

QUALITY ASSURANCE PROGRAM

RevaComm defines quality as “meeting customer needs and exceeding customer expectations.” We are committed to delivering high-quality solutions to support SeaPort-e. RevaComm follows ISO 9001 Quality Management Standards which is a standard that sets out the requirements for a quality management system and helps RevaComm be more efficient and improve customer satisfaction. Our plan to control the quality of our deliverables is built into the overall project management plan and implemented at each development phase. It clearly outlines the following:

- Expected quality levels.
- Processes to embed quality through the life of the project – quality is baked-in not an outside concept.
- Plan to objectively evaluate performed processes and work products against applicable process descriptions, standards, and procedures.
- Identifying and documenting noncompliance issues.
- Providing feedback to project staff and managers on the results of quality assurance activities.
- Ensuring that noncompliance issues are addressed immediately.

Our Quality Assurance (QA) Plan supports the delivery of high-quality products by providing project staff and managers at all levels with appropriate visibility into, and feedback on, processes and associated work products throughout the life of the project.

We assign a Quality Assurance Manager (QAM) for all projects. Our QAM conducts random quality assurance activities on all deliverables, addresses noncompliance issues with the development team and escalates to senior management if necessary before issues become severe.

RevaComm’s practices in the Process and Product QA ensures that planned processes are implemented by making sure that QA is the responsibility of every person on the project. Our QA plan clearly outlines methods to achieve objective QA such as:

- Formal audits by our QAM.
- Peer reviews – internal team reviews.
- In-depth review of work at the place it is performed (i.e., desk audits).
- Distributed review and comment of work products.

Objectivity in the process and product QA evaluations is critical to the success of the project. We often use RevaComm staff who are not working on the project to provide QA evaluations to eliminate any project bias.

RevaComm recognizes the significance of QA in achieving our objective to fully satisfy our customers' requirements. Our QAM has project performance oversight responsibility across every aspect of the project. RevaComm's QAM reports directly to senior management, creating an independent reporting chain to identify potential problems. RevaComm's senior management is fully cognizant of the vital importance of QA and is committed to conducting direct oversight of QA for our projects. The oversight senior manager makes on-site visits and reviews metrics at the task level to ensure consistent quality performance; his internal report specifically addresses the effectiveness of QA in the program. The QAM provides quality management support, oversight, and instruction, as well as process improvement support. We tailor our QA system and processes specifically to unique program provisions and any unique customer organizational needs to meet all quality-related requirements and expectations while ensuring we execute each task order within technical, contract, and schedule commitments. To support quality application across diverse government organizational customers, our processes, checklists, and procedures comply with all applicable Federal and commercial standards. Our robust QA system and processes drive improved cost, technical, and schedule performance, and are fully tailored to the needs and requirements of the contract and customer.