



**Virginia Modeling, Analysis and Simulation Center (VMASC)  
Federal Services**

## **Quality Assurance Plan**

**Contract N00178-11-D-6640  
SEAPORT-e**

**Version 3.0  
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**Submitted By: \_\_\_\_\_  
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## Revision Status

[illegible]

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## **Section 1.0 Scope and Policy**

**1.1 Scope:** This Plan describes Virginia Modeling, Analysis and Simulation Center (VMASC) Federal Services group (ETS) Quality Assurance policies, procedures and processes. These policies and procedures control all activities from procurement of tasking, to customer acceptance of ETS services, to final order closeout. For clarity, VMASC is an affiliate of the Old Dominion University research Foundation (ODURF) which serves as its fiscal and contracting agent.

**1.2 Policy:** The quality program is developed to ensure customer satisfaction by providing quality products, on time, in a cost effective manner. We will perform all activities in a manner that meets or exceeds the expectations of our customers.

**1.3 Application:** The Quality Plan described herein is for all ETS activities performed in support of contract N00178-11-D-6640 to ensure product conformance to the applicable contract and task order requirements. These policies, procedures and processes have been developed to support understanding of the underlying SEAPORT-e principles applied to the Task Orders under this contract. The policies, procedures and processes contained herein do not apply to any policies, procedures and processes of Old Dominion University, the Old Dominion University Research Foundation or the Virginia Modeling Analysis and Simulation Center (VMASC) in their respective contract/grant duties and responsibilities.

## **Section 2.0 Quality Assurance Plan Maintenance**

**2.1 Revision Control:** The VMASC Program Manager will revise this manual as required. Whenever revisions occur, all holders of controlled copies will be distributed copies of the applicable revised pages, including a new revision page describing the changes.

**2.2 Reviews:** Management reviews of operations are continuous and any problems indicated with the Quality Plan or its implementation will be addressed and corrected as required. Periodic reviews of the Quality Assurance Plan will be conducted three months prior to Task Order anniversaries to ensure lessons learned are properly captured in the manual and applied in the process of Task Order technical execution.

## **Section 3.0 VMASC Quality Assurance Team**

**3.1 Policy:** The corporate policy of the Federal Services group is that all team members are dedicated to providing the highest possible quality support to the customer. In doing so, each member shall maintain the highest standards of professional work ethic, personal and professional integrity, astute situational awareness to the customer processes and needs, and a dedication to providing quality work product in a timely manner. To better partner with the customer in support of SEAPORT-e principles and ensure production, tracking and

measurement of our work product under this contract, the internal Federal Services Group Quality Assurance Team is described in this section.

As a natural result of the contract execution process, the organizational aspects of the production process is oriented around site-based teams that have the benefits of common mission, collegial intimacy, compact communication network and availability to the customer. Similarly, the SEAPORT-e Project Support Team (the PM, the VMASC Program Specialists and the ODURF Contract Specialists) enjoy like benefits. The key to quality is foster a very responsive and effective relationship between the two internal teams dedicated to the success of the contract while minimizing administrative overhead on the part of the production personnel.

**3.2 VMASC Program Manager:** An inherent duty of the VMASC Program Manager is to act as the programs Quality Assurance Facilitator. The Program Manger has the authority and organizational freedom to identify and evaluate quality problems and to initiate, recommend or provide solutions. Besides being the key accountable person for the execution of the SEAPORT-e program, the VMASC Program Manager is responsible for:

- Update and distribution control of the Quality Assurance Manual
- Perform functional analyses of Task Orders to develop work plans and supporting risk management and quality tracking issues
- Conduct organizational planning to meet customer's quality requirements
- Determine inspection points within the process
- Collect the data to support process measurement
- Direct inspection activities
- Monitor procedures to assure compliance
- Review and maintain records
- Coordinate corrective actions among the stakeholders
- Develop intervention/mitigation courses of action to sustain performance
- Prepare and present status reports to customer and Contracting Officers Representative
- Coordinate and resolve quality issues between the customer and the VMASC Project Support Team and ODURF
- Coordinate support to the Project Team Members and orchestrate support among ODURF and VMASC is allow the Team Members to concentrate on production
- Conduct iterative assessments and analysis with the QA Team to improve quality assurance policy, process and procedures

