



VETS, LLC Quality Assurance Description

Our overall contract management approach is integrated within our process improvement methodology. VETS will combine our well-qualified management and technical staff and our corporate qualifications within a comprehensive management plan and proven practices, to offer an efficient, flexible, goal-oriented, and fully integrated program effort for the contract. These principles are supported and cited throughout the proposal response. Our management plan blends a managerial concept and philosophy, well proven through the execution of task order contracts in the government arena, with consistent management practices. This approach ensures the attainment of a truly synergistic and cooperative government-contractor support team for planning, implementing, and attaining all program objectives. Our management approach is designed to deliver technical excellence, within schedule and cost parameters specified. The approach injects internal review, metrics, and reporting throughout all phases of planning, execution and closeout. This provides opportunities to implement corrective action within the current process as soon as potential problems are identified. Just as important however, the lessons learned provide opportunities for continuous process improvement, which, in turn, provide opportunities for increased efficiencies as well as cost savings along the way. This approach is built upon the following major support elements:

Quality Assurance: VETS's commitment to consistent quality performance is evident in our TQM methods described in this section, which ensure improvements in productivity, responsiveness, and management throughout the life of the contract. VETS apply a methodology, which is consistent with the guidelines of the government's QA programs and standards and all good program management practices. Our TQM program follows ISO 9000 guidelines.

Quality Methodology: VETS will focus on quality and program controls, operational roles and responsibilities, configuration management, performance monitoring, quality audits, handling of incident reports, and risk mitigation as part of our commitment to adding quality to each process. All personnel, creating quality processes and committing to Continuous Process Improvement (CPI), ensure a quality product for every customer. The guidance given is further tailored to each project. The quality concepts fundamental to our management are:

Quality Assurance Policies, Controls, and Procedures: Following these guidelines ensures all departments within the organization meet or exceed the requirements in the SeaPort-e contract SOW and approved specifications and standards. The strategic processes are the top-level direction setting activities that organize and manage the task specific operational and quality control process. Strategic processes include high-level definition of objectives, personnel assignment, and documentation of the interfaces between contractor/government, and risk analysis.