

## Quality Commitment

**ISN Corporation specializes in the delivery of Quality Control, Quality Assurance, and oversight services that enhance the capacity of our clients' programs to reach critical mission objectives.**

A well-driven quality services approach improves efficiency, controls timeliness, and strengthens the relationship between Contractor and client to ensure the attainment and maintenance of high standards and expectations for essential government programs.

ISN's portfolio of active and recent contracts demonstrates our commitment to deliver the highest level of quality to our Federal clients. Our multifaceted approach to ensuring quality of government programs is tailored to meet the specific needs of our clients and has proven successful across multiple efforts in diverse environments.

As a Capability Maturity Model Integration (CMMI) Level 3 appraised service provider, ISN delivers quality services built upon a foundation of repeatable processes and thorough documentation that maximize efficiency and guarantee consistency in our methodologies and our deliverables.

### **Delivering Quality: Internal Quality Control**

ISN has earned our reputation as a quality service provider through the consistent delivery of high-quality services that meet and exceed performance standards and objectives set forth by our clients. We have an established a Program Management infrastructure that incorporates quality control and assurance procedures at each step in work performance to guarantee the strength of our deliverables.

### **ISN Quality Delivery Fast Facts**

- Exceptional service record of adherence to performance standards
- Greater than 99% quality across our contract portfolio
- Robust Quality Control Plans tailored to program needs
- Commitment to improving quality using Tools and Procedures
- Training and Recruiting programs that ensure quality from the foundational level

ISN achieves high standards of quality on our contracts by assessing the needs of each program and developing Tools and Procedures that best suit the tasks at hand. Some examples of Quality Tools and Procedures leveraged by our team include, but are not limited to:

- Random and scheduled monitoring
- Tracking tools for quality assessment of staff at individual and group levels
- Check rides and shadowing
- Sample deliverable review
- Training and examination tools
- Metrics monitoring dashboards

- Held reports for new staff
- Work guides and resources

We apply foundational elements of CMMI best practices to ensure quality of our contracts. These include:

**Project Monitoring and Control:** ISN provides quality by assessing the program at its highest level to track performance indicators such as timeliness, the effectiveness of staff resources, the first-pass yield of deliverables, and overall progress against client performance standards. Such monitoring ensures that we identify trends and maintain full awareness of program status; key performance indicators that suggest quality concerns trigger corrective action immediately.

**Risk Management:** ISN maintains a Risk Register on our programs that allows us to log and weigh the probability and impact of perceived and potential risks. We prefer to prevent quality issues rather than rectify them; a sound Risk Management approach allows us to anticipate upcoming roadblocks and design a path to success so that our performance continues uninterrupted.

#### **Overseeing Quality: Independent Quality Assurance and Quality Control**

In part thanks to ISN's exceptional track record of delivering high-quality services to our clients, we have established a portfolio of contracts where we provide independent Quality Control and Quality Assurance services to government clients seeking to enhance the performance of their programs. We apply our expertise in Quality Tools and Procedures along with our oversight and compliance review background to ensure that service providers to the government are performing with careful consideration to the accuracy, completeness, timeliness, compliance, and integrity of their work.

**Overseeing Performance:** ISN currently holds three (3) active contracts to manage the performance of service providers to the government and perform independent quality assessments. Tasks performed on these contracts include, but are not limited to:

- Sample and 100% deliverable review
- Process quality assurance
- Evaluation of training materials
- Refresher and as-needed training
- Risk management procedures
- Corrective Action Plans
- Customer Service / Call Centers for Quality concerns
- Comprehensive Quality Reports
- Recommendations for program improvement

We enhance the quality of critical government programs by identifying defects and correcting them promptly. As a result, our clients receive actionable deliverables and data that support important efforts such as the prosecution of financial criminals and the proper management of properties within the government's custody. ISN ensure no misuse of our client's funds, and the results our client's receive from their service providers fall within the expected performance



standards at all times.