



## Organizational Quality Assurance Program

### **Quality Assurance, as integral component of program management**

Federal Working Group integrates quality assurance (QA) into every phase and activity of each assigned task. Our identified Task Level Manager/Program Manager (PM), supported by other technical assets from our organization, will analyze client requirements and develop a response that is reviewed by the EAGLE II PM and our Director of Quality Assurance.

Approved tasks are returned to our team for execution. Simultaneously, we input approved cost and schedule data into the EAGLE II program's accounting systems and/or other automated management tools and collaborative methods. On task closeout, our leadership team is mobilized to ensure successful completion of work, appropriate knowledge transfer, and the return of Government-furnished property and data.

### **Quality Control, as integral component of each product and service**

Our process for quality control (QC) focuses on ensuring the highest quality standards of each delivered product and/or service. To this end, we stress:

- **Security management**, which is organized to ensure compliance with DHS and other Federal mandates to maintain the privacy of personal information, confidentiality of sensitive government data, and integrity and availability of information systems.
- **Individual accountability**, which stresses the first-line role in ensuring customer satisfaction through the systematic execution of processes in order to deliver quality products and services.
- **Customer-centered focus**, through which we organize performance measures around a “Customer Satisfaction perspective”, using performance measures to assist team members and customers to quantify the quality, timeliness, and effectiveness of assigned work.

Other features and methods within our QC program include, as appropriate to the task, 100 percent inspection, team member peer reviews, planned and random sampling, customer satisfaction surveys, incidental inspections, and formal deliverable review and approval. We also recognize quality is not only achieved through measures, but through a culture of open communication and dialog, to include program management reviews, customer meetings, and employee training sessions. Finally, we measure and manage the performance of each task by use of a Balanced Scorecard™ (BSC). The BSC, tailored to the unique requirements of each assigned task, ensures our services and solutions proceed systematically and are approached in a holistic and integrated fashion, to include Financial Management, Customer Satisfaction, Process Improvement and Innovation, and Organizational Learning and Growth.

### **Active oversight of subcontractors**

When assigned tasks call for specific subject-matter expertise not presently available to our team, we augment our in-house resources by selective use of specialized subcontractors and consultants. We have found that this flexibility and the means of engaging professional expertise help ensure that we use people with the right skills for the task at hand. We apply the same rigor to tasks where our subcontractors have responsibility for delivered products and services, deploying vendors who mirror our commitment to high professional and ethical standards, customer satisfaction, and continuous improvement. Our EAGLE II PM and Director of QA monitor performance throughout the life-cycle of the task, consult regularly with government sponsors on subcontractor performance, and, as with our own work, ensure alignment of products and services to DHS program and strategic priorities.