

Quality Assurance

Suh'dutsing Telecom, LLC (STL) has a comprehensive approach to Quality Assurance that provides a consistent value-added service that:

- Focuses on quality, timely performance, and customer satisfaction
- Maintains secure and cost-effective stewardship of customer property
- Integrates environmental, safety, and health (ESH) stewardship in all aspects of performance and project management

STL represents the best-in-class solution for the future success for engineering, technical and programmatic support services. Our technical and management approach embodies a flexible, adaptable, and responsive capability supported by a highly qualified management team and workforce that forms the foundation of our ability to achieve our critical performance objectives.

STL and their stakeholders will derive significant outcomes from our performance management approach that include:

- **Productivity Improvements** – Achieved by focusing on selected key performance metrics, thus reducing the resources required for management reporting. In addition, continual performance assessment is used to facilitate opportunities for productivity improvement and cost savings.
- **Organizational Improvements** – Achieved through clear communication and effective monitoring of performance using enabling technologies that create opportunities for redefining management responsibilities, increasing span of control, and optimizing our organizational structure.
- **Workload Synergies** - Achieved by establishing the necessary relationships between our improvement initiatives and key performance measurement objectives that is aligned with our performance strategies. The ultimate result provides our management team with these synergies.
- **Performance Metrics** - Performance metrics data and information are used to demonstrate the quality of our work performance and provide evidence that our performance is providing the desired performance outcomes. Performance data, information, and records are readily available to

authorized Government representatives in an "open-book" relationship for review at any time.

Our technical and management approach includes processes and procedures specifically required to accomplish the Performance Work Statement (PWS), as well as innovations and efficiencies to enhance our performance throughout the life of the contract

Critical Management Objectives

- ❖ Provide an empowered management team and workforce committed to performance excellence.
- ❖ Implement sound processes and procedures for executing work and performance metrics that effectively measure, track, analyze, and report performance to ensure mission success.
- ❖ Establish a partnering approach that creates operational efficiencies, increases productivity, reduces costs, and garners customer satisfaction.
- ❖ Infuse technology where viable to enhance performance and provide STL management and the Government near real-time insight into performance that leads to proactive decision-making.