



### QA Program

Maximizing quality is a cornerstone of the O2M's team approach. Team members are dedicated to sharing best practices, learning from one other, and utilizing a proven, multi-level, Quality Assurance (QA) process to aggressively plan, monitor, assess and improve our team's performance. Our Quality Control Program defines a specific methodology of internal quality controls practices and inspections, supported by the Functional Area Leads. Our program ensures functional support consistency in each work area, verify deliverable quality, and integrate government feedback.

O2M's Team recognizes the government's time is valuable and ensures that deliverables are thorough and complete and submitted on time or ahead of schedule. O2M's Program Manager and Quality Manager are assisted and backed by an Alternate Program Manager.

With respect to the performance of Task Orders, the O2M Team employs program reviews to monitor and maximize quality. O2M continues its industry best practice of internal, semi-annual program reviews chaired by the O2M President, Allen Maxwell, and the company's senior Leadership Team to evaluate the cost, schedule, and performance of all Task Orders.

The major elements of our Quality Assurance Surveillance Plan (QASP) are :

Peer Reviews of Work In Progress	Add ideas, identify shortcomings	Ensures best abilities of Team are brought to bear
Document a Plan	Early/detailed review of new tasks, identification of approaches and risk strategies, identification of preferred alternatives	Maximum chance for success in fulfilling deliverable requirements
Network with External Stakeholders	Determine external review chain and expectations for acceptable format and content	Expeditious approval processing
Define Metrics	Early identification of metrics for cost, schedule, and performance	Progress can be measured
Measure Progress	Use metrics to determine progress in areas of cost, schedule, and performance	Progress against milestones can be determined
Set Management Controls	Identify boundary conditions	Cost, schedule, and performance remain within limits

Management Reviews of Work in Progress	Periodic checkups on tasks and risk areas	Ensures continued progress towards desired results
Feedback	Solicit customer feedback to validate progress	Opportunity for adjustment or reprioritization
Apply Corrections	Quick action if quality declines or controls exceeded	Fixes problems
Follow-Up	Review of problem and risk areas	No repeat problems

### The O2M Team Quality Control Program

#### Documenting the Work Processes

Our Quality Assurance Surveillance Plan QASP enables procedures for documenting the work processes, methods to monitor quality standards, problem identification, escalation, resolution, and reporting.

The five-step process includes:

1	Identify the Problem	"Identify"
2	Develop the Corrective Action Plan	"Plan"
3	Implement the Plan	"Do"
4	Document Actions Taken	"Check"
5	Assess and Make Changes as Necessary.	"Adjust"

#### Customer Relations and Customer Satisfaction

The O2M Team puts the highest value on maintaining exceptional customer relations. We continually communicate with the customer to ensure that the project plan meets or exceeds the performance requirements.