

## Jacobs SeaPort Enhanced Team Quality Assurance Program

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The structure for our Quality Program includes the core processes for product and service realization, and the management and support processes required for effective measurement, analysis, and improvement efforts required for long-term success. Individual procedures and work instructions are implemented based on value-added need. Enhancement of quality, consistency, and continual improvement of the system will result from a variety of actions, including:

- Thorough system and project planning
- Product and task inspections and tests
- Project/task audits and monitoring and control
- System audits
- Customer feedback
- Tracking performance management metrics
- Tracking delivery on our proposal promises
- Corrective and preventive action focused on cause elimination
- Routine regular communication

**ISO Certification** – Thirteen of our operating segments are ISO 9001:2008 certified, and the remaining have ISO-like programs. Additionally, our Intermediate Home Office is ISO certified. The benefits of our investment in a Quality Program are both tangible (such as productivity increases) and intangible (such as customer satisfaction). We recognize that every service environment is different, and we will work closely with you to ensure that our Quality Program is tailored to the individual NAVSEA Task Order requirements. Our continuous improvement methodologies provide us the option to take advantage of lessons learned from similar contracts to continuously improve our Quality Program. We have extensive reachback capabilities from both our segments and Intermediate Home Office for mentorship during the initial phases of a Task Order after award.

**CMM/CMMI** – Our TYBRIN and Information Technology Support Services (ITSS) Groups are certified to LEAN Capability Maturity Model Integration (CMMI) ML3; and our Engineering Technology Acquisition Support Services (ETASS) Group is certified to CMMI ML2. Compliance with these quality models is key to helping us provide excellent service to our customers.

**Emphasis on Metrics-Based Total Performance Management** – NAVSEA's performance and quality management objectives for the SeaPort Enhanced contract are analogous to those we have encountered and continue to address on several of our performance-based contracts. On these contracts, we have partnered closely with our customers to develop processes for identifying and quantifying metrics that measure how well we meet our customers' performance objectives. Throughout contract performance, we work with our customers to continually re-examine and re-calibrate our metrics to reinforce contract objectives that are focused on ensuring the long-term viability of our customers' missions. Metrics are central to our process and strongly focus our company on continual improvement.

**Ensuring the Quality of Subcontracted Services** – We are committed to ensuring that all teammates will hold their work to the same high standard of quality that we do. We will ensure all subcontractors comply with our Quality Program through regularly scheduled meetings with our teammates to address quality issues on awarded task orders. Where we integrate our teammates on a Task Order, we will ensure that our teammates are fully trained in our quality processes and procedures.