



OpTech's Quality Control Plan

1.1 Quality Control

Team OpTech uses established measures and performance analysis along with consistent communication with its customers to improve processes. A focus on measurement and analysis provides a quantifiable way to identify problems and institute mitigating strategies to minimize risks. For DHS's EAGLE II Contract OpTech's Program Manager will be assisted by Team OpTech Member APS, who is a SEI Partner and is certified to perform CMMI Level 2, 3, 4 and 5. APS will assist the Program Manager in establishing and overseeing Team OpTech's Quality Program. The Program Manager will submit a monthly report to the DHS detailing all Task Order Activity and quality metrics for the each month. This performance focus along with consistent communication with customers on project quality, schedules, and budgets strengthens Team OpTech's Quality Program has the capability to identify improvement opportunities, develop mitigation strategies, and sustain improvements over time.

Team OpTech's quality goals are to achieve the Performance Standards by providing and implementing procedures necessary to maintain control and ensuring continuous quality improvements in each functional area for each task. The approach prevents deficiencies through a systematic approach that continuously analyzes designs, develops, implements, and evaluates performance.

Team OpTech recognizes that quality is achieved by maintaining repeatable, scheduled, documented, and managed processes and by properly motivating and assigning responsibility and oversight through a Quality Management System based on ISO and SEI/CMMI principles. Team OpTech takes pride in its exemplary record of both quality and safety in the performance of all of contracts. The company has had no accidents and no workmen's compensation claims. This success comes from Team OpTech's ability to monitor and maximize quality through a standard, repeatable quality-control program. This program has the following key elements:

- Basing its quality program on ISO, CMMI and other proven processes.
- A Team OpTech member who is an SEI Partner/Quality Assurance Organization overseeing the Quality Control Program.
- A SharePoint Site providing Quality Reporting to DHS Customers and Team OpTech Members.
- Performance metrics quantifying the meeting of customer expectations.
- The quality specialist reporting results directly to the Team OpTech Program Manager on all Task Orders being managed by Team OpTech.
- Workers having primary responsibility for quality.
- Management performing random quality inspections.
- Clear documented processes and plans covering all work.
- Actively soliciting feedback from customers.
- Incorporating lessons learned into new procedures.
- Tracking problems until issues are corrected.
- Conducting performance evaluation meetings with customers.
- Performance based management for today's solutions.

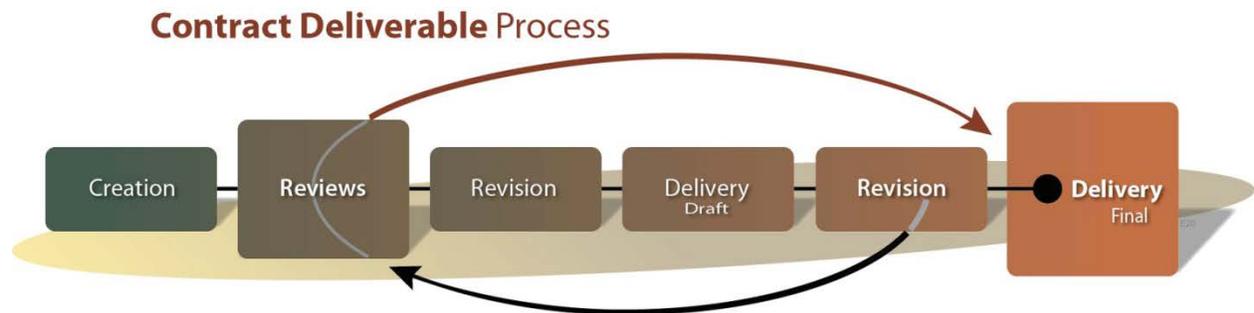
Team OpTech will institute a specific Quality Control Plan (QCP) for each Task Order awarded under EAGLE II. The QCP defines standards, techniques for measuring compliance, an approach for eliminating causes of unsatisfactory performance, and the roles, responsibilities, and resources. Team OpTech’s quality control system is a key contributor to its ability to deliver high-quality products and outcomes. This system is documented and is used for all contract work. Team OpTech has a defined approach, method of surveillance, and incentives as part of our QCP that ensures meeting quality standards. The following list identifies the focus of Team OpTech’s quality standards:

- Schedule – deliverables and reports submitted on time.
- Budget – meet cost and budget constraints
- Quality – ensure accuracy, completeness, and minimal errors and rework.
- Security and information assurance – meet Coast Guard requirements.

