

J & B Hartigan Inc. integrates Quality Assurance at the beginning of a project lifecycle and extends it across every phase of our projects. Our methodology is based on early advance planning, assignment of qualified staff resources equipped with the right tools, and supported by solid fundamental program and project management techniques.

Our QA process is designed to prevent, reduce, or eliminate costly rework that might impact our ability to perform on time, within budget. In short we aim to hit the requirements right the first time, Our approach is based on Continuous Process Improvement principals and includes:

- Developing a Quality Management Program Plan for the contract and refining it for each Task Order
- Establishing and monitoring metrics for project objectives during the Work Breakdown Process
- Implement a Continuous Process Improvement mentality that includes monitoring and assessing performance based on agreed to quality processes
- Establish quality objectives by deciding the scope and frequency of quality assessments and reporting policies and coordinating with the government stakeholders to obtain their buy in and support
- Coordinating quality management with our team mates
- Conducting periodic Quality Management Reviews.
- Quality Assurance promotes the delivery of reliable, complete, and accurate work products by minimizing the transmission of errors through Quality Planning, Quality Control, and Quality Improvement processes. Booz Allen's approach to providing Quality Assurance establishes quality controls during the entire lifecycle of a task.

Quality Assurance is an enabler for the delivery of reliable, complete, and accurate work products on a repeatable basis. JBH's approach to Quality Assurance establishes quality controls across the entire lifecycle. Our senior leadership conducts quarterly Quality Assurance Reviews on each project, applies lessons learned and embodies an ITIL Service Delivery and Continuous Process Improvement concepts.