

CSEA Team Quality Assurance

We maintain quality in four primary ways:

- Ongoing spot-checks of work quality for in-progress deliverables by project leaders and company management.
- Formal QA of all deliverables.
- Internal after action reviews of all projects to identify areas of opportunity for quality improvement and incorporation of lessons learned into future projects.
- Customer satisfaction surveys.

The key to being able to deliver timely response and ensure ongoing cooperation with our customers/clients is honest and open communication. All clients are encouraged to raise issues with the firm's executives. Our executives also conduct frequent outreach to clients to conduct pulse checks and ensure that the client is receiving maximum value and an outstanding experience.

Honest and open communication is key to ensuring that our clients receive an outstanding experience. If a situation arises where a client is less than satisfied, we work with them to develop a corrective action plan and execute to that plan.

As a provider of Security Engineering and Information Technology Services, CSEA will use the framework provided by ISO 27001:2013 that ensures the establishment of an Information Security Management System tailored to customer requirements. Our product delivery engineering activities will be based upon the Organizational Set of Standard Processes (OSSP) developed by our subcontractor, DCS Corporation. DCS has been appraised as CMMI Maturity Level 3, and their OSSP is designed to provide integration across all of our engineering and management activities. The OSSP is based on two process sets: ISO 9001:2008-registered Quality Management System (QMS) and their Systems Engineering Process (SEP).