Tricorp Quality Assurance Program

Tricorp infuses Quality Assurance from inception and throughout every phase of our projects. The primary methods of assuring the quality of services are advance planning, technical staff selection and motivation, provision of appropriate tools, and the establishment of rigorous program and project management techniques. Further, our collaborative Scrum method of developing detailed work plans for short work cycles with user driven specific tasks helps assure the quality of deliverables produced during each work cycle. The user-driven nature of Scrum assures that the end product is exactly what the user needs since frequent reviews (biweekly or monthly) are conducted. Methods for integrating quality assurance during the execution of tasks are also part of our comprehensive approach. For that purpose, we have Scrum Masters who oversee the communications between the product owner (or stakeholders) and the technical staff. This approach ensures that all required functional and technical knowledge is represented for the task orders, while simultaneously holding down costs. Any Tricorp, Inc. team member can "tap" the expertise of the Scrum Master throughout the duration of the contract to resolve impediments to productivity in the realms of workload, facilities, equipment, and scheduling or other issues.

As the Scrum Quality Management Framework is highly focused on the improvement of performance of the technical staff, normal barriers to productivity are overcome. Likewise, as the Scrum Quality Framework works in harmony with human nature, it is motivating. Motivated employees produce superior work. We use the Swiss/German variety of the Scrum Quality Assurance framework. A point system is used to estimate the difficulty of tasks in the monthly work cycle. The technical team is responsible for determining the tasks it will take on. The product manager is responsible for the priority of the tasks. The Scrum Master facilitates the entire design/development work cycle and referees/coaches the product owner and the technical team. As continuous monitoring is innate to the Scrum framework, this serves as a quality control check for key deliverables and ensures an integrated approach. Tricorp's quality management approach is inherently designed to aggressively prevent, reduce, or eliminate problems that might compromise the ability to perform on time, within budget, or according to the task order requirements. Our approach includes:

- Developing a Quality Management Program Plan for the contract
- Establishing and monitoring metrics for project objectives
- Establishing quality management processes that include not just monitoring and assessing performance, but improving technical staff performance on a monthly basis.
- Coordinating continuously with the users'/government stakeholders' representative to establish and prioritize quality objectives by deciding the scope and frequency of quality assessments and reporting policies Conducting periodic Quality Management Reviews. Quality Assurance promotes the delivery of reliable, complete, and accurate work products by minimizing the transmission of errors through Quality Planning, Quality Control, and Quality Improvement

processes. Tricorp's approach to providing Technical Quality Assurance establishes not just quality controls but performance improvement during the entire life cycle of a task.