



SeaPort-e Quality Plan

Quanterion Quality Philosophy

It is Quanterion’s philosophy that quality must be *designed in*, as opposed to being inspected or tested in. Years of experience have demonstrated that this is the *most cost effective* approach for achieving high quality products and services, whether they be in support of SeaPort-e customers or purchasers of Quanterion software products.

Our Quality Capabilities

Quality is a core competency for Quanterion as the day-to-day operator of the Department of Defense (DoD) Information Analysis Center (IAC) called the Reliability Information Analysis Center (RIAC). The RIAC is the DoD’s Center of Excellence in reliability, maintainability, *quality*, supportability and interoperability. Quanterion is also the prime contractor for a sister IAC, the Data and Analysis Center for Software (DACS) that addresses software *quality*. Many of the Quanterion staff members hold certifications in the American Society for Quality (ASQ) quality-related areas, as well as other relevant professional organizations. Quanterion staff regularly teaches training courses in quality-related subjects to government and Industry students.

Responsiveness to Customers

Quanterion has experienced a ten-fold increase in business in its short existence. One of the company’s most discriminating attributes has been its responsiveness to its customers. Contract requirements that require responses to technical inquiries or product/service deliveries within a specific time period are always bettered. Our staff ranges from clerical skills necessary to fulfill product orders to PhD statisticians and engineers ready to respond to short-term and long-term technical needs.

General SeaPort-e Quality

There are general requirements for the SeaPort-e contract that have already been addressed in a quality manner:

- ✓ SeaPort-e Web Site
- ✓ Customer Feedback Point of Contact
- ✓ Contractor Profile
- ✓ Wide Area Work Flow (WAWF) Billing
- ✓ Security
- ✓ Central Contractor Registration (CCR)
- ✓ Government Employee Restrictions
- ✓ Insurance Coverage

Detailed Task Quality Approaches

SeaPort-e is a classic Indefinite Delivery/Indefinite Quantity (IDIQ) contract where there are more than twenty functional performance areas. Because of the variety of the types of work, Quanterion will develop detailed processes for each delivery order to ensure that quality is delivered. For example, in conjunction with our IAC contracts, we have defined thirty-nine quality-related processes. Some of the areas to be addressed include:

- Staffing-staffing is the most important factor in delivering quality results

Staffing Factor	Description	Relative Importance
Technical Capability	Ability to do the technical job	Critical
Availability	Available manhours based on current workload. Sometimes can be reassigned	Important
Cost	Cost should be consistent with level of skills to successfully complete work	Important
Ancillary Capability	Skills beyond the technical aspects of the project. Examples can be writing, programming, teaching, etc.	Helpful
Experience with Customer	Past working relationship with the customer	Helpful
Career Enhancement	Experience in new activities can enhance job satisfaction	Can Be An Extra Benefit

- Security-security is a necessary ingredient for which Quanterion has achieved a “commendable” rating from the DSS.
- Deliverables-Quanterion has a solid track record of providing on-time and high-quality deliverables, often in electronic formats that facilitate their use.
- Data Rights-Rights can be effectively tailored to the particular task, with the Government always receiving rights.
- OCI-Quanterion fully understands the need to avoid conflicts and is experienced in setting up firewalls to maintain integrity.

Customer Feedback

Quanterion accepts customer feedback on the quality of its SeaPort-e services at:

<https://quanterion.com/contract-vehicles/seaport-e-enhanced-seaport/feedback/>