**3.3 Site QA Coordinator:** The VMASC Program Manager designates a Site QA Coordinator to assist in establishing site work plans and supporting the quality assurance effort locally. The Coordinator is the real time assessor of quality issues and provides an organizational and technical context to any issues that arise. The Coordinator also provides a readily available point of contact for initial customer service. Assignment is based upon site level of effort, task

complexity and/or geographic considerations. The Site QA Coordinator is responsible for:

- Performing functional analyses of Task Orders to develop work plans, resource allocations and proposed Quality Assurance measures of merit
- Alert the Program Manager to customer issues and/or priority realignments that may affect performance and schedule
- Perform day-to-day customer liaison. Act as immediate point of contact for customer service
- Conduct planning to meet customer's quality requirements
- Monitor team work progress
- Monitor procedures to assure compliance
- Reviewing and maintaining records
- Coordinating and advising corrective actions
- Develop intervention courses of action to maintain schedules and quality metrics
- Participate in preparing and presenting status reports to customer
- Mentor team members

**3.4 Team Members:** Each individual employee is **the key action officer** for quality through their performance, integrity, teamwork and mutual support of the customer's mission and the VMASC Quality Assurance policy. All must understand and accept that each day on the job and with each product we provide reflects upon the organizational as a whole and builds the perceptive and factual framework for our customer's analysis of performance. Effective communication with the customer and with the VMASC management team is critical to the process. Bad news just gets worst over time ... continually assess the situation, develop courses of action to resolve, communicate the assessment and request support early in the process. Each Team Member is responsible for:

- Perform functional analyses of Task Orders to develop work plans, resource allocations and proposed Quality Assurance measures of merit
- Alert the VMASC Program Manager and Site QA Coordinator to customer issues and/or priority realignments that may affect Task Order performance
- Plan to meet customer's quality requirements as specified in the Task Orders
- Assess, track and report work effort progress
- Review and maintain records of personal man hour expenditure, deliverables, work product, travel assignments and expenses, and supporting documentation
- Prepare status reports per Task Order deliverable tasking and monthly report requirements.
- Assist other team members as required
- Recommend changes to established work plans
- Perform peer reviews of selected deliverables as requested by other team members, Site QA Coordinator or Program Manager

## **Section 4.0 Quality Assurance Process Procedures**

## Quality Assurance Plan

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4.1 Procedures to be implemented to ensure successful completion of tasks identified within task orders' PWS.

Procedure	Who	When	How	Documentation
Determine if tasks within scope of contract	PM Program Support Office	RFP	Document review	Submission of bid
Determine if deliverables are adequately specified	PM Team Member(s)	RFP	Document review Task analysis	Submission of bid
Determine if Period of Performance (POP) attainable?	PM Site QA Coord Team Member(s)	RFP	Document review Draft WBS	Submission of bid
Conduct planning conference with customer	PM Site QA Coord Team Member(s) TPOC Customer	After award	Virtual or physical meeting	MFR
Review progress monthly with TPOC	PM Site QA Coord Team Member(s) TPOC	Monthly	Virtual or physical meeting	Acceptance of Monthly Report (See Appendix C)
Conduct IPR with customer	PM Site QA Coord TPOC Customer	Quarterly or per Customers direction	Meeting	MFR

Conduct project completion progress review	PM Team Member(s) Site QA Coord	6 & 3 Months prior to POP expiration or as required for the task	Virtual or physical meeting	MFR
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4.2 Procedures to be implemented to ensure that quality performance, meeting contractual requirements, are being provided in a timely manner.

