

QUALITY MANAGEMENT PROGRAM



TEAM VISTA CTA BUSINESS SENSITIVE INFORMATION

Lee Thompson
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GLOSSARY OF ACRONYMS AND ABBREVIATIONS

Abbreviation	Definition
ACS	Administration and Customer Support
AQL	Acceptable Quality Limit
CAB	Corporate Advisory Board
CAR	Corrective Action Report
CFE	Contractor Furnished Equipment
CMMI-SVC	Capability Maturity Model Integration for Services
CMO	Contract Management Office
CO	Contracting Officer
COM	Chief of Mission
COR	Contracting Officer Representative
DOS	Department of State
EVMS	Earned Value Management System
FAH	Foreign Affairs Handbook
FAMS	Foreign Affairs Manual
FAR	Federal Acquisition Regulations
FOO	Forward Operating Office
GFE	Government Furnished Equipment
GFP	Government Furnished Property
GSO	General Services Officer
GTM	Government Technical Monitor
ICE	Interactive Customer Evaluation
IQMT	Integrated Quality Management Team
ISO	International Organization for Standardization
KPI	Key Performance Indicator
LWI	Local Work Instructions
MIS	Management Information System
P2	Pollution Prevention
PMIS	Project Management Information System
PMP	Project Management Plan
PMR	Project Management Review
POC	Point of Contact
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Action Process
QC	Quality Control
QCM	Quality Control Manager
QCP	Quality Control Plan
QESH	Quality, Environment, Safety & Health
QMP	Quality Management Plan
QMS	Quality Management System
RFI	Request For Information
RMB	Risk Management Board
RSO	Regional Security Officer
SOP	Standard Operating Procedure
SOW	Statement of Work
TO	Task Order
TOM	Task Order Manager
TOM-S	Task Order Manager On Site
WBS	Work Breakdown Structure

1. INTRODUCTION

Team VISTA CTA's Quality Management Program (QMP) promotes sustainability, prevention, and resilience. The Program consists of a Quality Management System (QMS), incorporating Quality Assurance, Quality Control, and a strong, continuous improvement approach to deliver CTA services and products on time, on budget, and defect-free. Team VISTA CTA policy provides quality products and services that meet or exceed customer expectations.

There are significant challenges in providing much needed and varied Service Categories in both Hostile and Non-Hostile locations. The varied challenges include the integration of multiple department stakeholders, other agencies, and the varied Service Categories offered. This Program outlines an approach to: identifying quality requirements and standards; assessing quality control measurements and results that ensure we meet standards and operational needs; monitoring and recording results in our execution to determine performance; and finally to make process changes where needed in support of the inherent missions of stabilization, humanitarian, and/or contingency operations.

2. GENERAL

Team VISTA CTA identifies and manages numerous activities (i.e., processes), as well as the interaction among them to achieve effective functioning of the organization. Exhibit 1 (below) illustrates the interaction of our key processes and their interfaces with clients. The QMS described is aligned with our key business processes. At the heart of Team VISTA CTA's QMS is a commitment to continuous improvement.

EXHIBIT 1: KEY PROCESSES THAT INTERFACE WITH CLIENTS



Our goal is to partner with each customer and their unique mission to find solutions to the toughest challenges and ensure mission success. As stated, and emphasized again, Team VISTA CTA is committed to providing the highest level of quality products and services by meeting requirements while continually improving the effectiveness of its Quality Management System (QMS).

Team VISTA CTA Quality Assurance Plan identifies quality concerns by using the triad of proactive feedback, performance metrics, and internal auditing. Using this triad becomes the cornerstone of performance management in meeting project requirements.

The Plan establishes procedures and guidelines that Team VISTA CTA uses to control quality through monitoring and recording results, thereby ensuring the required performance standards and service levels are successfully achieved.

We manage our quality processes consistent with ISO standards in concert with best-in-class Project Management Techniques. We integrate multiple continuous improvement tools to meet federal regulatory, and performance requirements, and we resolve quality concerns through the application of disciplined root cause analysis and validated solution sets.

3. PURPOSE

The purpose of this QMP is to describe the systematic methods used to monitor performance and to identify the required documentation and resources to be employed. This Plan provides a means to evaluate whether Team VISTA CTA is meeting the performance standards/quality levels identified in its Contract and Task Orders.

The QMP identifies Team VISTA CTA's QMS, quality policies, goals and objectives, and lays out the roles and responsibilities, as well as, the methodologies, procedures and processes, used to monitor and evaluate our performance. The QMP outlines measurements, analysis, and continuous improvement techniques used within our QMS to meet customer, regulatory, documentation, and performance requirements.

