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## Quality Management Plan

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*Submitted by:*  
AMSG

  
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Customer satisfaction is one of our primary concerns at Team AMSG. We understand the importance of developing enduring customer relationships built on a foundation of superior customer service. One essential aspect to achieving this level of satisfaction is the consistent delivery of high quality products and/or services both on schedule and within budget. In order to ensure consistency in quality, it is important to have an established quality assurance (QA) process that is defined, communicated and adhered to throughout the organization. With this in mind, we always establish a Quality Assurance Plan (QAP) to be approved by the Customer Project Officer for each assigned project. Our QAP consists of the following four basic components: (1) a tailored quality process based on our organizational quality process commitment; (2) independent quality reviews targeting both internal and external work products; (3) a QAP tailored to meet the requirements of the specific SOW and other customer needs; and (4) a toolset that supports the required standards and processes. AMSG has implemented a multi-stage approach that provides the opportunity for multiple reviews prior to the delivering a work product. The intent behind this approach is to get as many eyes on a Contract Deliverable Requirements List (CDRL) item as possible, in order to reduce the risk of errors to the greatest extent possible.

***Assign Project Manager.*** At AMSG, each project is assigned a Project Manager. This Project Manager is accountable for executing all aspects of the project; successfully delivering the contracted scope of work in accordance with the expected quality standards, on schedule, and within budget. Currently, all of AMSG's Project Managers are Project Management Institute (PMI) certified Project Management Professionals (PMPs). The AMSG Project Manager manages the resources necessary to accomplish the task. This involves the assignment of one or more Technical Leads depending on the size of the project.

**Develop Quality Assurance Plan (QAP).** A QAP is an essential guide to properly identifying how to assure the quality of the software and related documents at points throughout the software life cycle for the purposes of controlling changes and maintaining the integrity and traceability of these products. AMMSG coordinates with the customer Project Officer/COR on the timing of revisions and will send all changes to the baseline to the Program Office for approval. The draft QAP is provided at the Initial Kick-Off Meeting upon contract award, with the final version ready five working days after receipt of Government comments. In addition, AMMSG will employ our current Web-based portal, to maintain version control of all system and project documentation for any assigned project.

The key to managing multiple projects with multiple agencies while maintaining quality performance and urgent requirements is proper planning. A common cliché is “the plan is nothing, but planning is everything.” This could not be more accurate. The planning process allows the critical stakeholders to think through all aspects of the project. It is almost certain that deviations from the plan will be required throughout the life of the project, but the insight and perspective gained through the initial detailed planning effort allows the team to effectively react to the changing environment affecting the program execution.

**Develop Draft Products.** Draft work products are developed in support of an effort/deliverable. AMMSG utilizes a corporate SharePoint site to facilitate collaboration and deliverable configuration management during development.

**Conduct Peer Review.** The first level of review is peer- based. This is performed by a teammate familiar with the program and respective deliverable. The purpose of this step in our QA is to assess the technical accuracy of the information presented.

**Conduct Independent Review.** Following peer review, the deliverable undergoes independent verification and validation (IV&V) by a member of Team AMMSG’s QA staff. This review is intended to ensure that the content of the deliverable is what we have been tasked to deliver and that the deliverable is clear in terms of content, format, grammar, and spelling.

**Sign Off and Submit to Customer.** Once a deliverable has successfully passed the IV&V review, it is forwarded to the Project Manager for final review, approval, and submittal to the customer. AMMSG does occasionally involve subcontractors and/or consultants in the execution of its task orders and holds them to the same high quality standards expected of the employees. AMMSG manages the customer/subcontractor interface so that the Team functions as a seamless whole.

**Obtain Feedback/Measure Success.** AMMSG proactively solicits customer feedback to ensure satisfaction with our products and services. Typical methods of collecting customer satisfaction data include personal conversations and electronic surveys. In the rare event that we detect a negative trend in satisfaction, we would immediately perform a root-cause analysis to determine the specific cause for the degraded service and take immediate corrective actions.

