

*Quality Assurance  
Program*

*Q/A Program*

# Triangle Electric Corporation

## Management Approach

**Introduction:** Triangle Electric Corporation has brought together a team of experienced and innovative companies ensuring responsive, professional, high quality support. Triangle Electric Corporation will demonstrate below how our integrated management approach adds the flexibility and versatility needed to build and implement innovative solutions for Seaport-e customers.

### 1.0 Professional Support and Services Approach

The Triangle Electric Corporation Team plans to maximize efficiency and contain costs through an integrated management approach that utilizes the strengths of our team member, Dresser-Rand. We will be working together with a common Program Management Team as defined by the statement of work for each of the proposals submitted for the Seaport-e contract, a web-based application for sharing data for geographically separated team members; and drive quality products and support through a tailored, cost-effective, Quality Controlled/Quality Assurance (QC/QA) program.

When operating at this scale of coverage on Firm-Fixed Price Performance Based Service Contracts, management efficiency, best-practices implementation and cost savings are critical to successfully maintaining operations. Triangle Electric Corporation will follow similar practices, with input from our teammates, on how to best integrate professional support services within and across the Navy to institute best practices and realize cost savings. Additionally, the Triangle Electric team will assist prospective Navy clients in the selection of management services that will be best able to:

- Increase deliverable/service availability
- Realize cost savings based on operational efficiencies
- Minimize cost, time and risk factors for upgrades, expansions and consolidations
- Create allowances in time for dedicated staff to focus on core business, new projects and continual maintenance of existing projects.
- Enhance and broaden user experiences.

Integration is key to providing improved capabilities and operational excellence necessary with today's strain on budgets and limited manpower. We will begin each task by capturing information, integrating operations, and managing costs to support the Navy in a more efficient manner. A full understanding of the operational environment will allow the leveraging of existing investments, and these analyses will help bring new systems on-line with cost justification for capital expenditures.

### 1.1 Program Management Team

The Triangle Electric Corporation Program Management team will be composed of management and technical staff, including administrative, quality, contracts, and finance personnel from team members. This teams objective is to assure a thorough Task Order

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Proposal response and quality performance. The Program Management team will provide the required resources for the entire Task Order process—from solicitation response to closeout. The Program Management team chairman is the Triangle Electric Corporation (Prime) Seaport-e Program Manager who has final decision making authority on all matters.

The Triangle Electric Corporation team has a demonstrated, efficient corporate management system through the Program Management Team that incorporates processes and controls with a full accounting for task execution and risk management.

The ability to communicate and integrate activities across different geographical locations is crucial for efficient program management. We will utilize the applications developed by Triangle Electric Corporation—giving full visibility and communication avenues for the task. The applications enable the team to manage and control Task Orders in the planning and development phases. It provides presence anywhere the Internet can be accessed and serves as an easily referenced repository for information on each RFP.

## 2.1 Task Execution

The Triangle Electric Corporation Team's approach to manage each task will utilize proven processes as outlined by the Program Management Team.

### 2.1.1 Task Order Management Approach

Triangle Electric Corporation will define, establish and monitor project budgets and schedules for end to end performance; selecting actions and milestones and review criteria consistent with the client's methodologies (e.g. Military STD- 498, Evolutionary Developmental Methodology); linking and integrating overall program management to configuration management and Quality Assurance/Quality Control (QA/QC) procedures and system development plans and methodologies.

When a Task Order is awarded, the Program Management Team will finalize the technical, schedule, cost, and performance baselines. The Project Manager uses these baselines for proper oversight of program activities. The Task Order Manager uses these baselines and program requirements documentation to focus on day-to-day management activities for program execution. The task is executed while managing risk, performance, and deliverables.

### 2.1.2 Task Order Execution Approach

The Task Manager is empowered to execute the task order. This approach reduces duplication of work, builds ownership, and ensures that all expectations are met. The Task Manager tracks and manages cost, schedule, and performance through near real-time visibility into critical metrics baselines, plans, and tools. This also allows the Task Manager to invoke an active, on-going proactive risk analysis and mitigation process, for anything that surfaces and requires formal tracking, and follow to resolution any issues flagged as

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critical.