4. PERFORMANCE MANAGEMENT STRATEGY

Our strategy is focused on prevention. While we attack defects aggressively, our approach drives defects out with process design and execution. We operate on the following quality management principles:

- Customer focus: that is, promoting an understanding of our customers' needs and expectations and maintaining a culture of exceeding customers' expectations;
- Top down leadership by example, and transparency in our operations and procedures;
- Engagement of people through promoting continuous communication and professional information exchange, including training;

- Improvement based on use of performance metrics to continually improve our processes and services;
- Evidence-based decision making through a sound Decision Analysis and Resolution (DAR) process; and,
- Relationship management through incident resolution and prevention, and other human resource management practices.

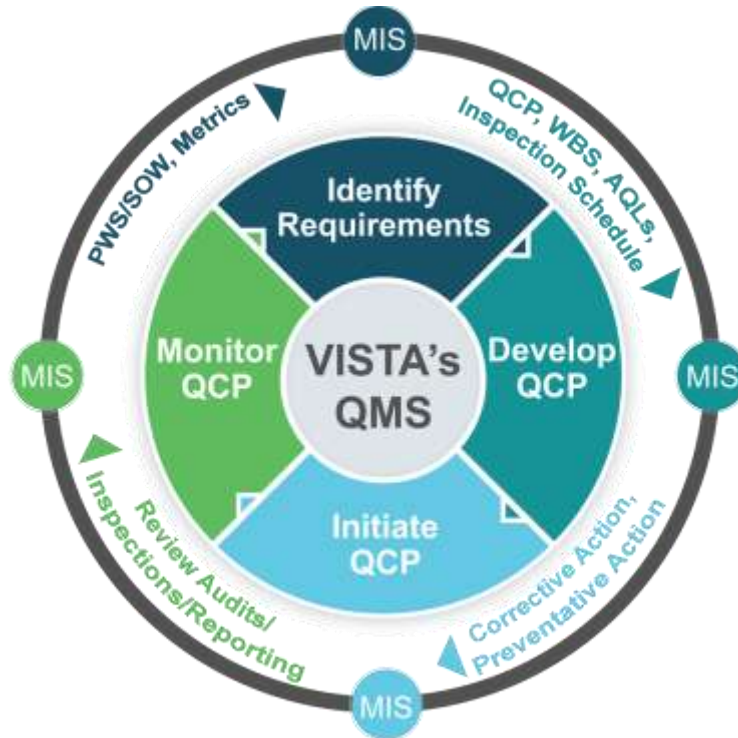
5. QUALITY MANAGEMENT SYSTEM (QMS) POLICY, GOALS AND OBJECTIVES

5.1 Quality Management System

Team VISTA CTA developed and implemented a QMS to: document the CTA organization's best business practices, to better satisfy the requirements and expectations of its clients, and to improve the overall management of the CTA.

EXHIBIT 2: QMS PROCESSES

Our planned and systematic processes implemented within our QMS directs, controls, influences, and sustains quality over the life of the contract and enables our client to monitor performance against our PMP.



Team VISTA CTA's Quality Management and Service Delivery Management rely on a QMS that incorporates both QC and QA processes. QC processes confirm that the provided services meet contract requirements and standards, assess performance, and, where necessary, recommend changes. QA processes examine root causes of deficiencies and confirm that our procedures and work instructions promote contract compliance, and meet standards and operational definitions.

Using ISO standards, our QMS applies specific QC and QA processes to ensure consistent services are provided to meet or exceed the SOW requirements. Our planned and systematic activities are designed to proactively correct and prevent errors.

Team VISTA CTA's Quality Policy states:

“Team VISTA CTA provides quality products and services that meet or exceed customer expectations. We continually improve our products and services by maintaining open communications with our customers and periodically reviewing our internal procedures.”

Team VISTA CTA's approach to quality is based on mature processes and codified procedures defined by ISO 9001:2015 and ISO 20000. The QMS is formatted to follow the organization of the International Standard ISO 9001:2015, but cross-walked to Team VISTA CTA's existing QMS policies, plans, and processes that are based on CMMI-SVC Level practices. At the center of our quality management philosophy is the belief that each employee, from corporate management to first-line personnel, plays an integral role in managing program quality.

Team VISTA CTA QMS applies to the processes and practices that are implemented to ensure consistent project management and the quality assurance needed to provide customers with intellectual capital and expertise through the assignment of qualified employees.

The partners in TEAM VISTA CTA require their employees and subcontractors to adhere to our core values, as well as a comprehensive set of guidelines and procedures to meet quality standards, support cost control, comply with schedules, and provide quality performance to DiPSS mission partners. Team VISTA CTA has invested the time and resources required to achieve and maintain internationally recognized standards, which provide our customers with the confidence that our contract-specific QC Program fulfill stringent standards that align with industry best practices.

