

QUALITY ASSURANCE

We have a set of four core metric categories to track each Task Order, as illustrated in the table below. Quality is the primary metric because it is used as the basis for evaluating the validity of other metrics. Quality is also the foundation for change in performance standards.

Item measured	Metric	Incidence of measurement	Standard performance
Quality	All acceptance criteria met	Periodic customer reviews and final acceptance test/evaluation	100%
	Acceptance on first submission	At deliverable submission	98%
Effort	Level of effort projected per person, per period, versus actual level of effort for period	Weekly or as needed	<±5%
Schedule	Milestones achieved / deliverables submitted on time	Weekly or as needed	<±5%
Cost	Total projected versus actual cost for period	Weekly or as needed	<±5%

Quality Assurance Plan - Our management approach includes implementation of a Quality Assurance Plan (QAP) to ensure that we meet the requirements of Task Orders issued under the VETS GWAC contract. The objectives of the QAP are to (1) achieve an exceptional level of customer satisfaction; (2) deliver solutions that address the business need of the agency and (3) provide all task order deliverables in a timely and cost-effective manner. Compumatics Group will integrate the quality assurance (QA) function with day-to-day quality control (QC). In this way, quality will not be a theoretical concept but will be implemented across all VETS GWAC contract operations through a series of rigorous quality checks and standards. Our Quality Services Team (QST) will be responsible for managing the QAP. The QST will assist contract staff in drafting processes and procedures, performing root-cause analyses, preparing performance reports, and investigating and addressing specific performance issues. We will also establish an Executive Committee to review contract performance. The Executive Committee will meet quarterly with key ordering agency stakeholders to review our performance against contract requirements and performance metrics, identify areas for improvement, assess overall contract performance, and address any contract issues or risks. The Executive Committee will have authority to commit company resources as needed to support the execution of the contract.

Roles and Responsibilities of the Quality Services Team.

Role	Responsibility
Quality Services Manager	<ul style="list-style-type: none"> • Manage all aspects of the QST • Lead training and implementation of the QAP throughout the VETS GWAC contract • Refine the QAP on a continuous basis • Address specific customer complaints and issues • Address major performance issues with the VETS GWAC Program Manager
Task Order Quality Services Representative	<ul style="list-style-type: none"> • Identify and investigate performance issues in an VETS GWAC task order • Work with the ordering agency to ensure that quality issues are resolved expeditiously • Work with ordering agency to perform root-cause analysis

Role	Responsibility
Process Specialist	<ul style="list-style-type: none"> • Support QST Manager in conducting QAP training and refining the QAP • Capture and document processes and procedures in use by the operating task order personnel • Using quality standards, review, streamline, and increase quality of processes throughout operating unit • Perform root-cause analyses • Work with task order manager to develop performance reports

Providing Quality Daily Operational Support - The ordering agencies will specify performance standards in task orders. We recognize VETS GWAC performance requirements and are committed to meeting these standards. Our QAP includes activities focused on identifying problems before they occur, performing root-cause analyses to avoid problem recurrence, and soliciting direct user feedback. Specific preventative activities include the following:

- Create and Maintain a Quality Knowledge Base (know problems and solutions)
 - Develop the Knowledge Base as a core element of the quality control program.
 - Require all VETS GWAC team members to be thoroughly conversant with Knowledge Base requirements and to use it as part of the quality improvement process.
 - Add and update quality improvement materials to the Knowledge Base on an ongoing basis.
 - Maintain Standard Operating Procedures (SOPs) for contract processes and services including QA and QC requirements.
- Conduct Staffing Level Reviews; VETS GWAC Task Order Project Managers (TPMs) will conduct reviews to ensure adequate staffing levels across process and functional areas
- Document high priority Task Order functions and reallocate personnel to the high priority functions
- TPMs will conduct a thorough quarterly review of staff and required skill sets to respond to emerging conditions and trends (e.g., look for gaps including new technology that requires training of staff)
- Conduct Ongoing Performance Reviews
 - Reallocate and/or assign technical resources as necessary to address specific quality issues.
 - Perform trend analyses to identify potential problem areas and work with TPMs to implement action plans.
 - Perform spot checks on specific trouble areas.
 - Review required performance levels compared to actual performance on a continuous basis.
 - Review each performance gap, analyze the cause of the performance gap, and develop a remediation plan.
 - Review past remediation plans on performance corrections versus results.
- Perform Trend Analyses
 - Utilize contract performance reports to analyze trends.

