
Quality Management Approach and Technology of SeeSOR.NET™.

Quality Management with SeeSOR.NET™ brings to reality the concept of transparency and accountability in the management of services that is both efficient and cost effective.

Our approach is an ISO 9001 compliant process that employs the use of web-based technology (SeeSOR.NET™) used for quality assurance (QA), quality control (QC) and performance assessment (PA). This solution has been deployed in several countries and across a variety of projects. Designed specifically for large, complex multi-function service contracting across multiple sites or locations, the technology consists of a Web Portal to a database that is a repository for all information related to the Quality Management System for a project or Enterprise. The technology runs on a secure server with access to all performance data available to anyone in the company responsible for the management or the performance of work.

SeeSOR has been designed as a collaborative platform that government Performance Monitors can use to validate the quality of service against the performance standards of the Performance Work Statement (PWS). Through joint participation in the use of SeeSOR, government and management will be aware of our performance and have visibility of the actions being taken to continuously improve service and exceed the performance standards in an objective and measurable manner.

The Army has used the SeeSOR system since 2002 at the U.S. Army Space and Missile Defense Command (SMDC) for their U.S. Army Kwajalein Atoll (USAKA) Range Operations and Base Operating Support Service Contract (reference available upon request). SeeSOR has also been proven internationally and in the U.S. Government over the last 15 years, having been selected by both contractors and various government agencies. Projects in the U.S. include State Department International Narcotics and Law Enforcement Annex (INLA); LOGCAP III, US Army, Europe (USAREUR) Support Contract (USC) Logistical Support & Temporary Construction in the Balkans (by incumbent contractor); and SeeSOR.NET™ is being used as an Enterprise Solution for Commander, Navy Installations Command (CNIC) for Quality Management of the successful In-house Team.

The approach to configuration, maintenance and operation of the QA system is:

- Setup and maintain Performance Work Statement (PWS) requirements in an organized manner as is contained in the PWS
- Construct and activate Quality Assurance (QA) monitoring plans for each required produce or service in accordance with the specified performance standard.
- Schedule inspections based on each active QA monitoring plan (configure auto-adjusted Frequency or Fixed Dates)
- View and print inspection schedules and checklists to be used by QA inspectors
- Input inspection results and calculate weighted (composite) averages for the project, functional sections, individual requirement, with filters for sites, date ranges, user group (service provider or service receiver).
- Input and track corrective action issues to resolution
- Maintain a single repository for all related documentation to the PWS, inspections and Corrective Actions through the attachment of files (pdf, Excel, Word, jpg, etc.) and links to current references material available over the Internet.
- Review and consistently upgrade custom reporting and analysis of all available quality data within the database
- Calculate various quality index data (tabular and charted) and plot trends with statistical analysis including regression analysis and standard deviation (σ - sigma)

Additional value of our approach includes:

- On-line review of the development (or modification) of PWS requirements from edit, review, revise, and concurrence to final approval.
- Detailed user login security control for granting access to specific areas and/or functions of SeeSOR.NET™ so that appropriate individuals (Government and Contractor) have access to the necessary information and role-based authorization for input of data.
- The database management approach includes global user settings, data maintenance, automated procedures and transaction logging capabilities so that a full audit trail of all historical transactions is documented.
- Tablet computers (iPad, et. al.) with communications capability make access to SeeSOR.NET™ in the field possible and creates real-time Quality Management, particularly useful when critical service or performance is required.
- QA plan activation and locking mechanisms for added security
- Searching and locating information based on PWS data, QA Monitoring Plan and inspection data.
- Critical issue display of pending corrective action issues and past due inspections
- Default inspection site settings for the database as well as each user

The above lists represent only a selection of the features of the SeeSOR.NET™ approach. This approach to QA has been perfected over a 12-year period with improvements continuously built into the approach and technology. For more detailed information on a particular subject an on-line Users Guide for the technology.

[NOTE: Service providers using SeeSOR.NET™ should integrate the above functions into their overall Quality Management Plan which includes Standard Operating Plans (SOPs) maintenance, Root Cause Analysis for fault correction, training and other operational aspects of a complete Quality Management System.]

The Software Application

The software login. Upon logging into an Enterprise the user is presented with a list of projects (a project could be a separate contract or Task Order) to which they have authorized access. [NOTE: Those responsible for QA at a location can benefit by having access to other projects in the corporate enterprise by reviewing Corrective Actions or Inspection Results of other projects to avoid similar issues in their project.]

Once logged in to project (Users Console) the digital dashboard will display the highest-level issues. The first display is Past Due inspections (by aging), and Corrective Action Reports (CARs) that are outstanding. These metrics are followed by Repeat Corrective Actions (identifying recurring issues against the same requirement) and the Quality Analyst (trend analysis of performance by functional Section). The last set of dashboard metrics are the Average Resolution Time (time required to resolve previously closed Corrective Actions) and Scope of Inspections (percent of the total requirement and the percent of importance of the requirements within the project that has been inspected in a set timeframe).

