

Team Symphony Quality Assurance Plan

The Symphony Team is committed to quality and routinely implements strict quality control procedures and protocols in our project engagements. We are prepared to implement a formal quality surveillance program and quality control plan for each TO, as specified in the Government's SOW. We will also stand ready to brief the Government on project performance data and records, to meet the requirements stated in the SOW. Our team will develop and implement an internal quality surveillance program that establishes tracking records for all measurable contract performance requirements listed within each contract. The data will identify trends, potential and actual problem areas, and any required corrective action by the contractor or the Government. The QCP will be submitted within 10 days of each TO award date and will remain in effect during the term of the contract (including any option periods, if exercised). Any changes to the QCP will be provided to the COR and PM office at least 10 days prior to implementation. The QCP will, at a minimum, include the following provisions:

- Address overall project management and administration of equipment operations and maintenance.
- Present a comprehensive program to plan and deliver the quality services described in this SOW and in each TO.
- Describe a method acceptable to the Government to identify and prevent deficiencies in the quality of service performed under the contract before the level of performance becomes unacceptable; address processes for corrective actions without dependence on Government direction.
- Establish an inspection system covering all services required by this contract and each TO, and specifying areas to be inspected on a scheduled or unscheduled basis; give the title of the individual who will do the inspection.
- Contain specific quality control techniques for all contract services.
- Require that documentation of all contractor quality control inspections and corrective actions be maintained by the contractor throughout the term of this contract. Inspection documents will be made available to the Government QC representative and COR.
- Describe methods of direct or indirect communication with the QC representative regarding performance of the contract. The communications will include regular and formal meetings with the Government QC representative. Informal communications will also be addressed.
- Include a customer complaint feedback system for correction of validated complaints and to inform the customer of corrections and describe how users or other interested parties may identify problem areas or situations to the contractor.
- Provide for a weekly meeting with the Government QC representative to discuss workload or problems associated with contract performance, as needed.



Orchestrating Creative Healthcare Solutions

Our team's QC representative will provide for the submission of monthly and quarterly performance data to the Government QC representative and the COR. We will provide a checklist with columns listing services required, services completed, services not completed, and services not required during this period. The checklist will be provided to the Government QC representative for comments regarding the performance of monthly services.

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