

Quality Assurance Quality Control Program

AmDyne delivers high-quality professional services because of our commitment to our Quality Assurance/Quality Control (QA/QC) system. We utilize a top-down approach to QC that requires every program member, including subcontractor personnel, to be intimately familiar with the QA/QC program requirements. The QA/QC program, managed by our corporate Quality Assurance Coordinator (QAC), delineates the plans, procedures and organization necessary to ensure that all contract requirements are fulfilled. Our QA/QC program includes:

- Preparing, updating, and distributing the QC plan to the project team;
- Defining the corporate resources and budgets required to support the corporate QC efforts;
- Conducting corporate reviews and/or participating in reviews of critical programs; and
- Establishing and maintaining the Three-Phase Quality Control Program to adequately cover both on-site and off-site work for each definable feature of work keyed to the work sequence.

AmDyne will implement a three-phase quality control program to ensure that tasks and deliverables are accurately scoped, performed according to specifications established in the contract, and completed on schedule. The three phases of quality control activities are 1) planning, 2) project execution, and 3) final product assessment.

Planning Phase Quality Control

The quality control activities performed during the project-planning phase are the most critical, because they ensure a common understanding of specific requirements and lay the groundwork for a strong business relationship between customer and contractor. Following contract award, and prior to beginning any work on this project, the AmDyne program manager will undertake the following activities:

- Assemble team to review tasks, performance-based specifications, roles/responsibilities, and schedules.
- Review the adequacy of project staffing and resource requirements.
- Develop a project schedule showing all project milestones, along with performance specifications and quality control procedures.
- Summarize project requirements, quality control requirements, and roles and responsibilities in a draft implementation plan.
- Obtain the project Quality Assurance Coordinator and Technical Peer Reviewer concurrence on the draft implementation plan.
- Hold an internal project kick-off meeting to distribute the implementation plan and specific task instructions to team members.

Project Execution Phase Quality Control

AmDyne will employ quality control procedures during execution of the project to encourage and maintain high standards of performance. Quality control activities are designed to

- Detect and correct problems before they can have an impact on the quality or timeliness of products or services, and
- Identify opportunities for innovation and improvement.

For this reason, prompt documentation of quality control results (i.e. assessment findings) and communication of results back to the project team are essential. This emphasis on regular communication focused on quality promotes a sense of ownership by all team members and provides a supportive atmosphere for problem solving. The QAC, Peer Reviewer, and Program Manager will participate in selected project meetings.

Final Product Assessment

The deliverable product is reviewed by the QA/QC staff prior to delivery to the Navy to ensure that the project was completed according to specifications and within the technical criteria established by AmDyne at the project outset.

By completing the planning phase and project execution phase QC, the Final Product Assessment becomes a review of the product rather than an occasion for major change to the deliverable.

Quality Control Program Organization

Their general roles and responsibilities of the AmDyne QA/QC Staff are as follows:

The Quality Assurance Coordinator (QAC) reports to Senior AmDyne Management and provides independent project quality oversight.

The Technical Peer Reviewer (TPR) is a senior member of AmDyne's technical staff, who has expertise in the project subject matter, but is not a member of the project team.

Assessment and Corrective Action

Each deliverable is accompanied by a document review checklist indicating the required levels of review. Reviewers must provide written comments, sign, and date the document review checklist. The program manager is responsible for addressing comments and initiating any corrective action, if necessary based on written comments. Both the project manager and QAC must sign off on critical deliverables (e.g. final reports) to indicate that the corrective action process has been completed.

If non-compliance with project plans and/or contract requirements is detected, it is the responsibility of the QAC to issue a statement of non-compliance. Depending on the severity of the infraction, AmDyne will institute corrective action measures to address the issue, or if necessary, stop work until the issue can be addressed. At no time is the integrity of the project compromised to meet deadlines or complete tasks.

Approach to Guarantee Responsiveness to and Cooperation with Customers

AmDyne will provide its full corporate support, professional commitment, and vast resources to accomplish mission goals that lead to the Navy's satisfaction. We will ensure our personnel have the necessary management structure, materials, equipment, and support to meet project objectives. In addition, by empowering project managers with the ability to isolate and address needs, control is maintained at a level where client dialogue is maintained. This enables the project manager, in dialogue with the client to quickly address needs that will ensure project success.

AmDyne believes that all team members should have access to avenues for issue identification and resolution, not just senior members. In this way, problems at any level that can affect project outcomes are identified and any managed to ensure the ultimate project success.

Approach to Problem Resolution

It is AmDyne's philosophy that the establishment of a good working relationship at the outset of a project promotes the ability to detect and resolve potential problems before they have an impact on the quality or timeliness of products and services.

Our extensive QA/QC procedures are established to detect problems and provide clear guidelines for problem resolution that will have minimal impact on the Navy.