There are primarily two forms of Quality Control Review/Audit Processes; the Continuous Cycle of Excellence (CCE) and the Peer Review. Peer Reviews are conducted against all work products, regardless of the size, scope or complexity of the product. On larger projects or work products that are deemed to contain a higher level of risk Team OpTech will use the more complex and detailed CCE process.

The Peer Review process is a structured and repeatable process applied to the creation, review, delivery, and acceptance of all deliverables/work products. The development of each deliverable will occur iteratively between the author and the primary contributors. Figure X depicts the Peer Review process.

Figure E-3: Peer Review Process



Once deemed to be complete, Team OpTech will provide a draft copy for review and comment to the customer. Upon receipt of comments from the customer we will make the necessary changes and submit the final version of the deliverable. Team OpTech has extensive experience successfully managing and executing performance-based contracts. Team OpTech’s approach facilitates a partnering approach with customers and ensures meeting all performance standards. Team OpTech engages the customer during the entire project life cycle which results in input on the deliverable, minimized problems, and eliminates last minute surprises. Team OpTech’s Quality Control Plan assures a continuous cycle of excellence:

1.2 Earned Value Management

The Team OpTech has implemented a Microsoft Project-Based Earned Value Management System (EVMS) that is fully compliant with ANSI/EIA-748 and is capable of capturing and evaluating cost, schedule, risk and performance data throughout the life of a task.



Team OpTech understands the requirements of performance-based contracts and the emphasis placed on reducing costs while optimizing performance through a variety of means including the application of Earned Value Management (EVM). We have experience in the application of EVM in project planning, measurement, and assessment on existing projects. Team OpTech member APS are subject matter experts in designing and implementing EMV systems. We will use EVM in integrating program scope, schedule cost, and technical objectives into the baseline program plan to aid in accomplishing program objectives, measuring program performance, and wherever feasible, to achieve optimum cost savings. Through a close working relationship with DHS EAGLE II customers, Team OpTech will implement the EVM principles below:

- Plan all work scope for the project to completion
- Break down the project work scope into finite pieces that can be assigned to a responsible person or organization for control of technical schedule and cost objectives.
- Integrate project work scope, schedule and cost objectives into a performance measurement baseline plan against which accomplishment may be measured. Control changes to the baseline.
- Use actual costs incurred and recorded in accomplishing the work performed.
- Analyze significant variances from the plan, forecast impacts, and prepare an estimate at completion based performance to date and work to be performed.
- Incorporate Earned Value Management into the project decision-making and review processes.

Team OpTech will use the following primary data to apply EV to a project: Work Breakdown Structure, Project Master Schedule, Budget at Completion, Total Funding Available, Negotiated Period of Performance, Planned period of Performance, Cost Accrual Ration, and Forecast of Remaining Work or current schedule. Using this data Team OpTech will then perform the necessary calculations to derive Estimate at Completion, which entails calculating cost variance, schedule variance, cost performance index and schedule performance index. The EV metrics will be posted on the OpTech EAGLE II website for each Task Order along with quality data to provide EAGLE II customers instant assessment of their projects.

Team OpTech has streamlined and lean organizational structure that allows for effective communication and exceptional corporate oversight over programmatic decisions and design solutions. Lines of Authority and Communication are well documented between all Team Members and between the customer and the Team. Team OpTech has proven and reasonable business practices as they relate to Task Order Management, Quality Management, and EVMS. Team OpTech's EVMS System the standards described in H.33. To speed up the integration of Team OpTech's management processes with DHS processes Team OpTech has engaged Evoke Consulting as a Core Team member with excellent Program Management expertise within DHS. We are confident that Team OpTech has the Program Management capabilities and tools to successfully perform as a prime contractor on DHS EAGLE II.