

## **Team Symphony Quality Assurance Plan**

Team Symphony believes if we hire, train, and retain the best people, we will be able to consistently offer customers outstanding results and excellent value. Our fundamental value system embraces intolerance of mediocrity and reliance on each Team Symphony employee or partner to be held accountable for contributions to customer service and satisfaction.

The basic principle of our Quality Assurance (QA) work process approach is all support and deliverables will be quality products delivered on time and within budget. Specific areas that will be reviewed include:

### ***Accuracy***

Team Symphony's work products will be accurate in presentation, technical content, and adherence to accepted elements of style.

### ***Clarity***

Work products will be clear and concise. Any/all diagrams shall be easy to understand and will be relevant to the supporting narrative.

### ***Consistency***

Deliverables will satisfy the requirements of the Statement of Work (SOW).

### ***File Editing***

Team Symphony will provide text and diagrammatic files that will be editable by the Government.

### ***Financial Execution***

Symphony will maintain and ensure strict financial accountability and compliance of all Task Orders. Detailed and accurate financial reports and audits will be provided to the Task Manager. All expenditures will be in accordance with applicable laws and regulations and the SOW.

### ***Format***

Symphony's work products will be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Symphony's hard copy formats shall follow any specified directives or manuals.

### ***Timeliness***

Symphony's work products will be submitted on or before the due date specified in the statement of work or submitted in accordance with a later scheduled date which will be determined by the Government.



*Orchestrating Creative Healthcare Solutions*

Team Symphony ensures our personnel selections are acceptable to our customers and we have received numerous commendations for the work done by our staff and team members. Through our commitment to quality, and our approach to recruitment, Team Symphony is able to attract, and retain top, quality people and give our clients exactly what they want: high quality solutions and outstanding value.

Contact:

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