Our Quality Policy Goal is to support our customer's mission and provide services that meet performance objectives, on schedule and within budget, in accordance with our customer's priorities and expectations. We partner with our customers to find solutions to the toughest challenges to ensure mission success. Team VISTA CTA is committed to providing the highest level of quality products and services to its customers by meeting requirements and continually improving the effectiveness of the QMS.

As stated, Team VISTA CTA's QMS incorporates both QC and Quality Assurance (QA) processes. Our QMS includes the following tools: a cloud-based portal providing access to the Project Quality Management Plan, SOPs, TO (for TO-specific conditions), LWIs, inspections, deliverables and reports; proactive audit, inspection, and systematic oversight of contract activities to include subcontractors; a system for collecting and communicating contract performance data; and, an effective system of corrective and preventive action to promote continuous process improvement. Our quality approach and its benefits to the customer are highlighted below:

EXHIBIT 3: ATTRIBUTES AND BENEFITS OF OUR QUALITY PROCESSES

<i>Process Attributes</i>	<i>Benefits to the Customer</i>
<ul style="list-style-type: none"> Employee access to corporate executives Train and empower employees Self-identification/self-correction Hold supervisors and employees accountable for performance and self-audits Integrate data planning, collection, analysis, tracking, and reporting Conduct accurate measurement and analysis Implement aggressive Quality Action Process (QAP) to assign and track corrective actions to identify and eliminate potential causes of non-conformance Achieve continuous improvement 	<ul style="list-style-type: none"> Provides qualified personnel—with decision authority to rapidly respond to customer priorities Minimizes government oversight Reduced schedule/performance variances Enhanced risk management Informed and empowered employees Verifies safety standard adherence across the program Identifies and reports potential risks to schedule, safety, budget, and critical activities Increases productivity, improves efficiency and reduces cost over the life of the program

Team VISTA CTA offers a QMS and QC Program that are robust, mature, and tested which significantly reduces operational risk. We have the tools in place to identify and prevent non-conformance and defective service because our QMS is a full lifecycle methodology that integrates program management and best practices into a comprehensive approach that helps us achieve our goals and objectives, on time and within budget.

5.2 Roles and Responsibilities

Team VISTA CTA senior management is actively involved in implementing Quality through the Integrated Quality Management Team (IQMT), Exhibit 4, which provides the vision and strategic direction for CTA Quality while establishing quality policies and objectives that affect Service Categories offered.

EXHIBIT 4: ROLES AND RESPONSIBILITIES

<i>Level of Management and Supervision</i>	<i>Quality Review System Responsibilities to Ensure Performance Standards are Met</i>
VISTA CEO, Rod Buck Lead CTA 9.601 Partner (Prime Contractor), full responsibility under FAR 9.604(e)	Responsible for the overall technical and fiscal operations of VISTA. Serves as President & CEO and oversees all corporate executives.
E-9 CEO, Linwood Owens CTA 9.601(1) Partner and Prime Contractor	Serves as the POC to Rod Buck, VISTA President and CEO. ENSURES E9 PROCESSES, REPORTS, AND CORRECTIVE ACTION ARE TAKEN
TJFACT CEO, Terrence Evans CTA 9.601(1) Partner and Prime Contractor	Serves as the POC to Rod Buck, VISTA President and CEO. ENSURES TJFACT PROCESSES, REPORTS, AND CORRECTIVE ACTION ARE TAKEN
MCR, EVMS CTA 9.601(2) Supplier	ENSURES MCR PROCESSES, REPORTS, AND CORRECTIVE ACTION ARE TAKEN
VISTA Chief Financial Officer, Carole Davis	Responsible for the fiscal operation of the firm. Oversees Contracts, HR, Accounting, Payroll, Legal, and IT departments. Primary interface with bank.

<i>Level of Management and Supervision</i>	<i>Quality Review System Responsibilities to Ensure Performance Standards are Met</i>
Lee Thompson , Executive Director QA & Compliance	Reports directly to VISTA CEO. Provides independent/external quality assurance. Inspects records and documentation under VISTA's QMS. Identifies opportunities to improve processes, reduce costs, and improve safety. Review CARs to identify trends, systemic issues, and training shortfalls, and recommend overarching corrective action.
PM, Brian Coyle	Single point of contact (POC) for DOS; Responsible for Planning, managing, and coordinating project activities to ensure goals and objectives are met; Responsible for day-to-day activities of managing this effort including ensuring contract compliance and Government interface; Recognize and pursue changes in contract scope and/or workload; Ensure compliance with CTA policies and procedures, and other practices set forth by upper management directives Ensure customer satisfaction by quality on-time performance and best return for investment; Establish policy and ensure it is enforced through the workforce; Directly supervise the TOM and TOM-S; Function as PMO Staff expert in assigned functions
Manager of Human Capital Management, Cynthia Hawthorne	Responsible for developing and enforcing HR policies and procedures. Resolves employee grievances. Manages recruiting program. Develops compensation packages. Oversees benefits program.

