

## **Quality Assurance Policy**

Sayres and Associates Corporation is committed to providing customers with quality services of the utmost caliber. In order to achieve the best products and deliverables that Sayres can provide, Sayres continues to monitor and improve processes in order to meet and achieve our customer's goals. The objectives of our Quality Management System are product and service conformity and customer satisfaction. The implementation of Sayres Quality Policy continues to successfully deliver high quality products and services on Government Contracts to the customer. This is reflected in our vision: "Be the preferred provider of professional services by gaining the trust and confidence of our customers through consistent and reliable performance." Supporting Sayres vision are our values associated with quality which include: Be Technically Proficient; Hold Ourselves Accountable; Continuously Improve; Deliver Excellence Through Quality; Respond to Customers' Needs; and Demonstrate Exemplary Professionalism.

### **Commitment**

- Ensure that the QM system is used to identify and address any needed change in tasking or performance.
- Create partnerships with our subcontractors and vendors. Ensure that our teammates that may be used in the delivery of our services also comply with our Quality Policy of the company.
- Provide sufficient resources to ensure that we can operate to the Quality Management System. The management system is based on the principles of ISO9001, the International Standard for Quality Management Systems (however not certified).
- Review human capital required to support quality processes, review and adhere to compliance documentation, review and revise training based on original requirements and any dynamic changes, and set goals and new processes based on changes required.
- Ensure that all company policies and procedures have the full support of senior management and are understood by all in the company through open and transparent communications.
- Fully address any growing needs of our customers. Work with our customers to resolve any concerns to their satisfaction and use those needed changes as learning tools within our QMS for our company procedures and supporting training going forward.
- Increase awareness of our employees with respect to customer quality products and the expectations of what is required of a quality product.
- Train employees to ensure QMS is a culture not a transactional management and oversight. Desired end state is that QMS becomes an internal process for each employee throughout the company, and that QMS is reflected in our company policies and procedures.
- Ensure that all company policies and procedures have the full support of senior management and are understood by all and adhered to.

### **Our Approach to Responsiveness and Cooperation**

Sayres will develop tailored Quality Assurance Plans for the appropriate Task Orders or other appropriate grouping of contracted work. A designated Management Representative will provide independent verification of compliance to the plan. The tailoring of the Quality Assurance Plan and client



requirements for Task Orders will ensure delivery of high-quality products and services. Every product or deliverable we generate will have multiple layers of review prior to final approval.

Sayres and Associates is a large business and our relationship with our customers, employees, and team members is essential. Customers can be assured in receiving responses and services when interacting with Sayres and Associates through our managed approach of our relationships. Our programs will establish clear lines of responsibility from our executive management to those performing the work.

Sayres recognizes good communication is critical to effective project management and successful performance. To accomplish this, Sayres will meet regularly with the Customer and Team Members allowing all parties direct input.

When urgent issues are identified, the Task Leader associated with the impacted TO will notify the Program Manager (PM) assigned to the work. The PM, in turn, notifies our Contract Manager. The Program Manager, Task Leader, and Contract Manager will review the work plan adapt any pre-determined contingency plans and risk mitigation strategies to meet the urgent requirements.

### **Approach to Problem Resolution**

We understand that sometimes even with the best communication, problems will arise. We will work with our Customers to resolve their concerns to both our satisfactions. To accomplish this, we draw upon the experience and expertise of our personnel by providing problem resolution tools for our Customers. These tools include aiding communication improvement, gap analyses, root cause analysis, process mapping, decision making techniques, situation appraisals and coaching/counseling of employees. Senior management will be part of the problem resolution process- our goal is to resolve problems at the lowest levels, but ensure that the issue even if resolved is shared with senior management so we can incorporate any lessons learned into future training and process revision to ensure we as a team continually improve.

### **Implementation**

Responsibility for upholding this policy is company-wide with the guidance and oversight of Senior Management who will monitor the effectiveness of the policy and encourage the commitment of company personnel to create quality products and Services. The Quality Policy will be reviewed annually. This Quality Policy will be displayed prominently for employees' access.

(Signature) 

Kevin Darnell

President, Sayres and Associates Corporation

Dated: 12/16/2019