

VETS, Inc. has developed and embraces a mature corporate quality management program. The Quality Assurance Program is a corporate-wide framework that establishes and formalizes across the enterprise, the commonality defined in the multiple methodologies of International Organization for Standardization (ISO) 9001:2008, and Software Engineering Institute (SEI) Capability Maturity Model® Integration (CMM/I®). Yet the program still provides a flexibility to implement and execute the specifics of a defined methodology on a program-by-program basis as directed by client needs and requirements. VETS' commitment to the Corporate Quality program starts at the top - it is owned by the CEO James Moody, and managed by the operational programs, with a dedicated corporate office - the Quality Assurance Office to manage enterprise level activities. VETS' quality program is supported by documented procedure as well as corporate support organizations such as HR/Training, IT, Facilities, and Contracts and Procurement.

VETS has defined its company strategic objectives to include the development of a fully functioning quality management system that demonstrates the International Organization for Standardization (ISO) 9001:2008 and the Software Engineering Institute (SEI) Capability Maturity Model® Integration (CMM/I®) models and methodologies. In addition, VETS is committed to a phased institutionalization of these practices at an organizational level, and will achieve a strategic ISO 9001:2008 certification and CMMI Level 3 Rating.

The fully functional quality management system ensures VETS' consistent competitiveness in all defined Business Units and programs. These groups are strategically aligned to reflect VETS' total "turnkey", synergistic approach to providing solutions to customers. The organization actively participates in continuous process improvement to increase process maturity, improve quality and productivity, and remain competitive within the Government market place. Areas of process improvement include software engineering, systems engineering, and other disciplines applied to product development as appropriate. VETS' Quality Management and Process Improvement Policy establish the basis for the definition, implementation, and coordination of quality management activities within VETS and all of our programs. The purpose of VETS' Quality Assurance Program is to develop a quantitative understanding of the quality of each program or project's products and to achieve specific quality goals.



VETS is committed to building efficient business processes and identifying best practices in order to meet customer requirements, as well as ensure the success of our own company. In support of these goals, the implementation and maintenance of VETS' Quality Assurance Program strives to improve work process effectiveness in accordance with the requirements of the ISO 9001:2008 and CMMI Level 3 processes.

The VETS Quality Management System is comprised of:

- ◆ Quality Objectives – Derived from customer requirements and business goals, and communicated throughout the organization.

- ◆ A Quality Manual – This is known as VETS’ Quality Assurance Plan (QAP). Identifies VETS’ organizational policies and documents all of VETS’ business processes (and related resources), its structure, and required records.
- ◆ Performance and Monitoring Criteria – Defined for measuring process performance and effectiveness.
- ◆ Configuration Management - Establish and maintain reliable performance of a system or product thereby, preserving consistency and integrity of function and attributes throughout the project life-cycle.
- ◆ Audits and Audit Reporting – An inspection program for conducting audits and audit reporting to support continual process improvement.
- ◆ Infrastructure – Required for supporting the successful execution of the system.

VETS’ Quality Management System is overseen and managed by the Quality Management Office. The office directs and ensures VETS’ continual development, implementation, and application of quality standards and practices across all of Business Units. In addition, the office provides a direct line resource capability and expertise to any VETS project, ensuring continuity of practice and delivery.

The primary vehicle of VETS’ Quality Management System is the Quality Assurance Plan. This quality management plan serves as the foundation for the definition, implementation, and coordination of process improvement activities within VETS, as lined to ISO 9001:2008 and CMMI standards. VETS’ goal is to continually build an organization that exceeds customer expectations in a competitive environment. Attaining ISO 9001:2008 and CMMI industry certifications provides the organizational quality structure necessary to identify industry “best practices,” which are documented, standardized, continuously improved upon and integrated into an organization wide quality system process. A specific area where the development of “best practices” has provided an invaluable service to our Customers is in the area of configuration management, audit, and process improvement services.