



## **Concord Crossroads, LLC (C3R) SeaPort-e Quality Assurance Program**

Concord Crossroads, LLC is committed to providing our customers with high-quality, best-value support. C3R's Quality Assurance (QA) Program consist of applying proven QA processes and procedures and utilizing robust internal review procedures to ensure high quality standards. When starting any project, C3R will create a Quality Management Plan as part of the Project Management Plan. The plan will be adhered to for the duration of the project and guide all quality control and quality assurance processes. To ensure the highest quality in mission achievement, our QA program:

- Establishes and maintains a Quality Management Plan as part of the Project Management Plan
- Implements adequate financial controls, processes and procedures
- Provides optimal completion and response to customer requirements
- Requires qualified, experienced personnel for each task
- Includes continued educational training
- Includes the adoption/application of industry best practices
- Defines a required communication plan for each task
- Establishes/requires periodic status reviews with customers and staff
- Proves performance measures and performance monitoring
- Performs required quality reviews for each deliverables
- Assures security requirements are met & surpassed for each task
- Requires continuous process improvement

Quality Assurance promotes the delivery of reliable, complete and best-valued solutions for our customers. This approach will ensure quality controls are activated for both the product and processes during the entire lifecycle of the task/project.