolution when the problem is resolvable or timely forwarding if specific expertise is required.	The AQL will be to resolve 95% of all problems within 48 hours of problem notification to Help Desk.	Who: Help Desk Coordinator Frequency: Monthly Method: Analyze the Trouble Tickets and determine the percentage of calls resolved within 48 hours of problem notification to the Help Desk. Report Quarterly.	% of resolvable problem resolution within 48 hours: 98-100% 95-97.99% 90-94.99% 85-89.99% <85%	100 98 96 94 92
Confirmation of problem resolution	Help Desk will confirm with problem originator that problem is successfully resolved	The AQL will be that 95% of problems solved will be confirmed with the problem originator before closing the Trouble Ticket.	Who: Help Desk Coordinator Frequency: Monthly Method: Analyze the Trouble Tickets and determine the percentage of confirmations made with the problem originator. Report Quarterly.	% of resolution closures confirmed: 98-100% 95-97.99% 90-94.99% 85-89.99% <85%	100 98 96 94 92
Future project performance	Lockheed Martin Team will complete future projects on schedule and within budget.	The AQL is that 98% of future project deliverables are completed within the negotiated time and budget.	Who: Project Manager Frequency: Quarterly Method: Measured performance is the percentage of future project deliverables that are completed within the negotiated time and budget.	% of future project deliverables completed in negotiated time & budget: 98-100% 95-97.99% 85-94.99% <85%	100 98 96 94 92

Table 2. QCP Contractor Performance Rating

Contractor Performance Assessment Rating	QCP Contractor Performance Rating
99 to 100	Exceptional
97 to 98.99	Outstanding
95 to 96.99	Good
93 to 94.99	Average
92 to 92.99	Poor

Employees or work groups that are identified as Average to Poor performers must participate in the following process: First, be advised of their performance level; second, identify specific problem areas; and third, identify corrective actions and formalize them in a Performance Improvement Plan (PIP) with attainable milestones. Future performance will be measured against the milestones. Failure to complete a PIP successfully could result in staff realignment

2.5 Quality Control Process

Our Program/Contract Manager, Pete Sires, has ultimate responsibility for executing quality assurance and control procedures across all levels of program performance, from large projects, to multiple and diverse task orders. She will monitor cost, schedule, and other management metrics on a regular basis, identify areas that may require additional technical attention or resources before program performance is impacted, and will institute policies and practices to improve the quality of services and products we provide to NASEA. These practices include:

- Assigning motivated and qualified quality control and assurance personnel, providing them with autonomy and authority to oversee the products and services we provide to NASEA, while using a standardized process.
- Staffing and sustaining a skilled and responsive workforce that possesses the latest technical and service skills and practical applications in performing administrative and clerical support activities.

Throughout the NASEA contract lifecycle, we will monitor process performance and solicit specific contractor input to support ongoing quality-driven process improvements over all levels of program performance on all tasks. The visibility of quality performance on these tasks is contained in the metrics we provide in the Contract Monthly Status Report and Task Order Status Report

Quality management of project activities is a central component of all TSU efforts. We employ oversight techniques on all of our work in accordance with industry best practices. For TSU, quality begins during the orientation and planning stages of our work, and continues throughout

execution, reporting, and follow-up. Equally important is the continuous, hands-on involvement of the senior leadership of our team in all TSU Team activities. This means that seasoned professionals are guiding the team's efforts and reviewing the work for clarity, quality, consistency, and materiality prior to delivery. Our leading practice Project Management Approach relies on four key elements to support the completion of a project: Planning and Scheduling, Resource Management and Task Execution, Monitoring, and Reporting. The following sections of our discussion on project management focus on the five areas of concern to 1) monitoring the quality and timeliness of work and deliverables; 2) communicating within the project team and with 3) identifying and responding to poor performance; 4) managing subcontractors; and 5) our proposed project/contracting manager's recent experience in implementing our management procedures.

We administer the quality assurance of a project across the following elements: management satisfaction, project structure/approach, planning/tracking, quality planning, risk management, issue management, change management, financial control, communications, and reporting. We evaluate these elements as to capability and effectiveness. Based on the evaluation, we charted each element to present an overall picture of quality.

Quality assurance is the responsibility of the members of the joint TSU/ NASEA team. The TSU team takes pride in our emphasis on quality. We understand that quality is an outcome that must be planned; therefore, controls must be in place to verify that quality is woven into our work products from the beginning of each task. **Figure 2-1** summarizes our approach to Quality Assurance.

Quality assurance and quality control are separate components in the overall process of measuring quality. Quality assurance is a function that manages quality. Quality control is the process of measuring deliverables against standards. Quality assurance uses the results of quality control to evaluate and improve the "processes" that produce the deliverables. Thus, quality assurance works with the processes, and quality control works with the deliverables.

