



K A B LABORATORIES

Quality Assurance Program

The KAB LABORATORIES, INC. Team quality management approach will involve processes required to ensure that the project will meet or exceed customer requirements and expectations. The major processes as described further in the following subsections and included in KAB LABORATORIES, INC.'s approach to Quality Assurance are:

- Quality Planning
- Quality Assurance
- Quality Control
- Quality Improvement

Quality Planning

Working with the customer, KAB LABORATORIES, INC. will determine which standards apply and which metrics to use to measure compliance. We will develop a verifiable Quality Assurance Plan (QAP) that:

1. Identifies the role of the teams in quality management;
2. Identifies quality planning activities (input/output);
3. Identifies the customer and their requirements;
4. Documents the standards, where they come from and how they will be used;
5. Identifies relevant quality metrics;
6. Identifies the major tools and techniques of quality planning and how they will be used.

Quality planning involves identifying the standards, service level agreements and quality activities which will apply to the project or task, and determining how to incorporate these factors into the Project Plan, how to measure and track them, and how to satisfy them. Quality planning will be performed regularly and in parallel with the other project planning processes and incorporated into the overall project plan.

The scope statement and service level agreements will be an important aspect of quality planning since they will document project objectives, project description, major deliverables and success criteria which define the Important and minimum project requirements. Technical issues and risks will be incorporated and analyzed to judge their possible affect on the quality management processes. Other considerations that may have an affect on quality planning are standards, regulations, and customer policies

The QAP will describe how the project management team will implement the quality policy processes and activities, and depending on the task may be incorporated into the Project Plan and communicated to all stakeholders and project teams. The QAP will describe the organizational structure, responsibilities, procedures, processes and resources needed to implement quality management. The QAP provides input to the overall Management Plan and will address quality assurance, quality control and quality improvement for the project.

Quality Assurance

KAB LABORATORIES, INC. will institute planned and systematic processes to provide confidence that the project will satisfy the relevant quality standards. Some of the activities the KAB LABORATORIES, INC. Team will include to meet quality assurance goals are: structured walkthroughs (internal peer reviews), in-stage assessments (in-process independent reviews), thorough testing of work products, strict implementation of configuration management procedures and risk monitoring, and assessment at all levels of management and development.

The QAP will establish general guidelines, review points, reporting methods and channels. Using the QAP, the Quality Assurance function will audit and report to the PM on the various tasks.

Quality Control

KAB LABORATORIES, INC.'s Quality Control practices involve measuring and monitoring specific project work results to determine if they comply with project specifications and quality standards, and identify ways to eliminate causes of defects.

The results of project quality measurements will be reviewed regularly per the established checkpoints and milestones to gauge the quality of the work products and the overall project efficiency. Metrics and measurements will be identified, defined and described in the QAP.

All variances will be analyzed for determination of causes and unidentified risks to the project. When variances exist, action will be taken to bring the project into compliance to requirements. In addition, trend analysis will be conducted to monitor technical performance (mean to defect ratio), and cost and schedule performance (determine activities completed with significant variances). These analyses will act as predictors to provide insight to potential outcomes of the project.

Quality Improvement

Data provided by the Quality Control audit process serves as valuable input to the process improvement function. This data is analyzed to determine systemic improvements in Quality Control and the project's developmental process.