## 2.1.3 Technical – Engineering Management Approach

The Triangle Electric Corporation Technical/Engineering Management Approach begins with a review of the system requirements that are defined in the customer documentation. In parallel, the Triangle Electric Corporation Team documents requirements specifications, interface requirements specifications, and software requirements specifications for the subsystem engineers. Engineering planning for both hardware and software development is documented before actual design starts. Engineers prepare system integration test plans and procedures, and then roll-in requirements for Integrated Logistics Support, Quality Assurance, and Configuration Management. The end product is assured the system design accounts for all levels of performance, testability, and sustainability.

## 2.2 Manage change to preserve stability and maintain technical expertise in the workforce

Program Change Management – The dynamics of executing engineering design task orders may entail a periodic need for technical, cost, or schedule changes in those tasks. These changes, whether a result of internal or external causes, are carefully managed to ensure configuration baseline tracking and program execution viability. The Triangle Electric Corporation Team's approach is a Change Control Board-based process for the Seaport-e contract. Modifications to baselines are reflected through the task documentation. Modifications are then made to existing subcontracts as necessary and the changes are implemented by the affected subcontractor Task Managers. In terms of workforce, Triangle Electric Corporation primary means for maintaining technical expertise in the workforce is through a very generous employee benefits package that greatly reduces turn-over.

## 2.3 Monitor and maximize quality

Triangle Electric Corporation embraces a corporate quality structure that is applied to all program and task activities. Many activities are already discussed in above sections, such as tracking a multitude of metrics impacting quality. Triangle Electric Corporation is using a proven ISO-9000 tracking tool for process improvement as we actively work to obtain our ISO-9000 certification.

To successfully accomplish the goals and requirements defined by the customer, a customized QA/QC Plan will include specific components that will serve as the foundation for conducting evaluations in all program areas, including but not limited to management, operations, financial and administrative:

- Sound methodology: To ensure that goals are established based on requirements and desired outcomes rather than setting goals based on past or current levels of performance. Triangle Electric Corporation will select indicators of performance and measurement criteria that are as objective in nature as possible. These indicators will be selected in collaboration with the management team responsible for all aspects of the Program.

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- Indicator's correlation with a process or outcome: Clear and concise direction will be provided that identifies performance level expectations and how each relates to the overall program objectives and goals.
- Frequency of measurement: Specific timetables and/or quotas will be established for the measurement of each indicator identified. Scheduled quality control reviews will be part of day-to-day program management and QA/QC oversight.

In addition, there is always room for improvement in the QA/QC Plan, based on new initiatives from within or from the customer, including better ways of doing business more efficiently and effectively, and implementing new plans/procedures to carry out identified improvements/enhancements. An Improvement Action Plan (IAP) will also be in place (see Problem Resolution below) to address any changes or problems that may be detected.

## 2.4 Guarantee responsiveness to and cooperation with customers

As a Woman Owned, HubZone Certified Small Business working primarily on Performance Based Service Contracts, Triangle Electric Corporation understands that it's our ability and desire to meet our customer's demands and respond with flexibility to last-minute requests that allows us to retain our customers.

The Triangle Electric Corporation Team's approach is to foster two-way communication with our customers through all phases of a task. From engaging to understand requirements, prepare proposals, through program execution. Having the customer on-board with every step not only builds good teaming, but also identifies risk concerns and program constraints.

## 2.5 Problem Resolution Approach

In addition to the multiple tracking mechanisms already mentioned, the Triangle Electric Corporation Team also utilizes a thorough accounting and tracking system to track any problems during the task. Assessments are performed weekly, or more often if necessary, observing due dates, affected personnel, and primary point of contact for each problem as it is identified. This ensures that deficiencies are addressed in a timely manner and closed out. Follow-on inspections are scheduled whenever required to ensure that all corrections are successfully implemented and no further problems have occurred.

## 2.6 Flow down of Incentives to Team Partners

Triangle Electric Corporation will provide a team operational approach with Dresser-Rand to ensure that strategic goals for the Navy, our company and our teammates are achieved. This is accomplished by flowing down the Guaranteed Savings Clause (in Section H-10 of the RFP) to our subcontractors.