



SEAPORT-E CONTRACT POC FOR INFORMATION AND/OR CUSTOMER SATISFACTION:

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SEAPORT-E FUNCTIONAL AREAS

- 3.11 Quality Assurance (QA) Support
- 3.17 Supply and provisioning Support
- 3.18.2 Professional development and training support

QUALITY ASSURANCE PROGRAM

Global Productivity Solutions, LLC applies Quality Assurance from contract start-up and throughout every phase of our projects and support efforts. The primary methods of assuring the quality of services are advanced planning activities, assignment of sufficient qualified staff and required resources, provision of appropriate tools, and establishment of thorough management techniques.

Global Productivity Solutions' quality management approach is designed to prevent, reduce, or eliminate problems that could impact our ability to perform on time, within budget, or according to task order requirements. Our approach includes:

- Developing a Quality Management Plan
- Establishing and monitoring metrics for project objectives
- Establishing quality management processes
- Coordinating with Client stakeholders to establish quality objectives
- Conducting periodic Quality Management Reviews

Quality Assurance promotes the delivery of reliable and accurate contract deliverables through Quality Planning, Quality Control, and Quality Improvement processes. Our approach to providing Quality Assurance establishes quality controls during the entire lifecycle of a program.