



Acuity's Quality Assurance Program (QAP)

Our approach to quality management incorporates quality control (QC) and quality assurance (QA). Our overall Quality Control Plan (QCP) is designed to provide users with high quality services. We provide QC at the project or TO level and quality assurance QA at the contract level across all projects. The primary purpose of QC is to remove defects from individual work products; we inspect and test deliverables and associated work products to verify that they meet TO requirements and established quality standards. A QC plan is tailored for each TO and includes a schedule and budget for QC activities.

QA is provided to identify and remove common causes of defects across tasks based on process deficiencies, noncompliance, or both. We perform independent QA reviews of each task:

- Objectively evaluate processes, work products, and services against established process descriptions, standards, and procedures
- Resolve noncompliance issues with relevant staff and management
- Maintain records of QA activities