Through the IQMT, senior management demonstrates leadership and commitment to the improvement of the QMS by:

- Being accountable for the effectiveness of the QMS;
- Ensuring that quality policies and objectives are established and compatible with the strategic direction and Team VISTA CTA context;
- Ensuring that all Team VISTA CTA processes are communicated, understood, and applied appropriately throughout the organization;
- Ensuring QMS integration into Team VISTA CTA business practices;
- Promoting awareness of the process approach;
- Ensuring that the resources needed for implementing the QMS are available;
- Communicating the importance of effective quality and project management and of conforming to QMS requirements;
- Ensuring that the QMS achieves its intended results;
- Engaging, directing, and supporting persons to contribute to QMS effectiveness;
- Promoting continual improvement; and
- Supporting management roles that demonstrate leadership applied to areas of responsibility.

Senior management provides direction during Corporate Advisory Board (CAB) meetings, Program Management Status Reviews, Risk Management Board (RMB) meetings, and other training venues, including periodic management training.

First and foremost, Team VISTA CTA promotes a quality approach that emphasizes personal responsibility at the individual level. Management expects everyone to do their job right the first time and empowers each employee to achieve this goal. We ensure that customer and any other statutory or regulatory requirements are met by providing adequate personnel resources for effective QMS operation, including process development, documentation, training, and internal quality assurance audits.

5.3 Plan-Do-Check-Act Cycle

Team VISTA CTA's QMS is based on the Plan-Do-Check-Act Cycle, including all levels of the company, but beginning at the project level. Project plans are required for all projects, as are monthly Project Management Status Reviews that enable next level managers to check on the progress of execution (the "do" element) and take any necessary actions to mitigate risks or issues on the project.

5.4 Risk-Based Thinking

Team VISTA CTA considers acknowledgement and the ability to address risks promptly and thoroughly as essential to business success, both at the project and corporate levels. Risk management is addressed in all project plans, and every SharePoint project site contains a risk log that is discussed during in monthly RMB reviews.

Similarly, corporate level risks are documented in a corporate risk log, assigned, and addressed at the senior management level according to Team VISTA CTA's Risk Management Approach and corresponding Risk Governance Framework document.

We develop detailed operating procedures and instructions to enforce concepts. Each employee is required to conduct self-inspections to verify that they complete work correctly. Through peer review, individuals receive support and feedback as a second level of checks to verify compliance. Management and supervisory oversight—through formal inspections or informal surveillance—provides the next level of compliance check by managing work at the team level and reviewing performance against identified standards, KPIs, metrics, and AQLs.

Team VISTA CTA's Quality Control organization, Exhibit 5, is overseen by our Executive Director of Quality Assurance & Compliance and is led by our Quality Control Manager (QCM), who is also responsible for implementing the Program; leading quality staff; and working with managers and supervisors to monitor contract performance, procedural compliance, and safety at all work locations.

When an employee identifies negative trends or performance issues, they implement immediate

corrective actions in coordination with the QCM. Craft and trades personnel must bring issues to the TOM-S with no exceptions. Each TOM-S and service category supervisor reports defects, rework, or compliance issues to the QCM, as detailed in Exhibit 6: Quality Management Responsibilities.

EXHIBIT 5: QUALITY CONTROL ORGANIZATION

Quality Control is organized and staffed to implement, manage, and maintain a unified team QC Program for the life of the contract