Procedure	Who	When	How	Documentation
Report monthly progress and deliverables	PM Team Member(s)	Per Task order schedule	Document review	Acceptance of Monthly Report (See Appendix A)
Review progress monthly with TPOC	PM Site QA Coord Team Member(s) TPOC	Monthly or as required for the task	Virtual or physical meeting	Acceptance of Monthly Report
Conduct IPR with customer	PM Site QA Coord TPOC Customer	Quarterly or per Customers direction	Meeting	MFR
Conduct project progress review	PM Team Member(s) Site QA Coord	6 & 3 Months prior to POP expiration	Virtual or physical meeting	MFR

4.3 Procedures to be implemented to ensure that the contractor's work force, level of effort and labor mix are managed to ensure that tasks are completed in an efficient and effective manner.

Procedure	Who	When	How	Documentation
Conduct internal scoping session	PM Team Member(s)	RFP	Document review Draft WBS	Submission of bid



with Subject Matter Experts				
Assign Site QA Coord	PM	RFP	N/A	Internal
Develop a work plan reflecting labor quality, labor mix and LOE over the requested POP	PM Team Member(s) Program Support Office	RFP	Initial Monthly Report	Submission of bid
Track Work Plan LOE and labor	PM Program Support Office	Monthly	Include as part of the Monthly Report	Monthly report

4.4 Procedures to be implemented to ensure that tasks are completed in a cost efficient manner.

Procedure	Who	When	How	Documentation
Report monthly deliverables	PM Site QA Coord Team Member(s)	Monthly	Document review	Acceptance of Monthly Report (See Appendix A)
Track Work Plan LOE and labor	PM Site QA Coord Program Support Office	Monthly	Provide an assessment as part of the Monthly Report	Monthly report

4.5 Procedures to be implemented to ensure the accurate tracking of labor hours expended in the correction or replacement of work that has not met contract requirements as specified by the COR.

Procedure	Who	When	How	Documentation
Prepare a report that shows daily Man hour allocation and associated cost	PM Team Member(s)	Weekly until accepted by COR	Special Exception Report	Weekly Report

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for corrective action	Program Support Office			
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APPENDIX A

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Enclosure 1

Date

From: Project Team Member

To: VMASC Program Manager

SUBJ: Monthly Report for Month 201XReference: Contract Number N00178-11-D-6640 Task Order 000X

1. Tasks completed and progress assessment.
2. Government directed travel:
3. Deliverable Matrix provided below.

Deliverable Number from SOW	CDRL Type	Delivered	Deliverable	Repository

4. Expected government directed travel:
5. Anticipated Vacation/Sick Leave:
6. Problems encountered:

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Example of an Project Team member Monthly Report

APPENDIX A

# Quality Assurance Plan

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## APPENDIX B

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### FISCAL SUMMARY

#### VMASC

Contract: N00189-08-D-Z052

Delivery Order: 004 J8 RDTE (NECC)

Performance Period: 10/1/08 - 09/30/09

CDRL: A001

Reporting Period: 10/01/08 - 10/31/08

File Name: 286004

As of date: 31 October 2008

Wage and Fringe Only

#### I. Hours: ODURF labor only.

ODURF Labor Category:	Current Hours	Hours To Date	Budget Hours	Hours Remaining
Program Manager	21	21	250	229
Sr. Prog/Proj. Manager	231	231	4,000	3,769
Prog/Proj Analyst/Eng	288	288	4,000	3,712
Admin Support	144	144	2,000	1,856
Total	684	684	10,250	9,566

