

Quality Assurance Programs

Knight Networking has developed a formal Quality Management System (QMS) Policy that documents its commitment to defining and maintaining quality assurance processes. The QMS provides the best value products and services to our customers and allows Knight to meet business objectives. As part of our QMS Policy, we hold our Program Managers fully accountable for ensuring the proper quality of all delivered products and services at the individual DO level. They are supported in these activities by designated task leaders (as required) and individual task team members, who are trained in relevant QMS processes. The Program Manager holds the task leaders accountable for the quality of products and services they are assigned (individually or jointly) to produce or provide. Our corporate QMS Plan is typically tailored to each specific project or contract requirement.

Quality Planning in the Program Plan

Knight holds a kick-off meeting with our Government customer at the beginning of each DO. Items addressed during the kickoff meeting include, but are not limited to the strategy for executing the DO successfully, and identifying and prioritizing any intermediate goals. Depending on the complexity of the DO tasks, the Government POCs and our Program Manager agree to this execution strategy verbally or in writing. Written agreements are documented as a Program Plan. Inherent in our kick-off discussions and the resulting Program Plan is the inclusion of quality assurance provisions. These provisions are an important part of every DO, and are tailored to fit the specific characteristics and requirements of the task. These elements form an integral part of every task order, and cover distinct aspects of the effort, including development methodology, deliverable standards and schedules, and customer acceptance criteria.

QMS Plan Implementation

Once a program plan is agreed to and work begins, periodic (at least monthly) reviews are held between the Government POCs and the Knight Program Manager to assure work is progressing as planned. If an issue or potential problem is identified, the Government is immediately notified and a corrective action plan is proposed. Immediately after receiving the appropriate Government approval, the corrective action plan is carried out and a QA provisions are modified as necessary.

Team Focus on Quality

Knight's Program Manager meets with task leaders and task personnel multiple times each month to ensure successful task performance and quality assurance compliance. The importance of quality is stressed in task reviews and staff meetings. We actively solicit feedback from employees performing the work and our Government customer. Knight's mission as a team is to ensure that our services and products provide the best value to our Government customers.