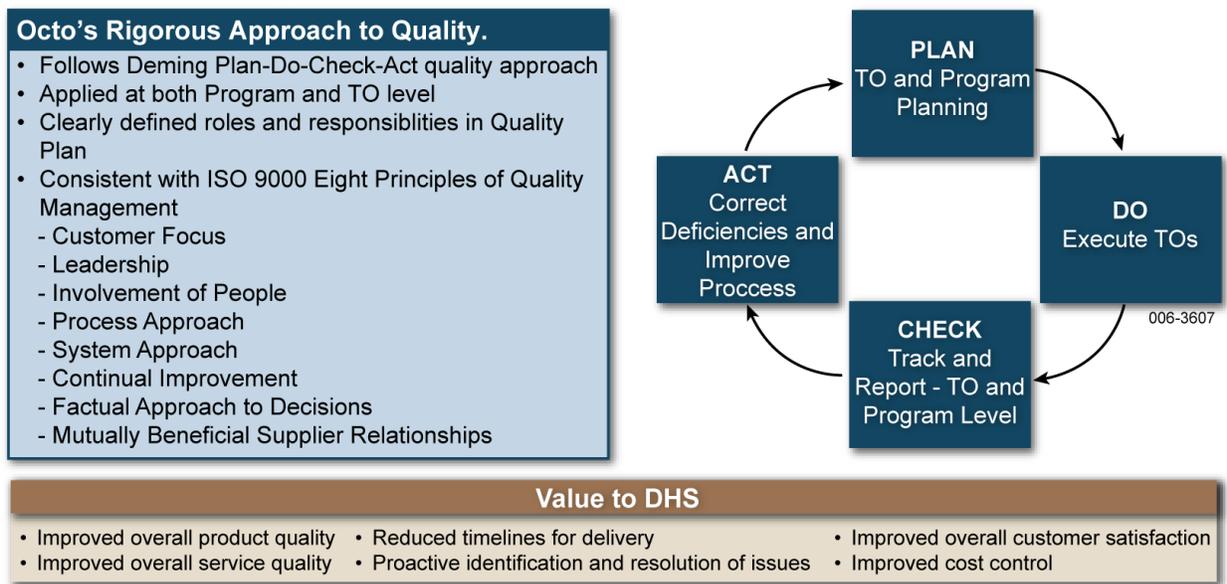


## Quality Assurance Program

The goal of the Team Octo Quality Assurance Program (QAP) is to ensure that the highest quality services are provided on every EAGLE II Task Order. Our philosophy is that high quality can only be achieved by consistently executing defined processes that are continuously subjected to process improvement initiatives and supported by quality control measures. Our rigorous approach to quality (**Figure 6**), based on the Deming Plan-Do-Check-Act cycle, maps to the Plan-Execute-Track-Report Task Order Management.

**Figure 6. Octo's Quality Approach is an Integral Part of our Approach to Program Management and Task Order Management**



Octo's EAGLE II Quality Manager will have a direct line of communication with the Octo CEO and will provide summary quality status reports to the CEO monthly. These reports will include summary results of quality inspections as well as any quality issues jeopardizing TO performance. This line of communication ensures DHS of the independence of the Quality Manager. Furthermore, Octo will review the quality practices of each Core Team member and provide assistance to them as necessary to align their quality practices with the Octo EAGLE II QAP.

Octo's leading Quality Manager will develop a program level Quality Plan, setting standards to be applied across all TOs. The plan will draw on best practices from established industry frameworks including ISO 9001, CMMI, PMBOK, and ITIL. The program level QAP will:

- Specify roles and responsibilities of all elements of the organization.
- Specify the quality related activities to be undertaken in the planning, execution, tracking, and reporting of TOs to assure the accuracy, timeliness, quality, and consistency of all services and deliverables.
- Specify standard quality dimensions and metrics to be applied for the program and all TOs.
- Specify reporting requirements for quality measures.

A Quality Control Plan (QCP) will be developed for each TO as part of the TO planning phase. The QCP will specify activities that are to be undertaken at each stage of TO Management. It

will document key project metrics to be tracked as well as the specific inspections and quality checks that will be used for quality tracking. It will specify processes that will be used in the work execution of the TO. The TO QCP will be developed by the Task Order Manager (TOM) and reviewed by Octo's Quality Manager and Project Manager. Note that Octo will exercise this oversight for all TOs, including those being executed by core team members. Reporting of the results of quality checks will be included in TO-level reviews and consolidated for reporting in Program reviews.

Octo's Program Manager will ensure that each TOM captures all tracking data on a weekly basis. The Quality Manager will ensure that the approved data capture processes are being followed to guarantee the integrity of the information reported.

Reporting – The components of Octo's approach to reporting include: written reports, periodic reviews, and the EAGLE II Portal.

Octo will provide the required monthly TO Activity Reports, TO Status Reports, Subcontracting Plan Reports, Individual Subcontracting Reports, Summary Subcontract Reports, Annual Small Business 50% Reports, Re-representation of Small Business Size Status Reports, and Strategic Sourcing Reports. All of these will be based on information that is constantly collected using our integrated tool suite. Octo's Project Manager will be responsible for all program level reporting, consolidating information from each TO. Each TOM will be responsible for TO level reports, overseen by the Project Manager.

Periodic reviews will be held at both the TO and program level. Frequency of TO-level reviews will be determined as part of TO planning, but the PM will review each TO at least bi-weekly. Frequency of program level reviews will be mutually agreed between the PM and the COTR; however, Octo recommends this be at least monthly. Note that formal Program Management Reviews (PMRs) are supplemented by regular communications between Octo program and TO staff and their government counterparts. The frequency of this communication will depend on the work assignment being performed—once every week at a minimum, but more frequently if needed to provide timely updates. Issues related to the control of work assignments and coordination of activities will be promptly brought to the attention of DHS EAGLE II managers, so that solutions can be developed and issues resolved with input from DHS. This communication is essential and woven into our project management culture and ensures that DHS is made aware of project status, potential changing conditions, schedule changes, risks and cost issues.