

SeaPort-e_

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Technical Instructions

Proposed Team Members

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Unatek's Quality Assurance Program

From our work at US Marine Corps, DHS, Veteran's Affairs, and the DCMA, Unatek recognizes that user-friendly and reliable systems and services are critical to user acceptance. To help ensure the quality and reliability of systems we implement, Unatek's Service Delivery Process includes structured quality assurance (QA) and Risk Management procedures.

QA is a planned and systematic approach to the evaluation of quality and the adherence to product standards, processes, and procedures. It includes the process of assuring that standards and procedures are established and followed throughout the system's development life cycle. Quality Assurance provides objective evaluation of processes and associated work products. It includes the process of assuring that standards and procedures are established and followed throughout the system's development life cycle. These activities combine to prevent defects from being introduced into the system and to uncover any existing defects. Project QA activities ensure that:

- Products meet the appropriate standards and requirements
- Processes are performed as documented
- Non-conformances are identified and the appropriate corrective action is taken
- QA results are reported to the appropriate managers and personnel.
- Action is taken to improve the processes and maximize quality in service delivery

Aquilent uses QA techniques such as peer reviews, structured audits, and configuration management to find defects earlier in the life cycle, thus keeping costs down. We use these techniques to ensure progress to a quality solution throughout the project life cycle. We document these techniques in the Quality Assurance Plan (QAP). This document presents processes and procedures such as quality assurance audits to ensure the quality of all work products and ensures that all processes are followed. With respect to this latter point, we assign specific roles and responsibilities to ensure projects are monitored for

compliance with established standard operating procedures associated with the Seaport-e contract.

SeaPort-e Program Points of Contact

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