



Quality Assurance:

We maintain a high level of customer satisfaction by following our Quality Control (QC) Plan with the QC standards and principles promulgated by the Project Management Institute (PMI). Our Quality planning, assurance and control process supports continuous mentoring and tracking of our performance, thereby reducing program redundancy.

Our QA defines the relationship in terms of:

- **Organization & Communication:**
- **Project Time Plan:**
- **Progress Monitoring & Reviews:**
- **Change Control Management:**
- **Risk Management:**
- **Standards, Procedures and Methods:**
- **Roles & Responsibilities**
- **Reporting:**

A key element to our successful Quality Control Plan is the timeliness and efficiency with which we address problems. We will provide the Navy with immediate and effective corrective action to problems, escalating problems to the appropriate level of decision maker within the Seaport-e offices and within Falon as necessary. Our contract reports include any problem identification, risks associated with the problem, the resolution or escalation, and the time to closure. Seaport-e offices will have a complete status of the health of the program to facilitate informed decisions.