

AMDEX's CMMI Level 3 certified quality program ensures customers receive high-quality services and work products throughout the term of their contracts. To ensure customers accomplish their quality objectives, AMDEX aligns them with balanced quality criteria. For example, if the customer's goal is increased user satisfaction, AMDEX measures increased satisfaction using customer satisfaction survey data, the number of customer complaints, and problems not fixed right the first time. If the customer's goal is decreased costs, AMDEX measures operating costs quarterly and determines if decreased costs impacted customer satisfaction. We work with customers to define the right number and level of quality criteria to verify business objectives are met.

AMDEX reports quality performance as required by the customer. For example, AMDEX might report help desk or network performance in comparison to call response or network availability metrics daily. At a minimum, we provide a Quality Report within our Monthly Status Report detailing our quality status monthly and year-to-date. The report also describes trends, potential risks, and recommendations for continuous quality improvement. AMDEX configures automated tools and tailors quality and performance checklists to measure our performance. In cases where automated tools are not available we use performance and quality checklists. Many of the checklists evaluate documents for quality. Our checklists show if the document is compliant with required formats, describes requested functionality, is clearly written, and free of grammar and spelling errors. AMDEX assigns every member of our organization quality control responsibilities. Our quality management process contains internal checks and balances to confirm quality risks are mitigated and our work is of the highest caliber.

AMDEX executives review the quality of our performance at least monthly. The Program and Task Managers monitors quality weekly and monthly to verify we meet quality goals and make adjustments as needed. If a quality gap occurs, they take immediate action and keep the customer informed at all times on the resolution status. Our staff members review their own work, conduct peer reviews, and our Quality Manager(s) reviews all work products and services. All staff members record the quality review results in document formats defined by the customer and maintain the records throughout the project lifecycle.

Quality issues occur in every organization. What sets AMDEX's strategy apart is that we always have a Plan A and Plan B to address potential quality issues. For example, if software bugs occur disrupting operations, our Plan A approach is to swap out or roll back the module to the last verifiable release. If the last verifiable release does not work, we immediately create a work around until a more permanent solution is available. Our staff members understand who helps the Configuration Manager roll back and install the last verifiable module and develop a short-term work around or permanent fix. The software leads keep the government lead informed of the solution, testing, and implementation status until the problem is fixed. Our subcontractors follow the same QCP as AMDEX staff members. We also encourage our staff to make recommendations for continuous quality improvements and discuss them during staff meetings.