OSI's Quality Assurance Plan (QCP) is a fully integrated system; starting with task planning and continuing through task execution and task close-out. It describes our approach to task planning, execution, performance monitoring, and measurement and surveillance techniques, along with the assessment, review and reporting processes that follow. The following is a summary of our QCP.

Quality of Products and Services

To consistently meet cost, schedule and performance goals, OSI uses the Program Management Institute's (PMI) structure for program management. We have established a formal program to integrate Program PMI, Lean Six Sigma (LSS), Capability Maturity Model Integration (CMMI), International Organization for Standardization (ISO), and other best practices into our delivery approach. To codify and implement these standardized and repeatable processes , OSI established a Service Line Management (SLM) organization to document our processes and train our employees on the standard methodologies for client delivery.

Schedule

On every task, OSI actively manages two separate, yet inter-related, schedules that are important to our clients. The first is the overall schedule of our client's mission. The second is the delivery schedule of the services we are providing in support of that mission. OSI's engagement ensures both schedules, and their interdependencies are accommodated and fully integrated in day-to-day operations. Using a wide variety of tools and methodologies, we provide our clients detailed insight into program status along with predictive analytics to proactively identify programmatic issues. Armed with the knowledge this information provides, we partner with our clients to implement the management initiatives that ensures cost, schedule and performance remain on track.

Cost Control

OSI's comprehensive task performance management, measurement and reporting system includes requirement forecasting, workload planning, and deliverable management tools; to provide accurate financial status and financial forecasting information. This information is used by both our clients and OSI's task managers in a collaborative manner to ensure OSI not only excels in our delivery performance, but does so within the task's financial structure.

Business Relations

Frequently our clients have unique delivery and quality requirements. To ensure 100% client satisfaction OSI aligns our task management structure to our client's organization and partners with them to ensure requirements and standards are met or exceeded.

Management of Personnel (including Key)

OSI is able to consistently meet or exceed our clients' expectations due to the exceptional individuals we deploy in support of their mission. In turn, our employees are supported by a robust and tailored training program that enables them to master their technical skills and perform at the highest level.

OSI's approach to quality spans the entire task deliverable lifecycle. We incorporate quality at each level of our organization as a fundamental component of everything we do and proactively collaborate with our clients to define performance standards, and track our delivery results against those standards.