

Quality Assurance Program

Leading Edge Solutions, LLC maintains strict guidelines for performing all government related work assignments, contracts, and collaborations for government projects. Our objective is to complete customer requirements throughout each phase of our projects in an ethical manner while maintaining the highest of standards. We continuously promote customer satisfaction in our planning, operations, delivery/implementation and completion phases of all projects. Our internal teamwork promotes seamless transitions throughout the project. We continuously strive to meet or exceed expectations, and follow rigorous program and project management controls. Our end goal is to achieve measurable success points to deliver unmatched customer satisfaction.

All team members will maintain set standards and honor process guidelines to ensure quality of services and compliance. All contracting and subcontracting agreements will establish our expected guidelines for project implementation. Documentation will be maintained and controlled in confidentiality except where government guidelines require disclosure. Subcontractors will be held to the same guidelines as all team members. Leading Edge Solutions, LLC will assess and measure performance of all subcontractors to ensure guidelines are consistent with the required performance level.

Our due diligence processes are in place to eliminate, prevent and/or reduce potential problems that may compromise successful project delivery/completion. Quality control will be focused on the following components:

1. **Services and Supplies** – all services and supplies will be controlled to ensure contract compliance, including quality and price, and record keeping.
2. **Program Management** – all personnel will receive explicit work instructions for performing all government related projects and will undergo regular performance reviews for compliance
3. **Project Objectives** – all projects will be clearly defined and constantly monitored to verify compliance with expectations
4. **Process Improvement** – each project will undergo surveys, from clients and personnel to determine overall effectiveness and areas requiring improvement or change. All lessons learned from each engagement will serve as guidelines for service improvement.

5. **Technology** – LES will seek to increase knowledge in and utilize technology tools to enhance services offered and will maintain security throughout the organization.