



1.0 QUALITY CONTROL PLAN

OVERVIEW

CIS (Cherokee Information Services, Inc.) is a firm believer in continuous process improvement and the methodologies of the International Standards Organizations (ISO), the Capability Maturity Model Integration (CMMI), Lean Six Sigma and Quality Management. To institutionalize a culture of quality, CIS has established a corporate Quality Management Framework designed to ensure that the products and services CIS delivers meet our customers' needs and surpass their expectations. Our Framework addresses Quality Planning, Quality Control, and Performance Management processes in an environment that stresses and fosters continuous Quality Improvement.

CIS focuses on providing excellent quality control support to all of its customers. We continually assess program operations to ensure that deliverables are of the highest quality. We employ the following techniques to ensure customer satisfaction: (1) evaluate program services in light of contract guidance and best practices to ensure the delivery of quality products; (2) monitor staff productivity through feedback mechanisms, regular personal contact by the manager, and onsite visits to ensure team members are motivated and trained; (3) develop performance reports that demonstrate the value of the program to the customer and end users; (4) analyze and examine trends to minimize or eliminate recurring problems and prevent customer dissatisfaction; and (5) identify ways to fine tune and streamline problem reporting, escalation, and resolution practices.

1.1 Quality Control System

The CIS Quality Control Plan relies upon an enterprise approach to ensuring quality throughout the various aspects of managing the tasks. Our Quality Control System then provides the framework that allows us to further tailor specific activities as appropriate to the task. This framework accounts for the necessity to ensure our personnel are qualified and positioned to succeed, that schedules and deliverables are closely managed and provides mechanism to identify discrepancies and to communicate with all of the project stakeholders.

1.1.1 Quality Audits

Various quality audits, including ongoing and periodic unannounced audits and scheduled, formal project process audits will be conducted on a continual basis utilizing prepared process models and checklists as a baseline for minimally acceptable performance.

1.1.1.1 Ongoing and Unannounced Audit

The Program Manager (PM) will work with the Quality Assurance Personnel, the Contracting Officer and designated technical representative to define the specific tasks required of our team, the technical and regulatory guidance involved and the known best practices. This information will be condensed into operating procedures, process models and checklists. CIS will ensure that each of our team members is educated on these tools and is capable of relying on them to meet mission expectations. We will also develop these tools to allow us to use them for self assessment as part of our Quality Control Plan.



Checklist: CIS is prepared to develop a checklist for each of the major functional requirements and product deliverables that captures the key quality criteria for each. This checklist will be affixed to the deliverables and will include management information such as key timelines, due dates, and signature/staffing requirements. It will also provide a tool for the reviewing official to annotate missed deadlines and general quality discrepancies in the process and documentation. These checklists will accompany the documents through any revision or rework and will be provided to the Contracting Officer or Quality Assurance Personnel and forwarded to the PM. This information will serve to identify management and quality trends and allow for corrective actions as needed.

Surveys: CIS is currently manages the quality of our current support efforts, in part, through the use of customer surveys. These survey forms are structured to address general performance and quality considerations and are provided to the appropriate customer POCs. The information gained has allows us to gain a general perspective on the success of the contract and provide a basis for further analysis. We will utilize a similar survey on a quarterly cycle.

Outside Audit: CIS is prepared to perform an audit of the products prepared by our team members through an internal management review process. The orchestration of this review would be handled by our PM and other corporate staff, allowing us to analyze our performance against the requirements while verifying the procedures and quality controls in use by our team. The CIS Functional Director, or designated Deputy, will conduct outside audits on our support efforts which include meeting with stakeholders, discussing taskings with team members and an evaluation of the procedural guidance and task requirements to ensure that our initial support efforts are on target.

1.1.1.2. Formal Process Audits

These scheduled audits will be conducted under the supervision of the PM at least annually. These audits will focus on verifying that each functional component of the project (i.e., project management, functional requirements, documentation and other tasks) is performed in accordance with the defined guidance/process models/templates and implementing procedures. Process audits are conducted through evaluation of all deliverables and via a series of interviews or discussions with project staff across the functional components of the project to determine the level of awareness and understanding of processes and procedures. Process audits will help to determine adequacy of the process in terms of operational needs and customer expectations. They will also serve as the basis for continuous process improvement analysis during the project life cycle.

As modifications to task requirements and processes occur, the PM, in coordination with the project staff, will review/assess changes and recommend process improvements and implementation. Findings of these assessments will be documented and reported as appropriate, to the project Contracting Officer. They will form the basis of action plans that addresses remaining deficiencies or improvement opportunities. The process for controlling changes to contractual requirements and the allocation of these requirements will be reviewed to verify that the appropriate procedures have been followed; the new requirements have been reviewed by all affected project groups; all issues have been resolved; and all plans, products, and activities have been updated as necessary.



Cases of noncompliance with process and/or procedures identified during process reviews will be recorded and reported by the PM. Those corrective actions which are not closed out in a reasonable period of time will be elevated to higher management levels - first within the project staff and subsequently to senior company management if required.

1.1.1.3. Corrective Action Plan

Cases of noncompliance with process and/or procedures identified during audits will be recorded and reported by the PM. Findings of these assessments will be documented and reported as appropriate, to the project Contracting Officer. They will form the basis of Corrective Action Plans that address remaining deficiencies or improvement opportunities. CIS will also perform statistical and trend analysis on the quality feedback and report on the findings. This will involve gathering statistics on our team’s compliance in sufficiently completing tasks according to pre-established checklists, thoroughness of documentation created, and number of instances where customer feedback resulted in rework or changes to submitted documentation. Observations will be reported to the responsible customer Quality Assurance Personnel in chart form (trends) and/or in detailed reports referencing specific recommendations for improvement.

1.1.2 Quality Reviews

A series of formal reviews, provided in Table 1.1.2-1, will be scheduled and managed by the PM and will be the means by which project activities and status are monitored and reported to the customer and senior management. This process will verify that products developed under the contract tasks are being properly reviewed prior to release and that all discrepancies identified have been resolved.

Table 1.1.2-1, CIS Quality Reviews

Type of Review	Objective	Participants
Task Reviews	Reports task performance and quality levels. Validates work processes.	Project Management Staff and Team Members with customer QAPs.
Monthly Internal Project Reviews	Ensure project is on track with respect to cost, schedule, and performance.	Corporate QA Staff and Project Manager
Monthly Customer Project Reviews	Ensure project is on track with respect to cost, schedule, and performance and is meeting customer expectations.	Project Manager and Contracting Officer – Often accomplished through monthly reports
Periodic Process and Workload Reviews	Ensure the standard work processes are adequate and validate workload distribution.	Project Manager with support from the Project Manager , customer Representatives and Contracting Officer
In Progress Review	Review contract performance and significant quality concerns and improvements.	QA Managers, Project Manager, Project staff, Contracting Officer and designated customer representatives