

## **Seaport-e Quality Assurance Program**

In-Depth Engineering (IEC) embeds Quality Assurance from program inception through contract completion in every program we support. Quality Assurance is obtained through advanced planning, assignment of qualified staff resources and tools for use in program and project management. IEC has a documented Quality Management System (QMS) policy that requires employees to perform their work in a quality manner, to meet the customer's requirements, and to document potential risks for effective mitigation.

The QMS is supported by development of a Quality Control Plan for each task order that defines the performance standards and surveillance methods that will be used during the performance of the work.

IEC's Program Manager, Quality Assurance Manager and Executive Management will review the contract performance on a regular basis, at a minimum quarterly to confirm adherence to contract performance requirements and standards and to monitor preventive and corrective actions as appropriate.

Problems identified during the performance of a project are quickly assessed by the management team. Each member of the team is encouraged to identify all issues at every level of the project. The problems are tracked using our Risk Management Process, which includes four primary steps:

- Risk Identification
- Risk Assessment
- Risk Analysis & Mitigation
- Risk Tracking

This process ensures all risks are identified early, prioritized properly, communicated with the customer/project team, analyzed for the best possible solution, mitigated through agreed upon backup plans or parallel paths and fully tracked through to closure/resolution.

Customer feedback and performance assessments are encouraged and actively used by IEC to foster a continuous improvement environment.