

## QUALITY



**CMMIDEV / 3<sup>SM</sup>**  
Exp. 2020-10-26 / Appraisal #30757

Imagine One is committed to achieving success both internally and externally for our customers. Having a defined approach for how we execute in these areas is critical to achieving that, and to ensure success we maintain an SEI CMM maturity level 3, currently valid until 26 October 2020. An appraisal at maturity level 3 indicates our organization is performing at a “defined” level. At this level, processes are well characterized and understood, and are described in standards, procedures, tools, and methods.

Ultimately, our CMMI maturity level 3 rating means:

- Our work and processes have received the highest form of third-party validation.
- We take a proactive approach to managing projects and processes.
- We’re dedicated to continuous improvement and producing great work that makes a difference.

Our established Organizational Set of Standard Processes (OSSP), which is the basis for maturity level 3, has been improved over time by the Process Improvement Program (PIP) team. While our most recent re-appraisal focused on our Software Development capability, the OSSP can be followed to ensure discipline in many areas such as project management and systems engineering.

## QUALITY MANAGEMENT SYSTEM

Imagine One recently obtained NAVSEA 04RP approval for our Quality Management System (QMS), designed to support Navy Software Development/Integration, and easily tailored to support the hardware components of many programs and/or to support other DoD and government customers. This current QMS is fully compliant with the following Standards and Specifications:

- ISO 9001:2015
- NAVSEA Standard Item (SI) 004-009:2018
- NAVSEA Technical Specification (TS) 9090-310G

**Quality Control/Quality Assurance (QC/QA) Program Overview:** The purpose of Quality Assurance (QA) is to review both processes and products and provide staff and management with objective insight into processes and the resultant quality of the associated work products. The goal of Imagine One Quality Control/Quality Assurance (QA/QC) Program is to ensure that all products and services delivered to our clients meet or exceed the required standards of quality as well as the technical requirements of the contract. This plan functions as a guide to facilitate the establishment of QA activities for all processes and procedures used to deliver products and services in support of Seaport E task orders. Our Imagine One QA Program is led by our Corporate QA Manager who supports the Task Program Managers. This

program includes identifying process and quality requirements; reviewing and revising specific quality related task procedures; monitoring task execution and products to ensure quality objectives are met; and preparing quality metrics/reports.

Quality Assurance Approach Overview: Imagine One's approach to providing quality services and products is straightforward and has the following key elements:

Dedicated quality staff that are skilled/trained in their assigned task functions

- Internal reviews—established reviews/checkpoints to identify defects and resolve them prior to delivery
- External reviews—stakeholders (e.g., customer and users) satisfaction feedback on our products and services
- Objective QA Manager to monitor and report on program and task quality status

Objectively evaluating performed processes, work products, and services against the applicable process descriptions, standards, and procedures

- Identifying and documenting noncompliance issues
- Compiling measures related to evaluating the QA process
- Providing feedback to project staff and managers on the results of QA activities
- Ensuring that noncompliance issues are addressed

## **INDUSTRY BEST PRACTICES AND STANDARDS**

Imagine One utilizes the following industry best practices, processes, and standards in our customer engagements:

- Project Management Institute (PMI)
- Earned Value Management (EVM)
- Information Technology Infrastructure Library (ITIL)