



## Corporate Quality Control Plan

“Ellumen's quality control program, which was developed using principles from the SEI CMMI best practices, has supported the successful delivery with zero missed deadlines or deliverables in our corporate history. Consistent with our growth and maturing as a small business, we are actively completing the internal requirements in order to obtain an external assessment of our CMMI level. We are currently self-assessed at CMMI L2. Projects we manage are executed accordance with the customer's specific policies, guidelines and management methodologies. Ellumen's project managers adapt the best practices of SEI CMMI, PMI PMBOK, to comply with the government's Performance Based Contracting goals and directives.

**Quality Control:** Ellumen has developed and implemented our Ellumen Quality Manual (EQM) which provides the architecture and framework that prevents errors, detects anomalies, and maximizes the ability of individuals to work effectively and efficiently. The development of our EQM was based on SEI's CMMI Level 2 and addresses process areas such as configuration management, control of records, HR procedures, purchasing/supplier agreements, project planning/monitoring, quality assurance/audits processes, measurement analysis and improvement. This manual is the corner stone foundation that is used for conducting our quality control and quality assurance activities associated with the professional services we provide. Within this manual, the personnel responsible for measurement data collection and analysis are identified. Having specifically-assigned resources enables Ellumen to quickly identify the effectiveness of the quality system, compliance, customer satisfaction and issues which may merit preventative action. For example, PMs and the Corporate QA managed define applicable project metrics prior to a project's start. These metrics are incorporated into the Task Order Project Management plan.

**Quality Metrics:** PMs are responsible for collecting quality metrics and reporting them to the Corporate QA Manager, along with their analyses of the metrics and any significant changes or deviations from the metrics collected in the previous reporting period. The Corporate QA Manager reviews the reports submitted, analyzes changes or deviations and generates statistical reports. When a corrective action is needed the PM develops a Corrective Action Plan and remedies any negative metrics, trends, or schedule variances. The PM also documents the corrective action in the next internal monthly performance review. Project-specific metrics are rolled up for comparison against team and corporate goals and trend analysis determines if performance is improving or deteriorating over time. Executive management reviews occur quarterly, covering: process performance, product conformance, customer satisfaction levels, preventative and corrective actions, together with opportunities for improving Ellumen's Quality Management System. Our Senior Management use this information to launch process improvement activities as needed according to our EQM and use the information to assess project manager performance according to objectives that are set on a yearly basis.

**Risk Management:** Ellumen PMs iteratively perform risk management to prevent and resolve issues. Throughout the project life cycle they identify, track, assess, and prioritize risk. Preventive action is implemented either to prevent or to minimize the effect. PMs communicate risk status using a risk log, which is analyzed to ensure that all risks are measured and prioritized. The risk log contains detailed explanations of the key attributes like source, category, probability priority and impact. Mitigation and contingency plans are prepared if needed.”