

SEAPORT-E

SeaPort-e Contract #: N00178-06-D-4839

Period of Performance: 24 February 2006 – 04 April 2016 (including Award Terms)

Official Government SeaPort Website: [SeaPort-e](#)

SeaPort-e POC:

Contracts Department

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Functional Areas:

R&D Support

Engineering Support

System Des Doc/Tech Data

Interoperability/T&E/Trials

Measure Facilities/Ranges

Acquisition Logistics

Supply & Provisioning

Program Support

Administrative Support

Team Members: TPG has no established team members at this time.

This document is a placeholder pending award of direct task orders to TPG under Seaport-e.

Task Orders: Task Order Number	Solicitation Number	Zone	Title/Customer	Award Date
	N00178-06-D-4839	6		

Corporate Quality Control Plan:

The Parker Group will produce and deliver quality products and services. To meet this corporate objective, each employee will be responsible for ensuring compliance with the procedures established in this corporate quality control plan.

The plan includes procedures for management's responsibility for quality assurance, ensuring the quality of purchased materials and equipment, handling of nonconforming materials, corrective actions for the disposition of nonconforming materials, disposition of quality related documents, and escalation of quality issues.

Management Responsibility for Quality Assurance

The Parker Group management responsibility extends to all ensuring the customer is satisfied and that employees are aware of their responsibility in assuring customer satisfaction.

Education of employees is paramount in establishing a quality assurance program. The education program will assure that employees understand their role in quality assurance, including elevating issues to management in a timely manner.

Quality of Purchased Materials and Equipment

At times, it is anticipated that TPG will be required to purchase equipment or materials. It is the responsibility of TPG to assure these purchases meet the customer's requirements. TPG will work with the customer to identify those requirements and endeavor to meet those requirements.

Identification of requirements for purchases

Requirements should be defined by the customer. Work with the customer and potential suppliers to determine the best product selection to meet those requirements. Document the requirements and confirm with the customer that the requirements have been well defined. Upon placing the order, provide written instructions to the vendor with a copy to the customer

Nonconforming equipment/product corrective action

To the extent possible, purchase equipment will be inspected for compliance with the defined requirements as well as damage. So the equipment be found to be nonconforming, TPG will take corrective action to assure the customer receives the correct equipment. TPG will notify the customer of the nonconformance and the action to be implemented by TPG to correct the deficiency. Provide a date by which the corrective action is to be completed.

An action item log will be maintained and updated as action is taken. The customer will be notified periodically of the status and disposition of the issue.

Disposition of Quality Assurance Records

Records pertaining to the procurement of the equipment and the action taken to correct the deficiency will be maintained. These records will be maintained in a database of project issues and actions. Periodically these records will be reviewed for root cause analysis.

The purpose of this analysis is to establish procedures for addressing particular issues and problems identified throughout the life of a project.

Issue Resolution

Customer satisfaction is the basis of operation for The Parker Group. To assure that the customer's needs are met, it is important to establish requirements for elevating issues for management resolution.

To facilitate the resolution process it is necessary to track project issues and the action taken to resolve the issue. Therefore, a project issue log will be maintained by each project lead. This log will be updated and available to management at all times. If it appears an issue will effect a project milestone and cause a hardship on TPG or the customer, the issue is to be raised to management immediately. When presenting the issue to management, recommendations for resolution are to be provided also.

Management will review the issue and provide guidance for the resolution of the issue.

Organization Conflicts of Interest

At times, it is anticipated that TPG assets and resources will be fully utilized or exceed the demands. Should this event occur, management will be notified of the conflict. As with other issues, actions taken to resolve the issue, deadline for resolution, and recommendations for resolution will be submitted to management for review. Management will then review the information and act to resolve the conflict.

Procedures for Meeting Urgent Requirements

The Parker Group must always be sensitive to the needs of the customer. Therefore, every effort will be taken to meet the urgent needs of the customer. Should action to meet these needs be cause for potential ramifications on other projects, management will be notified and act accordingly.