



Quality Assurance Program

DEFTEC's goal for quality control is producing outstanding deliverables in a timely fashion and satisfying the customer's needs within budget. The company strives to continuously improve its results. DEFTEC is focused on functional quality requirements that are applied to every task. The approach is simple: strategize, implement, supervise, regulate, and deliver.

Our quality control process is tailored to the tasks being executed. The task dictates the planning for the actions required, the estimates of cost to perform, the assignment of the technical point of contact for the task, the start date, the required delivery date, the content, form, and format of the deliverable itself, and the designated recipient of the final deliverable.

Before we deliver the completed task, qualified senior management checks the deliverable and verify its completeness. Approval indicates that the deliverable meets the requirements of the customer. The customer is then asked to assess our performance at the time of delivery. This enables the use of feedback to assess the deliverable as well as the process. Deficiencies and shortfalls in performance are determined so corrections can be made in order to improve our future performance.

A good quality control system reduces risk, but does not eliminate it. DEFTEC stays ahead of performance requirements and will step in with corrective action when necessary. For highly technical problems DEFTEC draws from our teammates, or, if necessary, goes outside to get expert advice for solutions. We make any necessary changes to our processes to correct any deficiencies and to re-train team personnel so that future performance reflects the improvements, and successes will be repeated on similar tasks, achieving a truly repeatable process.