

Approach to Quality Assurance

Baker-Sabre JV has an overriding commitment to the quality of the products, solutions, and services we provide to our customers; quality is recognized as a fundamental component of the value that all customers receive from Baker-Sabre JV. Under these guidelines Baker-Sabre JV leaders are responsible for establishing objectives and using measurements to drive continual improvement in quality and in customer satisfaction, and our personnel are expected to contribute to continuous improvement as an integral part of our quality management system.

Federal customers receive maximum project monitoring and quality control through Baker-Sabre JV's clearly defined quality assurance deliverables. We will utilize our proven metric-based methodology that we employ on other engagements to ensure that activities are implemented and managed to best industry standards and for facilitating this performance-based contracting effort. Our approach will result in predictable and measurable quality across all Task Orders to ensure the effective and efficient achievement of program goals as well as enabling the reuse of best practices so vital to EAGLE enterprise continuity. Our quality control plans focus on both the tactical delivery of products and processes while simultaneously maintaining the strategic goal of enterprise success. Our procedures require that each Task Order will require the preparation of a specific quality control plan. This plan establishes our overall management philosophy, governing policies, requirements, and accountability for ensuring compliance with individual contract and Task Order requirements.

The quality control plan ensures rigorous assessment of metrics and unwavering focus on user satisfaction. The plan includes scheduled and unscheduled monitoring, testing strategies, and other procedures to detect errors within services and products; we conduct walk through inspections, services and products reviews to identify trends and issues to prevent errors and to ensure appropriate traceability to requirements and agreements. If appropriate to the task, surveys and peer review will also be implemented. The Program Manager will assess all inspection and audit findings and trend analysis to ensure any discrepancies identified are corrected quickly and that action is taken to prevent recurrence (i.e., root cause analysis).

Baker-Sabre's commitment to quality is also measured through external quality certifications, appraisals and awards. Baker-Sabre JV participates in quality practices, including appraisal at Level 3 of the SEI Capability Maturity Model Integration® (CMMI) and ISO 9001:2000 registration as well as Earned Value Management (EVM) through our validated system.