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## **VETS GWAC: THE MED TRENDS TEAM QUALITY ASSURANCE PROGRAM**

The MED Trends Team has implemented an over-arching **Quality Assurance Program (QAP)** for the VETS GWAC Contract. Our approach to quality management reflects our commitment to achieving high levels of quality and customer satisfaction. This ensures that that quality is integral to the services provided by the entire team. The focus of the Quality Assurance Program is Continuous Process Improvement and drives to penetrate to the core of performance issues and provides guidance for future projects. It focuses on improving performance with respect to cost savings, customer satisfaction and processes.

The MED Trends Team ensures customer satisfaction through constant collaboration – listening, meeting with all client levels, soliciting inputs at regular intervals and canvassing all users to determine user satisfaction. We use questionnaires and survey methodologies and incorporate all the responses in our Quality Assurance feedback surveys. We provide our clients and sub-contractors with a Quality Assurance Review Board (QARB), an independent board reporting to the Senior Management Team (SMT) that incorporate CMM processes and procedures and headed by MED Trends' Program Manager and supported by Director of Quality Assurance.

Our constant monitoring and sampling ensures that our clients receive the most effective means of satisfying their needs. Our customer satisfaction is based on the following steps:

1. The importance of a clear customer experience strategy
2. Selecting the right team
3. Developing, motivating and managing people
4. Establishing effective service delivery processes
5. Building in continuous improvement
6. Ensuring Team Leaders and Project Managers are the key change-agents
7. Following through with a customer satisfaction survey, tabulating results and making concerted efforts for improvement.

As an integral part of quality assurance, MED Trends will provide and perform the following activities:

- **Documentation Process:** The MED Trends Team will maintain a VETS GWAC “**Customer First**” database. This database will be available for the GSA personnel for review. The QAP will include a documented procedure for the configuration management of all files generated for inspections and corrective action plans.
- **Methods of Internal Review:** The MED Trends' Program Manager will implement a periodic review schedule and perform unscheduled audits. The Program Manager will assign employees to independently review all processes, procedures and documentation. Qualitative and quantitative performance-based metrics will be developed and used through the duration of this contract. Audits will be conducted at specified timeframes according to schedule as well as intermittently on an unscheduled basis. MED Trends will review each project twice every quarter for the duration of the contract.

For trend analysis and prevention of repetitive pitfalls, the “**Customer First**” database will be actively used. Information at the minimum will contain - the date and time of the audit, the auditor's name and title, the service being audited and the results of the audit including any shortfalls and recommendations.



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In keeping with our philosophy that “perception is reality,” we strive to measure both objective and subjective metrics of our performance, including:

- The timeliness of: projects, deliverables, reports, personnel, invoices, responses to questions, response to action items, escalation of issues, and management response.
- The quality, completeness, and accuracy of: deliverables, monthly reports, utilization rates and documentation.
- The professionalism and demeanor of: our employees, our contractors and teaming partners, our marketing and sales efforts.
- Our understanding of: customer needs and challenges, technology, market forces, and our customer’s business and business processes.
- Our ability to: solve problems, think creatively, negotiate, communicate effectively in both written and oral forums, respond quickly to emergencies or problems, and save our customer’s money.
- Our communication: of issues, of progress, of status, and of better ways to do things.
- Our focus on the various aspects of 6-Sigma Black Belt: Define, Measure, Analyze, Improve and Control.



The MED Trends Team constantly strives to improve our Quality Assurance Program by benchmarking it against established processes like ISO, SEI CMMi, Malcolm Bridge Quality Assurance Programs and Six Sigma Processes. The Quality Assurance Review Board, the Program Manager and all partners actively participate in this process to ensure that constant improvement and cost savings are delivered to all our VETS GWAC customers.