

QUALITY ASSURANCE PROGRAM

Peniel Solution’s Quality Management Approach (QMA), as illustrated in Figure 1 below, comprises Quality Control (QC), and Quality Assurance (QA), based on our CMMI Level 2 compliant processes. QC pertains to the team’s control of deliverable quality, while QA pertains to the coordinated, after-the-fact review of deliverables with the Government Executives.

Quality Management Approach



Figure 1: PSL’s Quality Management Approach

Our QMA comprises a series of measured actions with proven results through both the QC and QA processes, to ensure successful acceptance and customer use of each deliverable. PSL will integrate the proposed QA function with day-to-day QC.

PSL will control the quality at several levels with a seasoned Quality Manager (QMA), carefully selected staff, best practices and proven processes (methodologies, tools and management), and deliverables created with systematic design, development and review processes. The QMA has a direct reporting line into the Program Management Office, thus ensuring an independent perspective and a commitment to the highest quality standards in satisfying the customers’ requirements. Rigorous QA early on will ensure that the requirements are correct and that the team is heading down the right path. Early corrective action to problems will protect the program against unnecessary cost and schedule deviations. After corrective action is taken, our process ensures effective follow-up. The appropriate re-testing (including regression testing, if necessary) is performed to ensure that the fix is correct. Once the corrective action is implemented, the customer is notified that the problem is resolved. Metrics are tracked and used for process improvement.

PSL will institute a QM Team (QMT) – headed by our QMA – that will develop, and submit to the Contracting Officer, a QC Plan (QCP), as well as, a QASP. Our QASP will provide GSA with the methods to ensure that requirements are being met and to validate the quality of our work. We will incorporate a series of tollgates into each TO under this contract. These consist of a series of key performance requirements that are tied to a set of incentives and disincentives. The QASP will define the acceptable performance standards, dates of completion, measurement frequency, measurement and surveillance methods, and the Government Acceptance Criteria. Specific criteria will be developed to establish clear expectations for quality, completeness, and consistency of each deliverable. The QASP will serve a central purpose in execution of the contract. Not only does it provide the Government with a method for ongoing inspection and



assurance of contractor efforts, but also provides an optimal avenue for setting clear expectations and facilitating ongoing communication between the client and the contractor, ensuring that the performance risks and issues are identified and mitigated, or eliminated as early as possible.

Our QMT will conduct regular internal audits on required deliverables vis-à-vis the Performance Measures, and continually *monitor* each TO Project Team performance on each Performance Measures against the Acceptance Criteria thresholds. The results of internal audits will be documented in the pre-approved format and sent to the relevant TOM for assessment. The deliverables will be measured against the acceptance criteria and the results logged on QA Audit sheets. Internal audits are extremely effective in identifying the performance issues before they become major issues. We will use several tools like Control Charts, Pareto diagrams, Statistical sampling and Flowcharts to graphically display and track the results of audits and identify the top five causes of variance between the required and the actual project results. Also, the project team members responsible for these causes of variances will be accurately identified.

Our QMT will not only enforce the QC standards, but also closely examine the processes that create and shape the deliverables. Project Deliverables will be “Quality Assured” through advisory reviews made up of Ordering Agency Executives and Subject Matter Experts. In addition, the Contracting Officer will review and provide final approval of all deliverables.

Our QA reviews are structured examinations in which project products are reviewed for consistency, correctness and completeness by the QMT along with the Government Executives. Quality assurance reviews will be conducted for each deliverable specified in the Deliverables Schedule. If there is a lengthy time lag between deliverables, the Government Executives may request interim or “draft” deliverables for review. The Government Executives will have five (5) working days to review all work products/deliverables received. PSL will also establish a *QA Archive*. All work products and deliverables, as well as their associated review and approval forms will be placed in binders and in electronic archives for future *Knowledge Management*.