



NAVSEA SeaPort-e Quality Assurance Program

The PrimeX Technology, Inc plan for Quality Assurance is implemented through incorporation of the following metrics, processes and procedures: customer satisfaction, customer feedback, consistency of process, quality control, responsibility, employee teambuilding with emphasis on training, individual growth, employee empowerment, and continuous product and process improvement.

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. Quality Control Monitoring
4. Adjust and
5. Deliver on time and with cost

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.

PrimeX approach is focused on defined repeatable processes, which are “key” to achieving documented step functions resulting in high quality with cost reductions. They form the basis for our continuous quality improvement philosophy.

PrimeX Technology, Inc maintains a program-level Quality Assurance Plan that provides primary guidance to our Team.

Documented Quality Assurance

PrimeX Technology, Inc. bases its Quality Assurance Plan on the Total Quality Management and is reflected in the attitude of all our employees – from executive management to program/task personnel. Our TQM program begins with the personal commitment of our CEO, Mr. Eric B Jenkins. It is implemented through a comprehensive management system that empowers individual employees and promotes teamwork.

Periodic quality reviews ensure that all Team PrimeX products and deliverables meet customer expectations and meet or exceed the quality required by the customer and program directives.

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

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deliverables. Each time a process is performed the user follows a checklist to verify completion of each of the various steps in the process.

At certain points during the process a third party QA check is required to be performed to verify that the procedure has been followed correctly to that point. The person performing the procedure, as well as the person doing the independent QA check must be certified to perform the specific procedure. A matrix in the defined repeatable process identifies these qualifications. Our training plan uses this matrix to schedule additional training to increase certification and cross training of personnel across all processes.

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 NAVSEA required task is the turn-on that authorizes the PrimeX Team Program Manager to interface directly with the technical point of contact and other NAVSEA personnel as directed by the customer, and other personnel (contractors) 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 TEAM PrimeX. The Management IPT and the Technical IPT's 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. Designated, formally qualified senior personnel who must give their final approval of the product before final delivery is made conduct our quality checks.

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.

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A good quality control system reduces risk, but does not eliminate it. Our Program Manager utilizes the Process Improvement Program (PIP) to monitor performance requirements and accomplishments and will step in with corrective action when necessary. For highly technical problems we draw from Team of Subject Matter Experts (SME), or if necessary, go outside to get expert advice for solutions. We continuously make 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.

We also know the value of learning from mistakes. We have established a lessons learned section to share with our Team and to identify and correct any deficient performance and/or process.

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