

Ability to Monitor and Maximize Quality

Filius Team has an established, internal Quality Control/Quality Assurance (QC/QP) Program that maintains a repository of processes, tools, and metrics to plan, measure, monitor, analyze, and report on the quality of our performance. We tailor these to meet the needs of our customers, based on their standards and scope of work.

For each task order, we develop a tailored Quality Control Plan (QCP) that becomes a management tool for monitoring and measuring the quality of our performance. The QCP follows the client's standards for a Quality Assurance Surveillance Plan (QASP), incorporating all applicable baseline activities, acceptance criteria, and SeaPort-e client guidelines. The information is available to assist in Program Management Reviews that will be used to facilitate and maintain a mutual understanding of the scope of a SeaPort-e task order, the established management control processes, and review of the risks associated with cost, schedule, and resources supporting the program.

The Program Manager, with oversight from the Program Executive, will monitor and enforce conformance to the QCP on all activities performed under the contract. As a part of this process, the Program Manager will sign all deliverables out with a cover letter, attesting that all deliverables submitted comply with SeaPort-e task order policies, procedures, standards, and all contract-specific acceptance and schedule criteria. Additionally, the Program Executive will conduct periodic audits to confirm compliance with all organizational and resource specific certifications and to check on task order performance to maintain customer satisfaction. The Filius Team defines quality as meeting or exceeding all customer requirements including services, deliverables, schedule dates, and costs. Our QCP and the associated surveillance methodologies are key to our successful record in achieving this standard. We are committed to the philosophy that quality is "built-in, not bolted-on." Our QCP consists of the specific management tasks and surveillance points that ensure that our products and services meet our contractual commitments and desired performance outcomes.

Our QCP includes multiple quality review methods including walkthroughs (peer reviews), management control reviews, and quality assessment reviews. Walkthroughs are informal peer reviews conducted by a second developer of the authoring developer's work. Management control reviews focus on adherence to standards and policies. Quality assessments focus on conforming to performance measures. These methods verify that a project is progressing in an orderly/correct manner, and validate that we deliver products and services in accordance with acceptance criteria. We aim to continue building quality into all tasks, and to detect and resolve defects or issues early. Filius is committed to the preemptive improvement of our business processes, continually maturing our approach to maintain alignment with industry best practices/frameworks. Our QCP, subject to final approval by the Government, will adhere to and complement the SeaPort-e work environment, processes, and standards. Throughout the contract's period of performance, the Filius Team will be evaluated by the COR using the QASP to determine the overall level of achievement of the performance criteria.