By clicking on the “More->” link in the bottom right of each of the dashboard metrics the user is taken to that metric’s main screen to access more information or change settings. For more detail on each of the metrics and all SeeSOR.NET™ functionality refer to the specific topic of interest in the User’s Guide:

<http://support.ascginc.com/Wiki/usersguide/DashboardOverview>

User’s Guide TOC:

http://support.ascginc.com/SeeSOR.NET_User%27s_Guide

Requirements Management

The foundation of the project is to manage the Requirements (PWS or Task Orders). SeeSOR.NET™ can be used as a PWS development tool or as an amendment tool through the “Review” mode (refer to “Requirements Management in the User’s Guide for more information:

http://support.ascginc.com/Requirements_Management).

Full explanation of the requirements, quantities and performance standards are constantly maintained. The PWS can at any time be printed or exported to other applications (like Microsoft Excel).

When printed the PWS can be presented in a standard Tabular Format or can be customized to meet the format desired.

QA Planning

Quality management starts with the development of detailed QA Monitoring Plan for each requirement. This plan includes objective performance metrics. When a new requirement is added to the PWS, the QA Monitoring Plan will be developed concurrently. History shows that concurrent development of the QA Monitoring Plan will produce a clear understanding of the requirement and most importantly the performance expectations to be reflected in the Performance Standard. The Government can be provided access to these monitoring plans and at the end of the contract the Government could be provided hard copy of the plans and may, at its option choose to license the software to maintain the continuity of our QA program. Publishing QA Monitoring Plans that are sufficiently detailed provide greater insight into the performance expectations of the Government.

The level of detail in the plan is sufficient to insure an objective measure of the performance metrics. The detail will ensure the inspection will be conducted the same way regardless of the inspector. The detail allows the government to participate in the inspections to create a validation sampling of the inspections

When the QA Monitoring Plan is ready or scheduled to be inspected it is printed out through the Scheduling function or accessed through a connected device.

For more detail on QA Plans refer to the User’s Guide:

<http://support.ascginc.com/Wiki/usersguide/DevelopQAPlans>

Inspection Schedules and Performance Data Inputs

Schedules for when requirements are to be inspected are based on previous scores and in accordance with the parameters established in the QA Plan. SeeSOR.NET™ schedules inspections by Site which can be useful when considering the SeeSOR configuration for effective Enterprise management of multiple, concurrent projects, which may include geographically dispersed requirements.

When the inspections are performed the data is entered through the Inspection Results screen. Once entered the information is immediately available to all users with appropriate access to our system. This provides a near real-time data availability. Furthermore, since the data is available through controlled Internet access to our Managers and executives (and to the extent desired by the Government, Government managers and monitors), whether on-site or anywhere in the world, will have real-time access to the Quality Performance data that is collected at geographically dispersed locations.

[NOTE: Use of the “Flag this inspection as exceptional” box would allow the dissemination of work that has been performed exceptionally well to be documented in the comments section of the inspection. Other Quality Managers within the Enterprise can review the Exceptional Inspection Report to import particularly successful practices to their sites.]

For more detail on Inspection Schedules and Inspection Results refer to the User's Guide:

http://support.ascginc.com/Inspection_Schedule

and

http://support.ascginc.com/Inspection_Results

Corrective Action (CA)

Significant performance issues that are identified as a result of an inspection are immediately identified and documented with the creation of a CA. CAs are created in the Inspection Input module or in the Corrective Action window. Managing of CAs is performed in the Correction Action function.

[NOTE: To facilitate transparency, the Government's Performance Monitors can be given access to input their own significant discoveries into the system as well. CAs are an opportunity to rectify performance issues before they become endemic and for project management to prove their creativity and responsiveness in identifying and solving challenges. Sharing of CAs and their resolution across multiple, concurrent projects, with geographically dispersed locations will assist in the prevention of the same or similar issues elsewhere in the Enterprise.]

For more detail on Corrective Actions refer to the User's Guide:

http://support.ascginc.com/Corrective_Actions

and

http://support.ascginc.com/Inspection_Results

Trend Analysis

Along with its many other benefits, perhaps the single greatest purpose of the QA effort is to ensure achievement of continuous improvement in service delivery. The purpose of establishing objective metrics associated with each requirement of the PWS is to trend performance by individual requirement, function, group of functions, by sites, or by the entire PWS, and to produce an accurate and complete measure of how project quality is changing over time, with drill down capability to identify performance issues at any level.

The Quality Index is created for each function's performance trends at each site. Several function's performance trends will be created simultaneously (as depicted below) for use by those managers with responsibility for multiple areas. Additionally, a combination of selected function or all functions will be shown as a single trend line reflecting a weighted average trend of the performance of those amalgamated areas. Formal review of these trends and analysis of problem areas should be performed by all managers and supervisors periodically. However, managers and supervisors (and should they wish, Government monitors) can review and compare these trends against actions implemented (through the updating of Standard Operating Procedures).

For more detail on Trend Analysis refer to the User's Guide:

http://support.ascginc.com/Trend_Analysis

Reports

The SeeSOR database is open and accessible to allow the use of any database report generation software to create custom reports. These externally generated reports can only be run outside of SeeSOR.NET™ (such as being published through SharePoint). The exception is that SeeSOR (desktop) allows the creation of custom reports using Crystal Reports, then embedding the report in the Reports Function of SeeSOR™.

New reports are constantly added to the program and disseminated to all SeeSOR.NET™ (Contractor and Government) users so that all involved with the Quality Management System will benefit from the use of SeeSOR.NET™ Enterprise.

For more detail on Reports refer to the User's Guide:

<http://support.ascginc.com/Reports>