
QUALITY CONTROL PLAN

STARGATES, INC. Quality Control Plan has been developed to provide the highest quality deliverable and services to our clients with the greatest degree of responsiveness. This plan is approved by STARGATES management. The following subsections outline the STARGATES Quality Control Plan.

CONTRACT DELIVERABLE QUALITY REVIEW PROCESS

STARGATES strives to deliver the highest quality products and services to its clients. With this in mind, STARGATES has a stringent quality control process for contractually required deliverables. The process includes:

1. **Project Timeline** – Develop a project timeline for the deliverable that includes ample time for technical and editorial review and to make appropriate changes for applicable comments. The timeline may include multiple reviews of draft copies for larger deliverables.
2. **Final Draft** – Complete final draft of the deliverable for technical and editorial review.
3. **Technical Review** – Submit the final draft of the deliverable for technical reviewer within the specified project timeline. Review any comments and make appropriate changes. Review any significant changes or questionable comments with reviewer.
4. **Editorial Review** – Submit the final draft of the deliverable for editorial review. It is preferable to submit the draft with all comments incorporated from the technical review, but this may not be practical in all circumstances and may be submitted in parallel with the technical review. Review any comments and make appropriate changes. Review any significant changes or questionable comments with reviewer.
5. **Submission for Delivery** – Provide the final deliverable to the task leader or project/program manager for any additional review and delivery to client. The deliverable must include a completed version of the “STARGATES Deliverable Worksheet.”
6. **Deliverable Recordkeeping** – Make a complete copy of the deliverable prior to sending to client and add it to the files maintained for that client.
7. **Delivery to Client** – Provide client with deliverable and request for feedback.

The quality control process is intended to not only to develop high quality deliverables, but also to provide a mechanism for feedback and training. Using the comments from the technical/editorial reviewer as well as the client, STARGATES will train and develop its staff to constantly increase the quality of its deliverables.

TRAINING

STARGATES training is broken into two categories, functional training and organizational training. All STARGATES employees hired are experts within their field and have a deep understanding of the technology and skills required for their job. In cases where employees need additional knowledge, training will be provided through a variety of sources, including: formal education, seminars, in-house training sessions, one-on-one training sessions, and trade journals and associations. All employees will be trained on STARGATES organization policies and procedures, including the Quality Control Process for client deliverables.

CONFLICTS OF INTEREST

In no case will STARGATES accept any work that is in conflict of interest from an existing client without prior approval from both the existing client and the new client. In cases where organization conflicts of interest occur, STARGATES will determine (with client input as necessary) the course of action that provides the highest quality and responsiveness to the client.

TASK ORDERS

STARGATES will closely manage its resources in relation to the tasks that are currently being performed in-house and the tasks that are expected. The STARGATES program manager will work with the task leaders to identify resource availability and to ensure that there is sufficient staff available to adequately complete all current and planned assignment. The program manager will build in sufficient leeway to cover any unforeseen task overruns and cover the start of any urgent requirements. Prior to accepting any additional tasks, the program manager will ensure that no existing task will be affected without the consent of the client.



DELIVERABLE WORKSHEET

1. Task Number:
2. Task Leader:
3. Deliverable Title:
4. Client Task Director:
5. Required Delivery Date:
6. Actual Delivery Date:
7. Primary Author/Writer:
8. Technical Reviewers:
9. Editor/QA Responsibility:

-----Client Only Write Below This Line-----

Date Received: _____

Technical Content: _____

Format and Overall Quality: _____

Action Taken: _____