



## QUALITY PROCESSES

The VETS team is committed to providing services of the highest quality and has extensive experience using objective metrics to monitor quality over time. The VETS team Quality Management System (QMS) combines industry best practices based on ITIL v3, ISO 20000, and PMI, to form iFRAME, our CMMI Level 3-assessed solution methodology. The deliverables and the resources we provide to customers will meet or exceed scope and are fully supported by management processes to ensure mission success. We practice quality management every day, and we strive to meet customer expectations the first time and every time. Our Quality Assurance Plan (QAP) focuses on business value rather than simple technical measures and values prevention (proactive) over intervention (reactive).

The VETS team applies iFRAME quality assurance and quality control practices and measures in each of our engagements. The iFRAME quality approach is not based on theory, but rather years of experience with projects of this size, scope, and complexity. We continuously incorporate lessons-learned relating to quality planning and quality control into our quality management activities. We know that quality must be engineered into the process of operational planning to ensure the quality of the delivered services. Therefore our approach is based upon proactive Quality Planning, identification of clear metrics-based Quality standards, and thorough Quality Assurance Surveillance throughout the entire period of performance.

## QUALITY PLAN

Our management team is both skilled and practiced at executing Quality processes with surveillance programs to provide useful information on project status, results, and direction. The following roles and responsibilities are key to the application of Quality processes to the program, and to the execution of the QAP:

ROLE	RESPONSIBILITIES	GOVERNMENT/CONTRACTOR
Contracting Officer (CO)	Has ultimate authority for award management in accordance with the FAR.	Government
Contracting Officer's Representative (COR)	Maintains a detailed knowledge of the technical requirements of the contract; Document Contractor performance in accordance with the QASP; Identify and immediately forward notifications of deficient or non-compliant performance to the CO; Approve priorities of support, resources, and associated schedules.	Government
Customer	Maintains a detailed knowledge of the operational requirements of the program; Document Contractor performance in accordance with the QASP as required by COR; Identify and immediately forward notifications of deficient, or non-compliant performance to the COR.	Government

ROLE	RESPONSIBILITIES	GOVERNMENT/CONTRACTOR
Program Manager	<p>Allocates resources, shapes priorities, coordinates interaction with customers and users, and meets project objectives. Responsible for quality control at the contract level, including:</p> <ul style="list-style-type: none"> <li>▪ Applied quality practices, including integration of quality measures and monitoring WBS tasks</li> <li>▪ Management of staffing and personnel</li> <li>▪ Ensuring program execution according to QASP standards</li> <li>▪ Compliance with SOP and related standards</li> <li>▪ Overarching program performance</li> </ul>	Contractor
Quality Assurance Manager	<p>Monitors processes and quality assurance across VETS team projects and operations. Responsible for quality controls at the corporate level, including:</p> <ul style="list-style-type: none"> <li>▪ Review of applied quality practices,</li> <li>▪ Review of program to ensure compliance with SOP, QASP, and related standards</li> <li>▪ Review to ensure program compliance with the VETS team standards</li> </ul>	Contractor