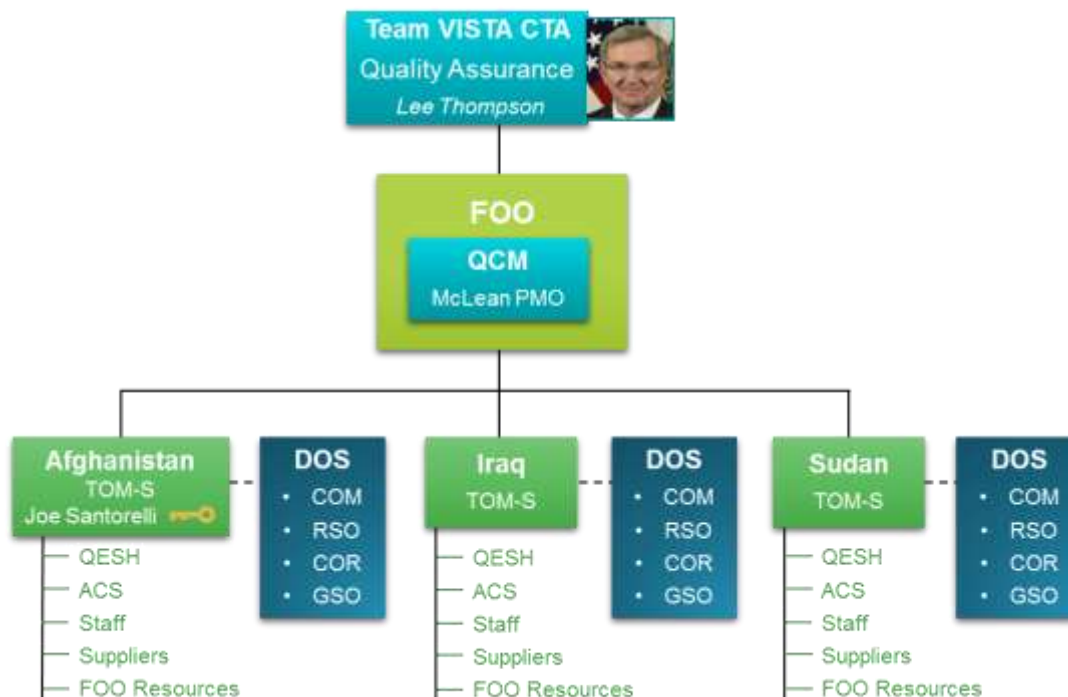


EXHIBIT 6: QUALITY MANAGEMENT RESPONSIBILITIES

TOM, Tad Eckerle	Coordinates with and oversees TOM-S, Leads the transition and quality control teams.
TOM-S, Ronald Baltz	<p>Conducting inspections, investigating irregularities, preparing reports, making recommendations regarding discipline and termination actions, serve as a POC to the Chief of Mission or his/her designee. Assign/reassign responsibility for researching and correcting a deficiency documented in a CAR to the PMO within three working days for corrective action.</p> <p>Review corrective actions and indicate acceptance and closure on the CPIR template. Provide copy of corrective action to the COR within 10 days of discovery.</p>
QCM	Responsible and accountable for all aspects of quality, safety, and compliance. Oversees QESH and is responsible for keeping current copies of all project documentation, as well as copies of all inspections and audits performed for the project. Review incoming CARs from QESH for completeness and quality management applicability and confirm receipt of CAR. Reports to QA & Compliance Director.

QESH	Responsible for planning, controlling, and overseeing QC, safety, training, environmental, physical security, and continuous improvement elements of DiPSS TOs on-site.
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The QESH reports to the QCM, who in turn reports directly to VISTA corporate Executive Director of QC & Compliance with indirect lines of authority to Team VISTA CTA's PM. Our QCM reporting relationship provides dedicated quality and safety support to the PM, TOM, TOM-S, and Service Category Leads in the day-to-day operations of the project, while giving Team VISTA CTA and DOS an independent validation of quality and safety that reduces operational and performance risk. The QCM develops and maintains the Inspection Schedule for all PWS requirements and conducts regular audits remotely through our PMIS System, as well as, unannounced visits from the Forward Operating Office (FOO) to the site. The QCM works directly with the PM to address overall project performance issues and implement continuous process improvements.

Our DiPSS customer, however, is the ultimate assessor of Team VISTA CTA's performance, reviewing program, and TO activities through informal and formal measures. We strive to identify and address each deficiency at the lowest levels, before they become apparent to our customer or impact operations.

5.6 Documentation Requirements

The QCM is responsible for quality documents and deliverables, which we make available to authorized government representatives and specific customers electronically through our PMIS portal. Documentation or records that impact the quality of products or services offered to the CMO by Team VISTA CTA are also available electronically, or in hard-copy, as requested.

5.7 Subcontractors

CTA lead member VISTA establishes firm oversight at two levels within the CTA: contract administration and technical performance, enabling us to manage compliance and quality effectively when dealing with partners and suppliers. Our FOO also oversees contract management and subcontract administration through specifications, government contracting regulations, host country laws and regulations, and flow-down contract requirements.

Oversight includes cost, schedule, technical performance, contract compliance, and quality control, safety, and risk management. Managers and supervisors integrate subcontractor and supplier functions into day-to-day operations, including a unified mission risk and lessons learned data warehouse. Subcontractor employees are expected to perform to the same quality standards as our employees. Subcontractors participate in management and performance reviews conducted at the program level. Additionally, our compliance initiatives apply to all staff, including subcontractors and suppliers.

6. METHODS, PROCEDURES, AND PROCESSES

Within our QMS, our QC methods, procedures, and processes encompass the framework of QC activities. Central to our approach are systematic procedures for assessing compliance with

performance objectives and standards as depicted in Exhibit 7; therefore, a key component is the requirement for every task to have a QC check performed using our tiered approach. We use observation, inspection, and analysis to verify that provided Services meet performance standards.

EXHIBIT 7: TEAM VISTA CTA'S QUALITY PROCESSES

Team VISTA CTA's quality goal is to support diplomatic missions while providing services that meet performance objectives, on schedule and within budget, and in accordance with our customer's priorities and expectations.



