

ITMC Solutions Quality Management Approach

ITMC Solutions operates under the philosophy that quality is every team member's responsibility. Our quality management approach incorporates repeatable, proven processes for quality and consistency. We have identified a Senior Oversight Management team that provides an independent review of the quality of our execution of the contract. This team ensures that our services and deliverables conform to SEAPORT requirements and that our performance meets and/or exceeds the desired outcomes and performance standards.

Our quality control process uses tools, internal reviews and inspection process and independent audits to ensure the high quality of all ITMC work products. Standard Operating Procedures (SOPs) are developed to govern the development of work products by our team including the mandatory use of tools/job-aids and specific processes for review and signoff before submission. Prior to delivery, various internal audit and control mechanisms will be utilized as part of the review of any given work product. At the inception of each task order, we establish task order specific performance goals and metrics. These performance goals and metrics are reviewed monthly for the first three months of the task order and then on a quarterly basis with the Senior Oversight Management team. This team performs detailed process and deliverable inspection to ensure that the team is following the SOPs and that the quality of our work meets our expectations. Variances are noted and SOPs and job-aids are revised where required to ensure the appropriate quality levels occur. Our quality management approach is designed to prevent, reduce and eliminate problems that could compromise our ability to perform on time, within budget or according to the task order requirements. Examples of tools that we use to support our quality management approach includes:

- Development of contract Quality Management Plan
- Establishment and monitoring of task order performance metrics
- Senior level oversight and management
- Stakeholder reviews and feedback
- Facilitating Lessons Learned and the incorporation of revised performance metrics and process improvement recommendations
- Performance and process improvement recommendations

A focus on quality management at the inception of the contract and task order will ensure SEAPORT will receive top quality work products that are complete, accurate and reliable.