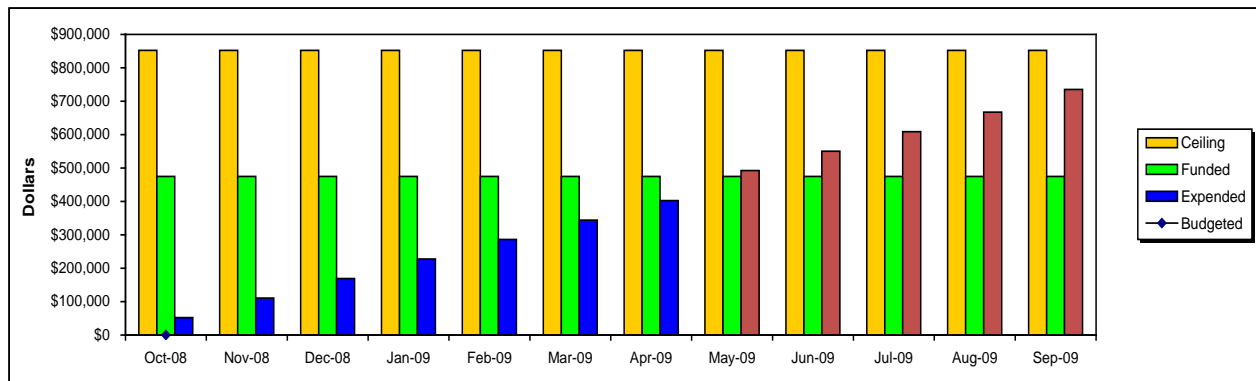
#### II. Contract Expenditures:

Monthly Hour Ceiling	684	764	764	764	764	764	764	1164	764	764	764	882
Monthly Actual Hours	684	764	764	764	764	764	764	1164	764	764	764	882
Month	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09
Ceiling	\$852,230	\$852,230	\$852,230	\$852,230	\$852,230	\$852,230	\$852,230	\$852,230	\$852,230	\$852,230	\$852,230	\$852,230
Funded	\$475,000	\$475,000	\$475,000	\$475,000	\$475,000	\$475,000	\$475,000	\$475,000	\$475,000	\$475,000	\$475,000	\$475,000
Mthly. Burn Rate	\$52,219	\$58,419	\$58,419	\$58,419	\$58,419	\$58,419	\$58,419	\$89,421	\$58,419	\$58,419	\$58,419	\$67,521
Cum. Expenditures	\$52,219	\$110,638	\$169,058	\$227,477	\$285,896	\$344,315	\$402,735	\$492,155	\$550,575	\$608,994	\$667,413	\$734,934
Funding Remaining	\$422,781	\$364,362	\$305,942	\$247,523	\$189,104	\$130,685	\$72,265	(\$17,155)	(\$75,575)	(\$133,994)	(\$192,413)	(\$259,934)

Note:

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#### III. Dollars vs Time: (Expended after current reporting period is projection only.)



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Example of a Labor Execution Plan

APPENDIX B

## APPENDIX C

Monthly Report

Month Year

VMASC SEAPORT-e support to \_\_\_\_\_

CONTRACT No. N00178-11-D-6640 DO 00XX

Location where services were performed:

Personnel on task:

Personnel Performing the Services:

Period of Performance:

Reporting Period:

Item	This Month	Cumulative	Funded	Funds Remaining	Ceiling	Ceiling Remaining
Total Hours	304	2,455	2,644	189	4,100	1,456
Labor Cost	\$24,680.04	\$199,329.38	\$218,000.00	\$18,670.62	\$338,033.00	\$120,033.00
Travel Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$27,738.00	\$27,738.00
TOTAL COST	\$24,680.04	\$199,329.38	\$218,000.00	\$18,670.62	\$365,771.00	\$147,771.00
Est. Labor Burn	\$28,576.89	Unfunded Labor	\$120,033.00	75% Labor	\$163,500.00	
Est. Travel Burn	\$2,500.00	Unfunded Travel	\$27,738.00	75% Travel	\$0.00	

Gov TPOC:

Contracting Officer:

COR:

Tasks completed and progress assessment:

Government directed travel conducted:

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### Work Accomplished:

Deliverable Number from SOW	CDRL Type	Delivered	Deliverable	Producer

### Recommended Changes:

### Delays Occurred/Significant Problems:

### Recommendations:

### Remarks:

### Expected government directed travel:

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VMASC Program Manger

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Example of a Monthly Deliverable Report

APPENDIX C