We schedule and perform QC and document inspection results with dates and details of corrective and preventive actions in our PMIS Knowledge Base. We track only value added metrics that enable us to effectively identify emerging trends and correct any adverse trends before they become systemic or have an opportunity to adversely impact operations, personnel safety, or the mission.

To promote consistent and accurate documentation of QC inspections and surveillance, Team VISTA CTA develops standard, comprehensive, quality inspection checklists for each functional area. We tailor each to specific operating procedures and instructions and PWS requirements. Checklists include: verification of SOP/documentation; verification of each PWS requirement relevant to functional area, with critical items annotated in bold; a rating of whether the item is in compliance along with a place for comments; a listing of negative responses and explanation of deficiencies; and examples of exceptional performance.

Team VISTA CTA external SOPs, LWIs, manuals, and electronic records; federal regulations; Equipment Specifications; and agency procedural publications are all enforced and complied with by Team VISTA CTA managers, supervisors, and employees. The document libraries in Maintenance Connection® are reviewed at least annually for necessary revisions. FAH publications are updated as received. Documents, including records, determined by the customer to ensure the effective planning, operation, and control of Team VISTA CTA processes are maintained, including:

EXHIBIT 8: DOCUMENT LIBRARIES

<ul style="list-style-type: none"> • Cost Reviews • Quality Audit Reports • Quality Audit Schedule • QC Inspection Schedule 	<ul style="list-style-type: none"> • Preventive and Corrective Action Reports • Interactive Customer Evaluation (ICE) Response • Performance Reviews • Employee Certification and Training Reviews
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6.1 Corrective Action Request

Our Quality staff use CARs to demonstrate a process failure. Any member of our organization, along with government customers, may initiate a CAR. The QCM tracks corrective action and re-audits areas as needed to verify effectiveness of corrective actions. CARs enable the QCM to document the following: identify deficiencies and customer complaints; determine root causes of deficiencies; evaluate the need for actions so that deficiencies do not reoccur; determine and implement the corrective action needed; record results; and review the effectiveness of corrective actions taken.

6.2 Preventive Action Request

Preventive action is a proactive approach to promoting continual improvement and reducing performance risk. Preventive action eliminates the cause of potential deficiencies before they occur. We maintain mature and documented procedures for implementing preventive actions, which define requirements for: identifying potential deficiencies and their causes; assessing the validity of the concern; determining and verifying the implementation of preventive actions needed; recording results of actions taken; and reviewing actions.

7. MEASUREMENT, ANALYSIS, AND CONTINUOUS IMPROVEMENT

We plan and implement measurement, analysis, and improvement processes needed to ensure compliance with our QMS and contract requirements, and continually improve the effectiveness of the QC Program.

7.1 Measurement

Team VISTA CTA applies suitable methods for monitoring and, where applicable, measurement of QMS processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, corrective actions are taken, as appropriate, to ensure conformity of services. Methods of monitoring and measuring processes include PM review of progress in meeting the Task Order Objectives and Chief of Mission priorities, which include improved customer satisfaction.

7.2 Analysis

The QCM and managers analyze and evaluate performance measures for processes and products and uses the data to:

- Demonstrate that services meet requirements;
- Assess and enhance customer satisfaction;
- Ensure conformity and effectiveness of the QMS and assess performance of the processes;

- Demonstrate that planning has been effectively implemented;
- Evaluate the effectiveness of actions taken to address risks and opportunities;
- Assess the performance of subcontractors;
- Determine the need or opportunities for improvements within the QMS; and
- The results of analysis and evaluation are provided during management reviews.

Team VISTA CTA determines, collects, and analyzes appropriate data to demonstrate the suitability and effectiveness of the QMS and to evaluate where improvements can be made. Periodic PMRs support robust analysis and review. Appropriate data includes data generated as a result of monitoring and measurement, and from other relevant sources.

Data provide information relating to:

- Customer satisfaction;
- Characteristics and trends of processes and services, including opportunities for risk mitigation or preventive actions; and
- Suppliers and subcontractors.

