

The *MTS Technologies, Inc.* SeaPort Enhanced Team, heretofore known as the “Team,” builds Quality Assurance (QA) into all our management plans and proposals. A single QA policy cannot support the variety of services, customers and tasks we support. Therefore, each Program Manager (PM) establishes a QA plan specific to the any given Task Order. We tailor the plan’s elements to ensure compliance with the customer’s stated goals.

Experience confirms that open and frequent communication is key to responsiveness and cooperation. Engineering, program support, analysis, and maintenance tasks often require dynamic and adaptive responses. The ultimate goal may remain the same, though the enabling milestone may change due to unexpected difficulties, newer technologies, or competing customer priorities.

Our Team provides tailored processes and solutions by employing the latest technologies to support our clients’ needs. In keeping with our pledge of high professional ethics and standards, we manage every project to produce the highest quality results on schedule and within budget. We strive to establish a partnership with each of our clients and offer solutions to improve efficiency in their respective organizations.

*MTS’s* general management philosophy, with its internal charters and Integrated Process Team (IPT) leads, ensures QA remains an integral element in the planning and delivery of each task response – not an afterthought or “extra” requirement. We establish responsibilities and reporting requirements in the first contact with the customer. The IPT Lead and PM readily address the following:

- Unique program requirements (e.g., special software)
- Milestone progress
- Ongoing performance metrics

With members of the IPT, even those employed by the same Team member, potentially working in different areas and time zones, coordination becomes an important priority. IPTs will meet, either in person or through another live and/or virtual forum, weekly. The IPT’s charter designates a person or position responsible to take notes, with decisions and follow-up requirements immediately published to all participants and supervisors.

Our Team uses internal milestones and guidelines that establish agreed-upon measures of effectiveness (MOEs). Through an early establishment on objective levels of quality, we focus our efforts on producing measurable results for the customer. The PM keeps the customer apprised of the project’s status via monthly reports.

Any IPT member who discovers a problem will immediately notify the appropriate personnel of the situation. The IPT Lead and PM work together to summarize the risk and implement the necessary corrective action. The IPT Lead and PM will track the problem until the situation is resolved.

Establishing performance metrics at the program's initiation ensures we compare the work's progress to the work's desired results. This identifies risks throughout the course of the project, allowing the PM to keep the customer apprised of the situation and the IPT working on risk mitigation.

The *MTS* Virginia Beach office obtained the Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) Level 2 assessment in August 2007. This independent audit verifies that *MTS* Virginia Beach project management and application development efforts follow structured, reliable, and repeatable processes that enable us to ensure the quality of their application development initiatives.