



CRM Quality Assurance Program

The primary goal of the CRM Team is satisfy our customers by providing services and products that are timely, accurate, and relevant. The means by which that goal is achieved is through our Quality Assurance (QA) Program. Our QA Program consists of many elements, but the most important ones are: Understanding the customer, Deliverable Reviews, and Management Reviews.

Understanding the customer

There cannot be quality in performance without having a clear understanding of a customer's requirements. The goal in understanding the customer is gather the relevant information to enable the CRM Team to both meet customer expectations and provide deliverables that are technically proficient, accurate, and timely. To that end we meet with the client at the beginning of any task order to develop our Task Action Plan (TAP) and our task specific Task Action Plan Quality Assurance plan (TAP QA Plan).

The TAP identifies responsibilities, resources (and resource constraints), expectations, and the timetable for meeting task requirements, and the TAP QA Plan identifies the means by which we maintain quality (including status reports, feedback, reviews, etc.).

Once the customer's feedback is integrated into the TAP, we then have the customer review it, and the TAP is not complete until both the CRM Team and the customer agree on the approach to be taken. We maintain our understanding of the customers needs through regular formal and informal meetings with the customer and the use of customer feedback tools. Maintaining constant communication with our customers assists in identifying changes in scope, issues, and potential problems before they impact negatively upon the customer.

Deliverable Reviews

The CRM Team does a review of all delivered services and products prior to delivery to the customer, as this process assists in the early identification of TAP nonconformance so that the client always receives relevant and accurate deliverables. Each deliverable is reviewed (using the TAP and TAP QA Plan as references) for technical content, presentation, timeliness, and accuracy. Once a deliverable is submitted to a client, the CRM Team also follows up with the customer to get feedback on all deliverables.

Management Reviews

Management reviews are the process by which we vet the performance of all our Team Members on a given task order. It consists of many elements including peer review, periodic Team Member meetings, review of customer feedback, review of issues and issue resolution, monthly status reports, etc. It is also during meeting such as these that we encourage our Team Members to brainstorm regarding ways to innovate in their performance whether it be through greater automation, e-business solutions, etc. We also discuss lessons learned on a task so that those lessons can become elements of process improvement.

The CRM Team recognizes that the client the ultimate arbiter of quality, and as such the foundation of our QA Program is clear and constant communication with the customer to make sure that our approach to any task will always be timely, relevant, and accurate, and that issues are resolved before they become problems. Once we have a clear understanding of the client's needs and expectations, we then manage our tasks to fulfill our customer's mission using our TAP, deliverable reviews, and management reviews.