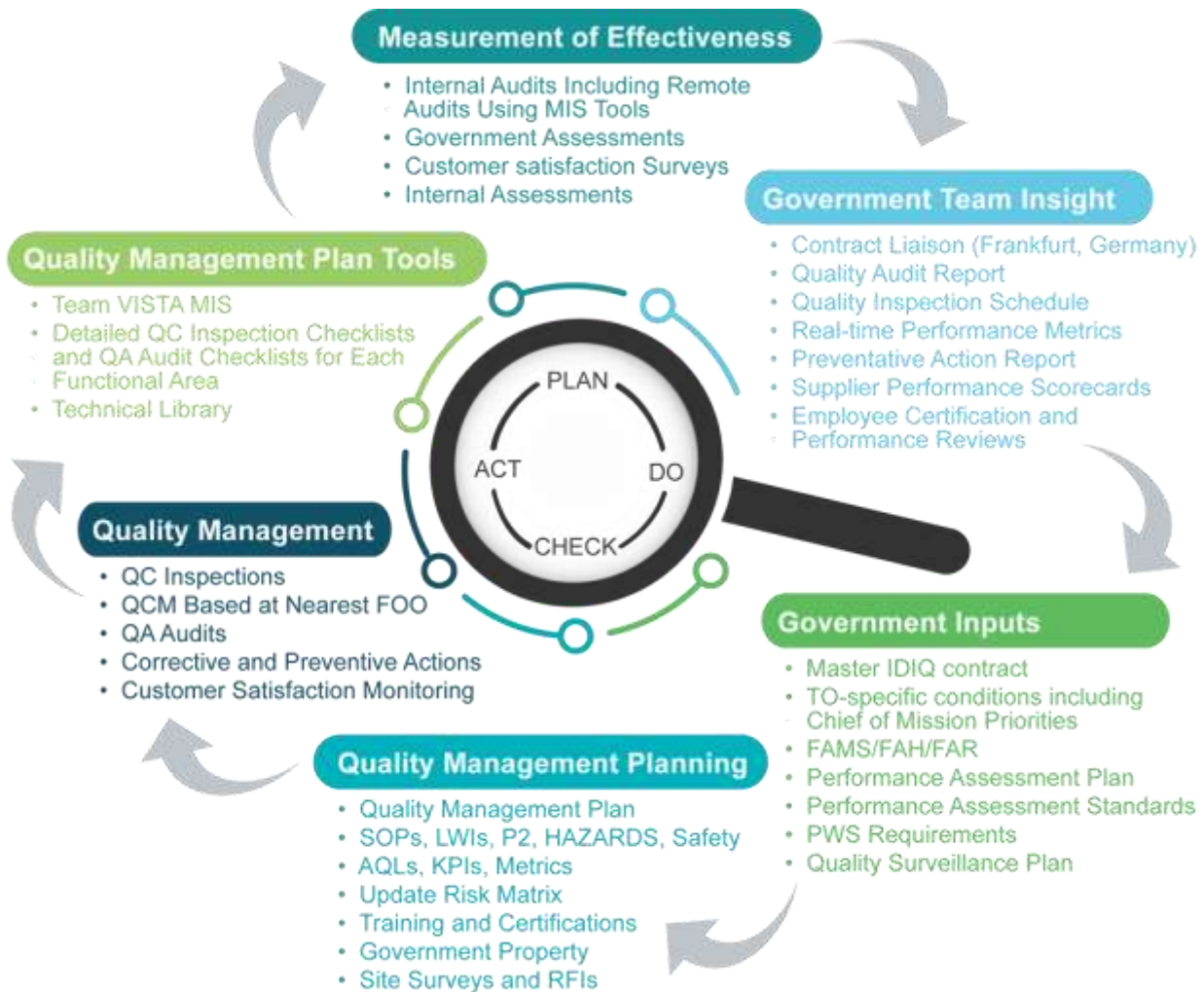
7.3 Continuous Improvement

Corrective and preventive actions, management reviews, performance metrics and audits serve as tools in our continuous improvement program. We also encourage personnel to contribute ideas for improvement of service and processes, and take into account customer feedback.

Our continuous improvement process model is shown in Exhibit 9, and illustrates how customers play a significant role in defining requirements as inputs.

EXHIBIT 9: TEAM VISTA CTA'S CONTINUOUS IMPROVEMENT PROCESS MODEL

Team VISTA CTA continuously reviews procedures, processes, and industry best practices to improve service delivery in support of customer requirements.



Monitoring of customer satisfaction requires the evaluation of information relating to customer perception as to whether Team VISTA CTA has met customer requirements. We approach continuous improvement actions by: investigating the deficient service, policy, procedure, or product to identify the cause of the problem; applying the appropriate corrective action to prevent reoccurrence of the problem; analyzing relevant sources of information on processes, customer complaints, operations, and quality records; and performing follow up investigations to determine if we implemented corrective and preventive actions effectively.

The QCM and PM review opportunities for improvement and identify what actions Team VISTA CTA must take, and who should take them based on the criticality of the opportunity for improvement along with the effort/time/resources needed to identify a solution and implement it. Also, during the first quarter of the base contract year, we develop and maintain a Continuous

Improvement Action List. During each performance review by the PM, QCM, and managers, the list is reviewed until completion of the required improvement actions.

8. QUALITY MANAGEMENT PLAN

Team VISTA CTA develops, implements, and maintains this QMP during the life of the DiPSS Contract that includes our Quality Policy and outlines our goals, objectives, and performance standards. Our QM Plan details the methods, procedures, and processes within our QMS to meet customer, regulatory, and Team VISTA CTA's quality processes. Our ethos is to be proactive in deficiency prevention by building quality into our daily work ethic. We submit the QMP to the CO and COR/GTM for approval within 15 days of task order award.

