

## **Compliance Corporation Seaport Quality Assurance Plan**

Compliance Corporation, a small minority owned business, has over 25 years experience providing quality products and services fully responsive to our customer's needs. We understand that of all the elements which contribute to the successful accomplishment of a contract, none is more critical than Quality Assurance (QA) and Quality Control (QC). Our approach to quality is individually tailored to each contract taking into consideration the specific quality requirements of the product and service as well as the unique expectations of the customer. Our process imbeds QA steps throughout the planning, production and delivery phases of the work. We initiate our quality assessments at the lowest levels and earliest stages of the work and seamlessly continue the process through delivery and acceptance. We ensure that potentially costly mistakes are avoided and inconsistencies are resolved before time and materials are expended. Our quality approach is built on the following objectives:

- Deliver services and products as promised, on schedule, and within budget.
- Adapt rapidly to support evolving customer needs and mission requirements
- Provide a motivated, highly qualified workforce dedicated to mission success
- Create repeatable quality processes and metrics tailored to the contract objective.

Compliance Corporation employs a multi-tiered approach to QA beginning with project initiation and ending with delivery and customer feedback. We consider each project to be unique and we specifically align the QA process to the work scope and customer's mission and objectives. In developing the QA process for a project we normally take the following steps.

- Interpret and verify all customer requirements and specifications during project initiation
- Apply professional judgment and lessons learned to plan, initiate, maintain and improve effective procedures for continuous QA
- Establish necessary inspection points and metrics and incorporate them into existing progress reporting and in-process reviews.
- Respond to quality issues with immediate mitigation and long-term solution strategies.

As a small business we are able to adapt our QA approach to the specific contract. We have vested the technical staff with the authority and the tools to control the quality of their products while the managerial team has the responsibility to oversee the processes and assure only quality products and services are delivered to the customer. Integrating the production team into the quality process, establishes group standards of quality which through appropriate recognition by the company and the customer have become the mark of achievement. Finally, relying on both our technical staff and our managerial team adds two strengths. First, quality becomes everyone's job from the start and is not an after thought, and second, it offers the Government a lean workforce with built in cost savings and efficiency.