



## QUALITY MANAGEMENT PLAN

**Submitted By:**  
RGS

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## 1.0 BACKGROUND

**1.1 Quality Management.** RGS operates under the premise that quality is designed into a deliverables. We take great pride in the quality of our products and the value they provide to our clients, and use project control techniques generally accepted by the Project Management Institute (PMI). While every project is unique, some of the techniques we routinely employ in project execution include:

- **Managing Relationships:** We hold frequent client meetings to ensure that the products we create and the processes we implement are in consonance with client expectations. As part of this process we develop and maintain a set of mutually agreeable metrics that will be used to baseline the project and show progression of milestone completeness during its life cycle.
- **Project Staffing:** Project needs will evolve over time. Our PM will ensure the project is appropriately staffed to meet project deadlines and deliverables within cost, schedule, and quality commitments.
- **Quality Reviews:** The PM will ensure that every client deliverable runs through a “two-up” review process before the document is delivered.
- **Project Documentation:** As projects evolve and become better defined over time, project documentation must be updated to reflect actual statuses. This is especially important on long projects where client/team turnover may be an issue.
- **Risk Management:** RGS’s risk management process focuses on early identification of risks that are likely to impact the project, quantifying these risks as to their potential impact (likelihood and severity), and development of mitigation strategies and removal plans.

Our proven processes coupled with our project staffing approach ensure that we are able to successfully meet client expectations. The quality of the deliverables will be facilitated by the early and regular exchange of drafts among the RGS Team members and clients when appropriate. Any deliverables prepared by a subcontractor or consultant are subject to the same quality standards, review procedures, and timeliness requirements as deliverables prepared by an RGS associate.

The RGS PM will work directly with subcontractor employees performing work or through the subcontractor PM as necessary to ensure that the purpose and scope of the deliverable are well understood. The PM will also check periodically with subcontractor employees to review progress and resolve issues and questions that may arise. When draft deliverables are completed, the PM will oversee the quality review and improvements in the deliverable. It is essential that deliverables produced by subcontractors and consultants are of high overall value to the client’s program just like deliverable prepared by RGS.

**1.2 Quality Control Reviews.** RGS has a long-standing policy that every key deliverable be subjected to a “two-up” review process before presentation to the client. This policy applies to deliverables prepared by all RGS Team members, to include RGS associates, subcontractors, and the PM. The review will be conducted by the PM or other qualified persons to evaluate the following:

- Technical accuracy of facts and/or data

- Reasonableness and clarity in any assumptions
- Thorough analysis of alternatives, including the status quo option
- Thorough analysis of technical, schedule and financial risks, and mitigating actions
- High value in the recommended actions (executable and effective)
- Adherence to formats, good grammar, and absence of typographical errors

Advance planning and effective work control pay off in quality deliverables. All documents will be in client-approved formats using MS Office, including Visio and Project. Product development schedules must allow sufficient time for each deliverable to be thoroughly reviewed, and to incorporate feedback from the review into the deliverable. When comments and recommendations from an initial review are significant, a second quality review is normally conducted.

**1.3 Client Satisfaction Interviews (CSI) and Team Training.** RGS policy requires an executive not directly associated with the project to visit the client for the purpose of conducting a CSI semi-annually. The CSI will serve as a basis for the Division Vice President, Director, and PM to reinforce team successes and/or administer any remedial training for the service delivery team. The purposes of the CSI are to:

- Discuss future strategic directions with the client and agency executives
- Explore issues facing the agency, shifting priorities, and potential new program starts
- Ensure the client is aware of the full range of RGS's capabilities, and
- Resolve performance issues or personality conflicts, if any exist.

These processes will lead to the efficient creation of cost effective, high-quality deliverables in direct support of meeting client mission objectives. To ensure relevance and effectiveness, we will measure, assess, monitor, and track our progress and performance to determine if we are meeting our goals.

## 2.0 SUMMARY

RGS understands there has never been a more important time to find efficiencies, improve business outcomes and provide the support needed by our Navy and Marine Corps customers. RGS provides a well-rounded and qualified core team for each Task Order backed by an extensive support team ideally suited to meet customers' needs. Our Quality Management processes have been developed and honed over our 30 year history of supporting the Navy and support the continued delivery of high quality services and deliverables.