

MONITORING AND MAXIMIZING QUALITY

R-G has developed a comprehensive Quality Assurance Methodology that we employ on each contract engagement. This includes conducting status reviews and providing monthly status reports to the government point of contact. The reviews and status reports will address achievement and progress toward meeting deliverables and milestones; and identify any issues, risks, and risk mitigation plans to ensure achievement of contract objectives. Quarterly, we will measure and report on performance metrics resulting from the surveillance techniques identified below. These surveillance techniques include both routine and event-driven activities that monitor and control critical processes in order to provide predictable results. R-G will employ the surveillance technique most appropriate for the work being performed. Annually, an R-G corporate activity is to contract with an independent third party to conduct a customer satisfaction survey.

Our team uses the following techniques to assure that our products and services are the highest possible quality and that our deliverables and work products undergo holistic quality control prior to final delivery to the government.

| QUALITY ASSURANCE METHODOLOGY | |
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| REVIEW TECHNIQUE | DESCRIPTION |
| Peer Reviews | Every major client deliverable undergoes peer review with a subject matter expert, and well as the engagement manager and any other personnel deemed necessary to ensure the quality of the product. Work products are evaluated for adherence to quality standards, and to identify necessary improvements. |
| Documentation Reviews | Perform documentation reviews to ensure that all documentation is current, accurate and complete. |
| Stage-Gate Reviews | Schedule and conduct stage-gate reviews at critical junctures. At these reviews, progress is assessed and a formal decision to proceed to the next phase/stage is taken. |
| Process Reviews | As a part of our commitment to continuous process improvement, all processes are regularly audited and reviewed on annual basis. This review serves two purposes: 1) To ensure that the processes are implemented consistently on every project; and 2) To evaluate opportunities for process improvement. |
| Formal quality reviews | Perform formal quality reviews to confirm adherence to applicable performance standards and procedures. |
| Quality and risk management reviews | Perform quality and risk management reviews to provide an additional level of review from our project managers. These reviews will examine work products for content, clarity, consistency, completeness, uniformity, and adherence to accepted document standards. |
| Audits | Audits are scheduled reviews conducted with internal participants and provide an effective means to gauge adherence to established processes and standards. We use periodic process audits as a means to monitor adherence to our procedures, performance standards, and contractual requirements. Audits also allow us to assess accuracy of data. The Robbins-Gioia Quality Assurance Manager documents deviations in the form of Corrective Action Reports and works with internal resources to establish an improvement plan. We also use project-independent reviews to solicit suggestions for process improvements, validate adherence to prescribed processes and standards, and confirm the use of leading practices. |

| QUALITY ASSURANCE METHODOLOGY | |
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| REVIEW TECHNIQUE | DESCRIPTION |
| Lessons Learned Capture & Assessments | Lessons learned provide an opportunity to evaluate what went right and what could have been done better during a project. These reviews will typically occur during regularly scheduled team meetings. The session will consist of: soliciting and documenting lessons learned from team participants; reviewing all collected metrics; identifying trends and suggested changes; identifying action items, as appropriate; and tracking action items through closure. |

RESPONSIVENESS TO CUSTOMERS

Seaport-e has a stated emphasis on performance-based and firm-fixed price contracts. Given this it is in the best interests of both the government and vendors to ensure tight lines of communications and ensure that all contracted work is being performed in a manner consistent with the intent of the contract. With this in mind R-G has several management processes in place to ensure that work requirements work is planned and managed consistently, and that status is regularly reported to the government. This regular reporting provides the venue for discussion and allows changes to be made in the approach to any given task.

Tools and Methodologies for Planning Team Activities: Each task order is managed as its own entity by our contracts department. We use a robust combination of corporate accounting, financial, and resource forecasting applications, such as Deltek Costpoint, as well as leading industry project management tools to manage all of our tasks. For cross team collaboration we use Microsoft’s Enterprise Project Management Server with Windows SharePoint Server as our Enterprise Program Management (EPM) framework. By taking advantage of the capabilities of the MS EMP software, and using the same tools and techniques we provide to our clients, we provide single sources of authoritative reference for project documents, enhance team communications, provide overall project status information, and improve performance.

Controlling Task Execution: Proper program control is grounded in sound planning and the establishment of good metrics from day one. Our plans are developed to the work package level, generally describing work that is accomplished by a single Full-Time Equivalent (FTE) in 2 weeks or less, and measured to this same level of specificity and reported regularly. Once this work breakdown is completed, we provide this structure to the government for review to ensure that the task we are going to perform align with their vision. We assign a task lead to each awarded task order that has direct managerial responsibility for execution of our work and is located onsite with the customer to ensure the best possible understanding of the environment and the ability to respond quickly to requested changes. In the event that additional resources or support are required that have not been allocated to a given task, the task lead reports directly to the R-G operations director who can provide additional support as necessary.

Monitoring Progress: Additionally, our team has institutionalized project and program reviews at all levels of our corporation. R-G operations teams meet weekly to discuss the task order status and the planning of subsequent work. The project task lead(s) will meet monthly with the R-G program manger to review task order performance, resolve issues and prioritize staffing needs.

PROBLEM RESOLUTION

As discussed above, in both the quality and responsiveness sections, R-G believes strongly in regular progress reporting to our customers. This allows for accurate performance assessment and keeps lines of communications open when there are issues that need to be addressed. As discussed in the quality section, above, we work diligently to ensure that all of our work is of the highest standard. In the event that problems do arise we are committed to working closely with the government to resolve any problems identified in the performance of our contracted duties. Some of the forms this resolution may take include:

- **Resubmission of deliverables:** If contract deliverables are not up to acceptable standards after government review, the R-G Team will correct identified deficiencies and re-submit these as quickly as possible and at no additional cost to the government so long as the requested changes are consistent with the scope of the contract and the statement of work.
- **Personal performance issues:** If the performance of an R-G Team member is sub-standard we will proactively take measures to correct that performance. Specific steps will be determined based on the severity of the deficiency and the expressed desires of the customer. These steps may include a performance improvement plan, additional required review and oversight for individual tasks, or removal of the worker in question from the task order. In the event that personnel are removed from a task the R-G will provide a suitable backfill for the work, subject to government approval of the qualifications of the replacement.