



Strategic Planning & Management Consulting Capability

Process Improvement/Quality Assurance & Quality Control

Establishing and maintaining good business practices

Company processes must be continually reviewed and updated to ensure that they are working, since the quality of the process drives the quality of the product or service that your organization delivers to its customers.

Catapult Technology delivers the principles of Continuous Process Improvement (CPI), so that you can establish and maintain good practices.

How It Works:

As a part of CPI, Catapult's program management experts apply Quality Assurance (QA) and Quality Control (QC) activities to help reduce risk. When you have implemented QA and QC principles, you become more confident that products and services are meeting customers' expectations. If they aren't, then Catapult's experts will initiate corrective and preventive actions to correct the immediate problem and ensure it is not repeated.

You need CPI, QA, and QC to ensure your customers receive only the best products and services and that work is not only completed on time and within budget, but that the quality of the output meets the statement of work and best industry practices.

Process Improvement/QA & QC Services:

- ◇ Write policies, processes, and procedures to meet the requirements of ISO 9001:2000, CMMI®, ITIL or just good business sense
- ◇ Mentor teams to implement new or changed processes
- ◇ Coordinate process improvement suggestions and ensure that they are implemented

- ◇ Audit teams to ensure that they are following processes
- ◇ Facilitate peer reviews of products
- ◇ Perform quality control checks of products or services
- ◇ Analyze customer feedback and perform root cause analysis for problems
- ◇ Track corrective and preventive actions and risks
- ◇ Collect and analyze process, product and performance measures
- ◇ Facilitate lessons learned

QA & QC Defined:

Quality Assurance is proactive, establishing and evaluating processes that produce products and services. A chaotic environment may produce good quality, but it is dependent on heroic individual efforts and is likely to be late or inadequate.

Quality Control is reactive, reviewing products and services against established standards and taking action when a problem is detected. For example, data entered into a computer system may be reviewed before it is processed.