# QUALITY PLAN

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| **Prepared by:** | James Pedro |
| **Date:** | May 12, 2018 Revised July 30, 2019 |

| 1. Definition of Quality  |
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| *This section describes how our customers define quality. Specifically, we need to determine which is more important to each client: cost, scope, or quality of service?*  |
| Each client’s needs and hence requirements are unique. We are committed to helping each client balance cost, scope of work, performance outcomes in a way that meets their objectives.  |

| 2. Deliverables and Acceptance Criteria |
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| **Deliverables** | **Acceptance Criteria / Applicable Performance Standards** |
| 1. Scope of Work
	1. Task and frequency

and/or* 1. Labor hours
 | Conduct quality Inspections and obtain customer feedback to ensure that service is consistent with the client’s scope of work and/or performance expectations. |

| 3. Quality Assurance Activities |
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| *This Section defines our Quality Assurance (QA) activities.*  |
| 1. Steps that we take to ensure that the service plan is followed:
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| On-going quality inspections are conducted by site manager. Regional/District Managers conduct site visits and are responsible for direct customer contact. |
| 1. We will use the following tools:
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| 1. Company Wide: VEKTR quality assurance
2. Company Wide: Site Inspections
3. Shellville: service@shellville.com
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| 4. Service Monitoring and Control |
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| *Define the following:* |
| 1. Site audits/inspections and reviews will occur at a time and frequency mutually agreed to by the client.
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| 1. Variances from acceptance criteria will be corrected by site management.
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| 1. We will measure service quality (defined by the scope of work and performance outcomes) to determine if the service meets the client’s expectations.
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| 1. We will use the labor hours budget comparison report to determine if service delivery is within budget.
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| 5. Quality Plan / Signatures |
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| The following individuals have reviewed the information contained in this Quality Plan are responsible for administering it: |
| Name | Role |  |  |
| James Pedro | Chief Executive Office |
| Peter Jones | President |
| Lynn Domboski | Director of Human Resources |
| Chris Rogers | Director of Operations |
| Chris Putrino | Controller |
| Michelle Collins | Executive Vice President |

The signatures above indicate an understanding of the purpose and content of this document by those signing it. By signing this document, they agree to this as the formal Quality Plan document.