

# Quality Assurance Program Description

- [IST2-Integrated Systems Technology Quality Assurance Program](#)

Provided by IST2 Corporate Management June 1, 2009

IST2's technical products and services delivery is managed under its **quality assurance program** that is based on employee, operational procedures, and delivery of professional services and product provided to our valued customers for specific task. IST2's **employee technology training program** is provided to its employees to make them assess the quality standards of our firm and of their performance on our customer's task delivery. These certification training programs assist them in understanding their strengths and lacunae as the employees of IST2 and will also expose the loopholes and production problems of the organizational framework as such. The assessment of the quality standards of our organization, its operational activities and its employees is done by both an internal quality certified employee and occasional external auditors who visit the firm annually to evaluate these processes.

Certified technical and administrative process training of employees of IST2 helps improve their performance and the IST2 systems of the organization as a whole. The goals of the employee certifications will be to work towards getting a certification for the work they perform and to maintain that certification by improving their performances. These programs are developed in modules and conducted by our employee industry expert and annual auditor. By participating in this training the employees of IST2 can become aware of everything about their groups responsibilities and everything that is expected of them. They can implement the guidelines that are provided to them and work towards enhancing the standard of their performances.

Apart from training in our general quality standards, the staff is trained on all degrees of technical formats in infrastructure integration and customer delivery because while trying to evaluate the standards of infrastructure for delivery and operational customer activities, one needs to have sound technical knowledge of the processes. Otherwise he will have difficulty is appraising and evaluating the standards of the firm.

IST2's QA program is generally conducted for a couple of days or for one full week at a stretch depending upon the availability of the staff and employees. IST2 has highly benefited through these programs.

IST2's quality assurance program is incorporated in all Customer Task production and Group organizations to ensure quality in each and every step of operations. Normally, this program describes the different methods and techniques installed for verifying the standard of quality. To start with, this entire program is planned and documented by the quality manager.

The program is generally different for different types of customer task or business. Actually, it is designed as per the specification of the related industry. For each industry, the business system is going to be unique starting from the supplier point to the customer point. That is why the methods of controlling quality are going to differ from our customers and task to be delivered.

The planning of the quality assurance program is included in all aspects of the business to be delivered. The quality process is generally started from the procuring of customer orders for production, integration and delivery. The customer's task orders that are in the procurement process maintain all aspects of the standard, in order to attain a good quality standard. The quality program is employed in all steps like procurement practices, receipt of materials, receipt inspection of supplier materials-specifications and eventual the design-production-installation and integration process. All products-services are taken for quality verification before the systems goes for online for the customer.

The planning of our quality assurance program also included the processes after systems installation and integration. After systems design-installation and integrations as been completed then the systems is documented. The details documents are attached to the program. Any type of desk or work instructions for controlling quality at any point of the business should be attached to the main program. Actually, these documents are one of the most important evidence of the quality program. All attached desk or work instructions affecting to the quality must be approved by the quality manager. The entire department of quality control follows the program religiously. Proper training is given to the quality personnel, so that they can conduct this program over the whole system.

The quality assurance program depicts any correctional methods, as necessary. A substandard items in the total system go through a correctional phase to attain the standard level of quality. These methods of is approved by management and the quality manager. The same is true for employees also. In case of any inferior performance, the employees must undergo proper training programs to achieve proficiency in their stream of the business task. The latest modifications to the quality program are updated to the original document then and there, so that the quality team can implement the latest program immediately. Any product or service passing out of these detail methods of verification must adhere to the specified customer requirement and genuine quality.

# Total Quality Management

IST2 total management quality control systems and methods helps develop and create procedures which encourage maximum output and of products its employees produce. IST2 management control promote a fair and accurate way to measure this compliance with rules and program quality thus achieving a higher degree of precision in a reward system that enhances employee compliance.

## Quality Assurance Testing.

- As in most aspects of business which require control, it is important to have Quality Assurance Testing in place in order to measure customer service quality. Quality Assurance Testing methodology is of great value to IST2 since it is highly beneficial in verifying the quality of our products or services to customers.

### **IST2-Integrated Systems Methods of Assurance of Quality Checking**

IST2's Quality assurance methodology consists of different scientific measures like professional analysis by quality monitoring by an in house quality person and an annual outside quality company that review customer surveys and in house procedure for quality deployment. One or all of these methods are employed by IST2 to ensure that their customers are satisfied with the quality of their services or products. The quality monitoring personnel visits a customers operation to review customer's intake of quality service provided. Our in house quality monitoring personnel may even record conversations with the customer staff for later reference or research.

Customer survey is yet another quality checking method. In this method, quality monitoring personnel approach customers with a prepared list of questions related to the quality of products or services of our company. Our QA methodology surveys are conducted directly with the customer, with future online surveys conducted per each customer task. The response of the customers helps IST2 in understanding their customer task, expectations and in determining areas that require improvements from both the firm and its selected teaming partners or subcontractors.

Once these quality checking processes have been completed, the results are evaluated and handed over to management for implementation. If customers are especially pleased with a particular aspect of product or service, the company has to ensure that the specific quality aspect is consistently maintained. On the other hand, if certain areas of the business appear weak, IST2 has to take steps to correct the issue. Quality of our customer product and service equals success of our business and future growth of the firms and it employees.

## **IST2 Commitment to Quality Assurance and Performance**

IST2 have an uncompromising commitment to providing our customers with quality technical products and services, while meeting the highest level of ethical standards and performance in our jobs. In addition, our environmental, health and safety program helps to ensure our business operates in a manner that protects the health and safety of our employees, customers, business partners, community neighbors, and the environment.

At IST2, quality performance means two things. First, we take pride in satisfying our customers by delivering products and services that meet their specified requirements at the agreed price and within schedule. Secondly, we are committed to continuously improving the processes by which we provide our products and services, so that our work meets requirements and is done right the first time.

We recognize our customer's appraisal of our performance is critically important to our overall reputation and that our customers' satisfaction is the key factor in our overall success. We invite all of our customers to let us know what you think of our performance, and how we can serve you better, by submitting our [Customer Feedback](#)