8.1 How Quality Systems/Procedures will be Documented and Archived

The QCM maintains a library within PMIS Knowledge Base with current versions of all project documents. The QCM also keeps records of all quality information, to include our QMS, all essential internal documentation, inspection and audit data and reports, and any meeting minutes with the RSO, COR/GTM, TOM, Contract Liaison, and TOM-S. All documents are made available to the CO and the DiPSS CMO electronically via our PMIS portal, or in hard copy, as requested.

The VISTA CTA has developed and implemented a documentation system in its Google Drive that facilitates effective inspection to ensure the highest quality of performance by our support personnel in compliance with the guidelines and procedures in the TO. In addition, Team VISTA CTA maintains the following daily operational records at each location: Inventory Reports (for GFE and CFE), Incident Report Forms, and Emergency Action Plans. The Emergency Action Plan provides the necessary information to facilitate a thorough inspection of the location by QCM or TOM-S. Using automation tools such as Maintenance Connection®, for example, all logs including records of all Government Furnished Property (GFP) are immediately available to the CO and/or COR/GTM as needed.

EXHIBIT 10: DOCUMENTS INCORPORATED INTO TEAM VISTA CTA'S QMS

Document Title	Document Control Number
Customer Satisfaction Survey	VQF 8.2.1.1
Customer Satisfaction Survey Summary	VQF 8.2.1.2
Quality and Compliance Change Control Board Meeting Minutes	VQF 5.5.3.3
Quality and Compliance Change Control Board Meeting Agenda	VQF 5.5.3.4
Corrective, Preventative and Improvement Action Report	VQF 8.5.1.1
Corrective, Preventative and Improvement Action Report Summary Report	VQF 8.5.1.2
VISTA Task Order Technical/Management Approach	TBD
VISTA Task Order Price Proposal	TBD
DOS DiPSS Master Contract	TBD
Purchase Order	VQF 7.4.1.1

Document Title	Document Control Number
Supplier Information Profile	VQF 7.4.1.2
Supplier Quality Assessment	VQF 7.4.1.3
Approved Supplier List	VQF 7.4.1.4
Supplier Scorecard	VQF 7.4.2.1
Internal Audit Schedule	VQF 8.2.2.1
Internal Audit Checklist	VQF 8.2.2.2
CONUS Site Internal Audit Checklist	VQF 8.2.2.3
OCONUS Site Internal Audit Checklist	VQF 8.2.2.6
Internal Audit Nonconformity Report	VQF 8.2.2.4
Internal Audit Report	VQF 8.2.2.5
Field Inspection Report	VQF 8.2.3.1
Project Nonconforming Report	VQF 8.3.1.1
Customer Deviation Approval	VQF 8.3.1.2
Continuous Improvement Action List	VQF 8.5.1.3
Procedures List	VQF 4.2.3.2
Local Work Instructions List	VQF 4.2.3.3
Master Document Index	VQF 4.2.3.4
Document Approval and Change Request	VQF 4.2.3.5
Employee Certification and Training Reviews	VQF 6.2.2.1
Performance Reviews	VQF 6.2.3.1; 6.2.3.2; 6.2.3.3
Operational Records Including Logs, Log Books, Written Reports, Serious Incident Reports, QCM, QESH, and Duty Officer Reports	TBD

8.2 Project Inspection Checklist

For quality surveillance, we use a blend of methods, including work sampling, periodic QC inspection of deliverables, evaluation of reports, assessment of performance, investigation of customer complaints, continuous daily oversight and monitoring of metrics and work performed, reconciliation of invoices submitted, and other work products prior to releasing to the CO and COR/GTM.

Our quality surveillance activities are designed to measure, evaluate, compile records, and report on meaningful indicators of performance. However, we take immediate corrective action for any sampling that reveals a potential risk to safety or loss of property and provide full disclosure of non-conformances and corrective action plan progress/closures to the COR. Our TOM-S also works directly with the TOM to evaluate individual personnel; and our TOM works directly with the COR/GTM to evaluate the performance of our TOM-S. Our process is transparent and results in contemporaneous reporting to DOS.

EXHIBIT 11: PERIODIC INSPECTION CHECKLIST FOR TASK ORDER

Records of all inspections conducted by Team VISTA CTA is maintained in our PMIS Knowledge Base and available to DOS via our portal or in hardcopy at the request of the CO, COR, or GTM.

SOP	Inspection Method	Frequency of Inspection	Control
TBD upon award	TBD	TBD	TBD

EXHIBIT 12: ACCEPTABLE QUALITY LIMITS

Required Service	Quality Standards	AQL	Surveillance Method	Incentive
TBD upon award	TBD	TBD	TBD	TBD