- Develop and review reports identifying the top ten problems. Determine whether a procedural change, improved technology, or additional training can improve performance.
- Perform Root-Cause Analyses
 - Investigate top ten problems and, where possible, develop and train users and technicians on solutions to prevent problems from recurring.
 - Develop self-help guides and “cheat sheets” for common problems that users can easily handle.
 - Investigate all high-impact (Severity 1) problems to prevent recurrence.
 - Document the analysis and results from each root-cause analysis in the Quality Knowledge Base.
- Conduct Random Customer Visits and Follow-ups
 - Randomly select customer for service reviews.
 - Contact users in person (preferable) or by phone to discuss the level of service he/she received.
- Quality Outreach Program
 - Inform customers of service problems and solutions.
 - Communicate the QAP and performance achievements to customers.
- Project Change Review Process
 - Utilize a peer review process for contract operations and services.
 - Conduct a review of results and identify quality improvement opportunities.
 - Add results of all post-project and post-change reviews to the Knowledge Base.
- Team Meetings
 - Conduct periodic meetings, in person or by conference call, to discuss significant technical challenges and possible resolutions.
 - Communicate any significant activities that may impact service.
 - Communicate performance results to team members.
 - Conduct Quarterly “QA training days” during non-core hours (Saturday or Sunday) for key managers and technicians with clearly defined goals (e.g., peer review training).

In addition to the above activities, the QAP requires that our team be a “learning organization.” We will perform the following activities to enhance the knowledge, skills, and abilities of our staff:

- Training
 - Evaluate skill sets of personnel to identify gaps in technical abilities.
 - Develop training plans using instructor-led training, web-based training, train-the-trainer programs, and self-study.
 - Plan and conduct brown bag sessions and demonstrations on new technologies, troubleshooting tips and tricks, and customer interaction training.
 - Train team members in quality processes and obtain certifications as appropriate.
- Knowledge Sharing
 - Select problems and resolutions for addition to the Knowledge Base.
 - Establish email and discussion groups to facilitate development and sharing of “tips and tricks” to improve the way problems are diagnosed and resolved.

- Conduct semi-annual offsite meetings with support personnel to exchange information, conduct team-building exercises, and develop plans.
- Conduct meetings with VETS GWAC TPMs to review progress and identify and review risks. Frequency will depend on the needs of the team.
- Conduct periodic meetings, as appropriate, with ordering agency personnel to discuss project progress, identify and review risks, and address resource needs.
- Benchmarking—Annual basis
 - Review performance reports, customer satisfaction surveys, and other feedback mechanisms to assess personnel performance.
 - Review and assess progress on individual career development plans.
 - Conduct annual performance assessments.

Continuous Improvement - Our QAP gathers supporting data to improve performance on a continuous basis, allowing the Program Manager to identify problem areas; assess and improve our contract organizational structure; and reassign, add, or remove staff to improve contract performance. We also will review and modify processes and procedures and apply technology solutions to improve contract productivity. The QAP will be a dynamic document. As quality frameworks evolve, the VETS GWAC Team will refine the QAP to incorporate best practices. The QAP will be reviewed on an annual basis at a minimum, and the revised QAP will be distributed and training provided to the Team. In summary, we will apply the necessary resources to ensure required services and contract products are delivered at the expected level of value, on time, and within budget.