

Zephyr Technology Group (ZTG)

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Quality Plan

Our management approach includes implementation of a Quality Assurance Plan (QAP) to ensure that we meet the requirements of each task order. The objectives of the QAP are to (1) achieve an exceptional level of customer satisfaction; (2) deliver solutions that address the business need of the agency and (3) provide all contract deliverables in a timely and cost-effective manner.

Zephyr Technology Group will integrate the proposed quality assurance (QA) function with day-to-day quality control (QC). In this way, quality will not be a theoretical concept but will be implemented across all contract operations through a series of rigorous quality checks and standards.

Quality Services Team

Our proposed Quality Services Team (QST) will be responsible for managing the QAP.

The roles and responsibilities of the QST are summarized.

Roles and Responsibilities of the Quality Services Team.

Role	Responsibility
Quality Services Manager	<ul style="list-style-type: none">• Manage all aspects of the QST• Lead training and implementation of the QAP throughout the contract• Refine the QAP on a continuous basis• Address specific customer complaints and issues• Address major performance issues with the Program Manager
Task Quality Services Representative	<ul style="list-style-type: none">• Identify and investigate performance issues in the Task Order• Work with the technical point of contact and the COTR to ensure that quality issues are resolved expeditiously• Work with technical team to perform root-cause analysis• Support QST Manager in conducting QAP training and refining the QAP
Process Specialist	<ul style="list-style-type: none">• Capture and document processes and procedures in use by the task order personnel• Using quality standards, review, streamline, and increase quality of processes throughout task order performance• Perform root-cause analyses