The Oryza Group Quality Assurance Plan

We have tasked the Oryza Group Quality Manager to support the on-going needs of our Quality Assurance Procedures (QAP) and defined repeatable processes readily available to our Program Managers. The Oryza Group's Quality Manager provides comprehensive, focused, and customized consulting services for PMs and project teams. Our primary goal is to help all departments and business groups provide total client satisfaction through effective program execution, process improvement, and implementation of best practices.

Services offered by Operational Excellence include:

- Program and Project Management Consulting
- Process Design, Development, and Implementation Support
- Project Management Review Process Support
- Delivery Implementation Support
- ISO Standards Implementation Support
- Training on
  - Delivery
  - Industry Standards (ISO 9001)
  - Project and Program Management Training
  - Process Description

Based on this guidance and the requirements, each Task Order has a detailed quality requirements plan. These plans point to repeatable processes, documented, clear procedures, that are instrumental to cost savings and to achieving best practice solutions throughout NAVSEA.

The goal of our quality control program is producing quality deliverables the first time, every time. That is not always possible. The more likely course of action is using a continuous improvement program that results in documented guides for all levels of performance. Thus, we are focusing on the processes by which functional quality requirements are applied to tasks, in-process reviews by our Management IPT for conformance to requirements and production quality reviews by our second level technical IPT prior to delivery. Our approach is simple

1. Plan
2. Execute
3. Monitor
4. Adjust and
5. Deliver

The focus on documented standardized processes for our activities ensures that our successful deliverables are repeated every time and we can integrate changes into our processes in a systematic, pre-trained and uninterrupted mode, producing predictable results.

We are monitoring and maximizing quality through a two-pronged approach. The Oryza Group is preparing and maintaining a program-level Quality Assurance Plan that provides primary guidance to our Team. We are using the Oryza Group Defined Processes as a top-level

requirement. We encourage the use of our repeatable process approach, but allow proven subcontractor approaches for specific task orders.

Documented Quality Assurance

Our formal, documented quality assurance plan is designed to maximize quality without the need for rework. It includes sets of repeatable processes and associated checklists that assure that all critical functions are performed for each task. The product is checked for form, format, and technical content before final delivery to your designated technical point of contact and other designated recipients of deliverables. Each time a process is performed the user follows a checklist to verify completion of each of the various steps in the process.

The term "repeatable processes" does not imply that tasks are not tailored to the specific context of the requirement, but rather that many tasks can be grouped into a standard process that includes the requirement to tailor it to the specific task. Our quality control process is tailored to the tasks being executed. The task initiates:

- The planning for the actions required
- The estimates of cost to perform
- The assignment of the technical point of contact for the task
- The start date
- The required delivery date
- The content, form and format of the deliverable itself, and
- The designated recipient of the final deliverable

The task is the PCO's direction to perform and to authorize the Oryza Group Team Program Manager to interface directly with the technical point of contact and other NAVSEA personnel, and other personnel who are involved in the delivery of the services or products specified in the task.

The execution phase of our task is controlled through standardized and documented procedures. We are developing a formal quality assurance plan that contains step by step processes required to perform tasks on the contract. This forms the basis for not only performance, but also for an ongoing training program for personnel with the Oryza Group Team. The Management IPT and the Technical IPTs meet frequently to review all problems we have experienced in performance or to adjust our standard processes because of deficiencies noted in quality checks of products before delivery. Our quality checks are conducted by designated, formally qualified senior personnel who must sign off their approval of the product before final delivery is made.

Each month we provide formal reports to the technical point of contact in compliance with typical reporting requirements of most tasks. This comprises the monitoring and adjustment phases of our approach to quality assurance/control. The monthly report provides a complete technical status of the task in process, if required, and the cost and labor hours expended to date.

Our final step is delivery of the finished products. Before we make the final deliverable, a qualified senior person checks the form, format and technical content. A signoff and approval

indicate that we are ready to make the final deliverable. The person designated to receive the product must receive and approve the deliverable. The Oryza Group Team wants the receiver to not only approve our product, but also to assess our performance at the time of delivery. This permits the use of feedback to assess the deliverable as well as the process by which Team provided the deliverable. Deficiencies and shortfalls in performance are compared against our repeatable processes so that corrections can be made in order to repeat our successes and improve our future performance.

A good quality control system reduces risk, but does not eliminate it. Our Program Manager is responsible for performance requirements and accomplishments, and will step in with corrective actions when necessary. For highly technical problems we are drawing from our teammates, or if necessary, go outside to get expert advice for solutions. We are making any necessary changes to our processes to correct any deficiencies and to re-train team personnel so that future performance reflects the improvements and successes will be repeated on similar tasks, achieving a truly repeatable process.