

Three S Consulting – Quality Assurance Plan

Three S Consulting is committed to producing successful projects and high-quality deliverables for its clients. Our dedication to the highest standards of quality has helped us establish our reputation as a firm and build client loyalty. Three S Consulting maintains high-quality technical performance through adherence to our corporate quality management plan (QMP) that provides the quality assurance (QA) and quality control (QC) requirements that our firm follows on all contracts. The following table lists the types of control measures Three S Consulting uses to monitor and maximize quality.

Control Measure	Objective	Method of Surveillance
Transition Plan	Revised and updated QASP conforms to contract requirements, is complete in all respects, and be submitted within the required timeframe.	Inspection of plans and requirements
Status Reports	Weekly/ monthly task performance reports - Current status of program, projects, systems	Inspection based on automated systems reported data and staff feedback
Project Milestones	Monitor timeliness, accuracy, and completeness of reports and project progress	Comparison of planned and actual project milestones
On-site Visits	Validate support services and resolve troubles in accordance with applicable procedures	Personal observations, staff feedback/ communications
Periodic meetings/ Feedbacks	Measure service levels/ deliverables are satisfactory or not based on customer-user feedback	Meeting minutes, notes, milestones, feedback from customer managers, QA reviews
Financial Reports	Identify financial status, timeliness, issues/ problems, accuracy, and completeness of reports and overall service level for the reporting period	Corporate financial management system reports; PM verification of reports

Three S Consulting believes that quality performance begins with the selection of quality workforce and hence we hire personnel with demonstrated successful track records of producing high quality work. We also ensure that all our employees obtain the most-recent/ advanced information pertaining to their area of expertise/ competence. And to ensure that technical expertise and workforce stability are maintained in the workplace, Three S Consulting: (1) provides its employees typically over the premium salaries and comprehensive corporate benefit packages, specifically designed to retain highly qualified, professional staff; (2) motivates and rewards employees for their performance; and (3) provides training and education, including a mentoring and cross-training of staff on projects.

All of the Three S Consulting's proposed key personnel will have proven experience in elements of the Seaport-e statement of work. Three S Consulting's Program Manager will assign and ensure the team personnel are technically competent to perform the task as per the customer requirements/ expectations.