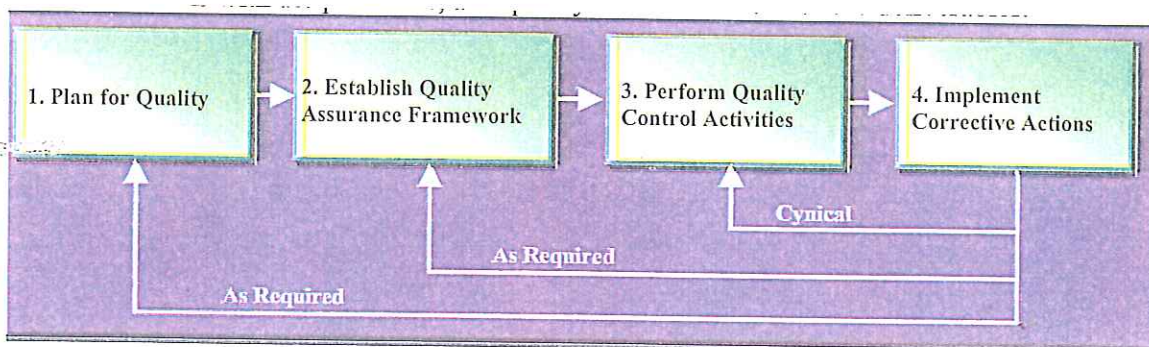


Figure 2-1 Quality Control Process

This section describes four key steps we plan to follow in meeting quality objectives.

Plan for Quality. Quality is not just a random project outcome: The achievement of quality must be planned. Therefore, the first step in managing quality for an information technology project is to formulate a quality plan. The objective of this step is to identify the standards and guidelines required to effectively plan, manage, staff, control, and deliver the project.

Establish a Quality Assurance Framework. Managing quality is critical throughout the phases of the project. For example, on a systems development project, the project team achieves specific objectives related to goals, methods, and performance through the quality process in each project phase.

Perform Quality Control Activities. The purpose of quality control is to identify defects and correct them before deliverables are produced. Quality control is the responsibility of each project team member and must occur throughout the project, and not just when a deliverable is complete.

The primary method that we will use to monitor and control quality on all NASEA projects/contract initiative is ongoing project work reviews by the Client Services Partner and Human Resource Function.

The Project/Contract Manager will assume responsibility for reviewing all significant quality findings and recommendations and acting upon the suggested actions in a timely manner.

Source of Problem	Description	Potential Corrective Actions
Individual or isolated case	An individual team member produces a deliverable with an error in content, consistency, correctness, or compliance	Rework the deliverable Review applicable standards or guidelines with the individual
Insufficient team-level comprehension	Recurring defects and repeated errors indicating project team members do not understand standards, guidelines or content of deliverables	Provide additional training for the project team Clarify tasks Clarify standards or guidelines that are ambiguous
Inadequate standards	Team members are unable to effectively apply a specific standard or guideline to the production of deliverables	Revise portions of methodologies, standards or guidelines that prove inappropriate for the work being performed

Figure 2-2 Anticipated Quality Issues and their Mitigation

Managing quality is a continuous process. As data are analyzed, it may become obvious that changes in standards or guidelines are required. Quality control methods may also require revision if errors are missed in early project phases. The quality assurance framework may need

to be changed or updated, as quality control data are analyzed and corrective actions identified. We anticipate constant refining of the quality process.

TSU's Quality Control Plan (QCP) provides a comprehensive framework for all quality control (QC) activities on the task, including Service Level Agreements (SLA), Quality Management, and Performance Metrics. It also provides the NASEA and TSU management with performance-measurement-based visibility into the effectiveness of the processes being used by task and the quality of the services being provided.

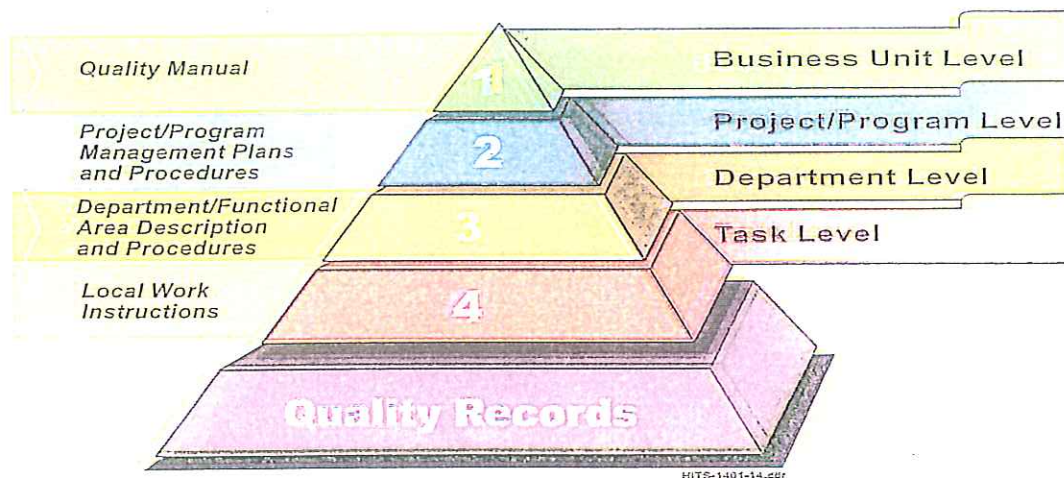


Figure 2-3. Quality Management System

3 Specific Responses to Performance/Deliverables Matrix

The TSU project/contract manager will be the primary executor of QC procedures, although he may designate other team member to participate as appropriate keeping and review them by means of appropriate (weekly, bi-weekly, monthly) MAXIMO reporting