

1.0 INTRODUCTION

Our Quality Control Plan (QCP) describes how PRIME BIDDER will manage aspects of quality associated with the delivery of support services and artifacts throughout the duration of the PRIME BIDDER Intelligence Support contract.

Methods, standards, and principles used to establish the PRIME BIDDER QCP originate from the International Organization for Standardization (ISO) 9000 Family Core Standards and Project Management Institute (PMI) PMBOK. Additionally, our methodology uses the following ISO-based quality best practices:

- Publish quality control procedures for relative quality standards
- Conduct internal audits and identify gaps
 - Reveal quality gaps and identify process inefficiencies
 - Take corrective action—address audit issues
- Establish effective corrective and preventive action processes
- Define quality monitoring processes
- Establish continuous improvement guidelines and procedures
- Maintain effective training for organization personnel
- Top-down quality—involve management in the quality process

2.0 QUALITY CONTROL EXECUTION

Each member of the team plays an important part in ensuring quality of all deliverables. The Project Manager is responsible for defining the quality management objectives as they pertain to the Task Order PWS. Meeting the objectives requires all resources to be knowledgeable of the quality responsibilities associated with their role.

PRIME BIDDER quality management objectives include:

- Establish repeatable processes that guide quality control in requirement accomplishment
- Empower staff to take personal responsibility for the quality of products and services
- Implement a constructive communication environment that:
 - Demonstrates quality control ensuring customer satisfaction
 - Provides staff feedback critical to staff retention analysis
 - Promotes risk, issue, and problem early warning and detection
- Define quantitative performance metrics to monitor results of quality control activities
- Define qualitative performance metrics to monitor customer satisfaction
- Deliver products and services that are compliant with applicable contract requirements
- Monitor and ensure data reliability and integrity
- Seek continuous improvement of processes and procedures

Metrics will be established and used to measure quality throughout the project life cycle for the deliverables and processes. The Project Manager will be responsible for working with the project team to define these metrics, conduct measurements, and analyze results. Metrics will be established based on the following:

- QC Schedule
- QC Resources (personnel by name, subcontractor oversight, and oversight of activities)
- Cost
- Process performance
- Deliverable quality

- ☐ Timeliness
- ☐ Accuracy
- ☐ Acceptance
- Corrective Actions

2.1 Quality Roles and Responsibilities

Quality succeeds through the accomplishment of responsibilities associated with defined role-activities.

Exhibit 1 illustrates the role of the PRIME BIDDER resource and their associated quality-related responsibilities. Quality will be measured throughout the duration of the contract to ensure that established standards are being met.

Roles and Activities

Role	Activity
VP Operations	Overall responsibility for customer satisfaction, delivery quality and well-being of employees. Directly accessible to customers to ensure customer expectations are met and/or exceeded.
Project Manager	Performs quality planning, assurance, and control activities using relevant organizational and industry identified standards. Establishes and reinforces quality principles through accountability; reviews, approves, and responds to any quality deficiency or significant quality activity findings.
All Support Personnel	Assist in task level implementation of quality control based on standards, policies, and procedures. Assist in defect tracking/controlling and with corrective action and process improvement implementation. Assist with review and audit activities.

The Project Manager will routinely assess adherence to proper performance of standard operating procedures and generation of quality deliverables in a timely manner. These assessments will be performed at planned intervals to ensure all processes are being correctly implemented and executed. PRIME BIDDER has established the performance requirements for this contract. Upon contract award, PRIME BIDDER will work with PRIME BIDDER to define any additional metrics and acceptable standards. Exhibit 2 provides the template to define key quality assurance metrics.

Deliverable/Process Measurement Template

Deliverable/Process	Quality Assurance Metric	Acceptable Standards	Assessment Interval

The Project Manager will provide day-to-day quality management and conduct process audits on a regular basis, monitor process performance metrics, and assure all processes comply with project and organizational standards as well as schedule regularly occurring project, management, and document reviews. In these reviews, an agenda item will include a review of deliverables, any discrepancies and/or audit findings, and a discussion on improvement initiatives.

Quality reviews, findings, and assessments should always result in some form of process improvement. All process improvement efforts will be documented, implemented, and communicated to all stakeholders as changes are made.

Quality assurance focuses on established process. PRIME BIDDER will use an iterative process to audit the quality requirements and results from quality control measurements in order to ensure that quality standards and operational procedures are being employed. This iterative process includes measuring process metrics, analyzing process data, and continuously improving the processes.

The Project Manager will routinely assess the team's performance of standard operating procedures and processes. The Quality Assurance Log (template shown as Exhibit 3) will be used to document the results

of the assessment and will be maintained to track performance. Action will be taken if findings indicate that quality expectations are not being met.

Quality Assurance Log Template

Evaluation Number	Date	Process Assessed	Expected Finding	Actual Finding	Acceptable? (Y/N)	Recommendation	Date Resolved

3.0 REPORTING

Monthly status reports will be submitted on the 15th calendar day of each month and will specifically address any quality control activities over that reporting period and any planned activities for the next reporting period. The report will include who conducted the QC action, when was the QC executed, how the QC was executed. Identifying the findings and corrective actions.

4.0 INVOICE QC AND REVIEW

All invoices will be reviewed by the QC/PM prior to submission to the Government for currency and accuracy. The QC/PM will submit the invoice with the monthly report and discuss any inconsistencies found within in conflict with the task order requirements.