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Quality Assurance Program

Monitoring and Maximizing Quality

The CSI team will use a “close to the customer” process of customer delivery quality assurance to ensure a high degree of customer satisfaction with the quality of services provided. Each task order will have a lead partner for task order delivery whose responsibility is to maintain local and responsive contact with the specific task order customer representatives. Continuous and regular quality assurance reviews will take place throughout the performance of all tasks awarded. Regular status reports from the CSI task order delivery team to the customer will establish a two-way communication between the customer and our team and be the primary quality feedback mechanism.

Customer Responsiveness and Cooperation

The CSI team is committed to guaranteeing the highest possible level of responsiveness to our customers and cooperating to the fullest extent to resolve any issues and address requirements as they arise. We work together with our customers to ensure that our team is providing the appropriate and necessary services and addressing any and all concerns. The lead partner for the task order delivery will designate a primary point of contact for each task order, to be able to respond efficiently and expeditiously to the customer. The Navy customer POC will be assured of an open line of communication with the CSI task order delivery team POC at the local level and with CSI management at the contract level.

Problem Resolution

Our problem resolution approach to potential issues arising throughout the life of a contract delivery is to first handle communication with the assigned points of contact for the particular work. We assure the customer that if this first line of approach to report, address, or resolve potential conflicts or issues is ineffective, CSI team senior management will quickly address the issue and reach resolution. Our senior management will continually be available to the customer to discuss any and all concerns. The CSI team will use the regularly scheduled project reporting meetings with the customer to discuss and address any problems encountered within the program.