

## **Quality Assurance (QA)/Quality Control (QC) Management Plan**

M.G. Tech-Writing, L.L.C. (MGT) prides itself on its ability to present quality projects and products to each of our clients. As Project Manager/MGT President, Ms. Casebier oversees project design, timely deliveries, and product quality. Prior to each submittal, deliverables are reviewed by her to ensure that all document and product review comments are addressed accurately and that they comply with our quality standards. Our objective is to be innovative, while meeting our clients' goals, mutually agreed upon timelines and schedules, and ensuring submission of professional, high-quality work.

Ms. Casebier maintains regular communication with all clients and/or their respective team members throughout each contract and task assignment. In the unlikely event that an issue should arise, Ms. Casebier will promptly seek to resolve the problem to the satisfaction of the client. With 22 years of project experience, MGT has established a QA/QC plan that minimizes errors and confirms accuracy and compliance with appropriate specifications and requirements.

MGT's Quality Control philosophy is based on the principles of:

- ◇ frequent communication with the client;
- ◇ bringing forward our firm's best resources for each contract and project task;
- ◇ defining a specific and detailed work schedule and timeline; and
- ◇ closely monitoring work progress to complete superior projects on time and on budget.

Our Quality Controls aim to minimize errors, guarantee accuracy, and regulatory compliance. Prior to each submittal, Ms. Casebier reviews working documents for potential errors, omissions, project requirements, consistency, and presentation. Our documents are available for review by the client any time during the contract process.

This QA/QC approach has stood the test of time very successfully on previous projects and over the course of our 22-year history. Further, we maintain a close record of the procedures, demographics, and service preferences of each client for the streamlining of future contract performance.

Early in our contract negotiation process, we will prepare and submit to our clients a Time and Task Analysis Table specific to each project. This document provides the client with a concise visual look at each required project task; the key team members needed for project completion; the anticipated start/end dates for each task, as well as the hours projected for each task's effective completion. This table helps us work closely with our clients to define and refine the proposed scope of work, project schedule with milestone dates, deliverables, potential partnering opportunities, and the total project cost. In addition, it allows for continuous project QA/QC by all parties to the contract.