

# Universal Business Solutions [UBS] Quality Assurance Plan



## Overview

I. On every project UBS undertakes, a Quality Assurance Plan (QA Plan) is developed. The purpose of the plan is to ensure that each deliverable, as well as the final functional capability of the solution meets the Government expectations. The QA Plan defines the procedures for the conduct and reporting of periodic and continuous internal audits and inspections necessary to verify UBS compliance with all aspects of the contract. The QA Plan for each project is adjusted based on the nature of the particular deliverables and the overall project goals and objectives; however, the basic UBS approach remains the same. The key components of a QA Plan address both the overall project performance and functionality (including alignment to schedule and budget), and the approach to ensuring quality deliverables throughout the project. All aspects of the UBS proposed QA Plan are actively managed and monitored by a dedicated Quality Assurance Analyst to ensure exhaustive attention to detail in guaranteeing quality in project performance.

The primary elements of the UBS approach to ensuring quality in overall project performance include:

- **Defining Performance Requirements:** These are summarized in a Performance Requirements Summary (PRS) document that is mutually agreed to by the Government and UBS. This step usually occurs after a final design is agreed to and y performance metrics requirements can be logically developed.
- **Sampling of Project Output:** This is an important step in validating the product being delivered. Sampling can be done in a variety of ways, and the method will be agreed upon by UBS and the Government.
- **Establishing Acceptable Quality Levels:** It is important to note that the performance of the solution, the adherence to schedule and the quality deliverables and the ability to meet the needs of the Government customer is paramount in measuring the project's success.
- **Quality Recommendations and Continuous Improvement:** Recommendations for improvement are derived from the investigative results surrounding the performance against desired quality levels. Those recommendations that are approved are them implemented. This process continues in a circular fashion and is known as "Continuous Quality Improvement".

II. UBS has a series of quality assurance elements that comprise the approach to ensuring quality in deliverables (including all documents) throughout the project. This will be of particular importance to the Government given the extensive documentation, reporting and security requirements that exist within the scope of the VDI project.

Key elements of the UBS approach to ensuring quality deliverables is outlined below:

- **Version control through Change Control Management (CCM)**, which is the process of using techniques and software to control how changes are introduced into the project. This affects many areas of a project including;
  - a. Project Scope Management Changes
  - b. Technical configuration or software version changes
  - c. Documentation deliverables and other written project artifacts.

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This CCM process is outlined below:



**UBS Change Control Management (CCM)** Documenting change requests and maintaining proper change control through a defined process is a key component to problem avoidance and maintaining quality control.

Through this process the QA Analyst ensures that all required deliverables are in the format desired by the Government and that the documents contain all required information.

**III.** Taken together, these key elements of a projects QA plan provide a high level of assurance to the Government that UBS will deliver final works products that meet all government requirements.

Much of the Universal Business Solutions [UBS] quality focus will be on problem avoidance. The quality management effort will focus on continuous improvement of key processes that impact the success factors associated with the Government's requirements. The QA Analyst, in conjunction with the Project Manager, will maintain a performance report of all operational key performance measurements, actual attainment against those objectives and assessment of root cause analysis and associated actions implemented to address shortfalls.