

KCK TECHNOLOGIES SEAPORT-E QUALITY ASSURANCE PROGRAM

Version 1
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1 INTRODUCTION

1.1 PURPOSE OF THE PROJECT QUALITY MANAGEMENT PLAN

Team KCK's Project Quality Management Plan documents the necessary information required to effectively manage SeaPort Enhanced Task Orders and their quality assurance from project planning to delivery. This plan defines our project's quality policies, procedures, and oversight of execution to guarantee success.

The Project Quality Control Plan is created during the Planning Phase of the project. The intended audience will be KCK's contract manager and management staff, and government leaders whose support is needed to carry out the plan.

2 PROJECT QUALITY MANAGEMENT OVERVIEW

2.1 ORGANIZATION, RESPONSIBILITIES, AND INTERFACES

The team KCK contract manager is responsible for developing, implementing, and monitoring QC mechanisms. The QCP will enable the team to apply the appropriate QC techniques and methods to achieve quality objectives. Our contract manager will ensure that processes and quality mechanisms in the QCP flow down to all teammates.

Role	Quality Responsibility
Contract Manager	Quality mentoring & coaching
Alternate Contract Manager	Documentation

2.2 TOOLS, ENVIRONMENT, AND INTERFACES

Tool	Description
Project Management Plan (PMP)	Project Management Body of Knowledge (PMBOK) standards to lay out quality metrics, quality control techniques and assist the COR in conducting quality assurance
Quality control measurement	Quality control measurements are the results of quality control activities. They are use analyze and evaluate the quality standards and processes.

Examples of the type of quality metrics Team KCK will use include:

- **Timeliness:** Each deliverable will be provided at the agreed upon date and time,
- **Completeness:** Each deliverable will conform to the specified requirements for content,
- **Cost Control:** Each deliverable will be completed within the anticipated budget requirements,
- **Accuracy:** Each deliverable will provide information that is reliable and verifiable,
- **Clarity:** Each deliverable will be clear, concise and logical in its presentation of information,
- **Responsiveness:** Team KCK will acknowledge and respond to written feedback provided by key stakeholders for initial deliverables.

- **Professionalism:** Team KCK will treat all DoD CAF personnel, customers, and stakeholders with dignity and respect,
- **Customer Satisfaction:** There will be no unresolved complaints about Team KCK work products.

3 PROJECT QUALITY MANAGEMENT

At the highest of levels Quality Management involves planning, doing, checking, and acting to improve project quality standards. PMI PMBOK breaks the practice of Quality Management into three process groups: Quality Planning (QP), Quality Assurance (QA) and Quality Control (QC). The following sections define how KCK will apply each of these practice groups to define, monitor and control quality standards.

3.1 QUALITY PLANNING

Our quality standards will rely on the current SOP's in force at the time of contract award. Our employees will conduct their work IAW all DoD and Navy regulations and with established SOP standards. We will employ professional employees that will document their work as required and show how their work is meeting the Quality standard set out in the requirements.

KCK will schedule a formal review session with the COR and other Navy personnel to review this Quality Control plan for each applicable task order. The intent of this review is to ensure this plan meets all elements of the standards and contract scope.

Once we have approval from the COR we will post and enforce our Quality Control Standards. Along the way we will schedule team meetings to pause and review our products to ensure we are meeting the quality standard for the Navy.

Acceptance criteria is approval from our PM and the COR to move forward. Our Assistant PM will document each meeting (conference call, in person and VTC) to ensure the QCP is updated as we move through the schedule and deliver our services.

3.1.1 Define Project Quality

Our project quality will rely on several areas of responsibility which will flow directly from the tasks in the task orders awarded to KCK.

Specific task order quality standards will be detailed in each of the SOP's that outline the standards. The results of how Team KCK met these standards will be reported to the COR each month as a part of the overall QCP monthly report.

Some feedback will be from customers who communicate with KCK employees during the performance of all project tasks to include email, phone calls, faxes or other forms use to communicate request for support from customers. This feedback will be included in QCPs.

Team KCK will conduct feedback efforts and provide the COR the results. There will be monthly outreach efforts (via email) to customers to provide feedback.

The PM will identify any training needs or refresher training, any requests or suggestions for potential service enhancement or improvement opportunities on a monthly basis and include them with the monthly QC report.

3.1.2 Measure Project Quality

Our desired metrics are performance thresholds as stated in Task Orders

Our plan for measuring quality is to hold weekly team meetings with our team, review their progress and provide the COR the QC report on time each month.

3.1.3 Analyze Project Quality

During weekly meetings, we will document opportunities for improvement and apply what we have learned going forward during both this project and future projects with both the Navy. Our documentation will be available to the COR during our monthly meetings and as requested.

Another tool that we will use in our approach is Self-Inspection, which involves a series of repeatable processes and tools including:

- QC Inspection records,
- Internal Audit records,
- Corrective Action Requests,
- Performance Review meetings
- Frequent contact with the COR and GTL

3.1.4 Improve Project Quality

During our weekly reviews we will identify ways of doing things better and or faster and ways to eliminate unsatisfactory work.

KCK's entire management team and staff are empowered to solve performance and contract problems at the lowest level possible to ensure expediency and efficiency. Problems will be corrected immediately – on the spot – whenever possible. Key contract personnel will always be available to provide assistance in resolving performance issues or to provide direction for resolution plans to implement customer satisfaction. Our comprehensive resolution approach will result in faster resolution for the most common operational issues and is one that is appreciated by our customers.

3.2 QUALITY CONTROL

KCK will monitor and control quality control throughout the project's period of performance. Our actions will include; weekly meetings with KCK team members, monthly meetings with the COR and with deliverables scheduled throughout the task order life cycle.

Quality standards will be determine to have been met once both the COR and the KCK PM agree.

3.3 DELIVERABLES AND DELIVERY SCHEDULE

KCK will be highly responsive in the development, quality review, and submission of required deliverables throughout the term of the contract. We understand task orders will define specific technical deliverables. Priorities, deadlines, and the nature of other forms of technical deliverables will be set by the KCK Contract Manager in close coordination with the Navy leadership and COR throughout the period of performance.

Our contract manager will track all deliverables on a calendar and summary table with the appropriate Performance Objective cyclic start times as well as review times. Upon contract start date, he/she will assess when the weekly, monthly, and annual deliverables are due and back off milestones to ensure their delivery. These dates will be briefed at weekly internal program meetings and tracked until completion.

3.4 SERVICES SUMMARY AND SCHEDULE

KCK will be highly responsive in the execution of Task Orders. Our contract manager will track all performance metrics through multiple means as outlined in the Task Orders. Performance metrics also will be closely tracked at the contract level through weekly internal contract meetings to ensure metrics are being met, and to identify potential shortcomings or issues in enough time to remedy them before the contract team is in danger of not satisfying the performance threshold outlined below.