

# Quality Assurance Program

## **Ability to monitor and Maximize Quality**

Artisan Electronics' approach to quality is to start with the understanding of the Voice of the Customer (VOC) and performance objectives. All facets of the project (cost, schedule, technical) require unambiguous definition of objectives.

These objectives are categorized and ranked as to which are Critical to Quality (CTQ). As the CTQ elements are defined, the Acceptable Quality Levels (AQL) for each element can be established, meaningful metrics selected and monitoring plan enacted for periodic review. If the project has incentives proposed, they should be identified and included in the monitoring plan. All of the above information is included in the quality assurance plan.

The quality assurance plan will provide the method to monitor the project, but the success of the project is based on the senior management support, both Navy and contractor. Joint performance reviews facilitate and nurture consensus and promote common objectives.

## **Approach to Guarantee Responsiveness to and Cooperation with Customers**

Artisan Electronics' approach is to create an honest and open relationship that will generate mutual benefit and value throughout the relationship. Creation of such a relationship establishes an enterprise that functions like a partnership with shared philosophies and corporate objectives that are for the good of both parties. Artisan Electronics is able to provide the strong management and honest self-assessment that is needed for this type of relationship. Artisan Electronics endorses joint working groups to review project performance, cost reduction opportunities, continuous improvement initiatives, market research, and benchmarking.

Our goal is to develop an understanding of the agency's mission and performance objectives. We will align our capabilities and resources to partner in the accomplishment of those tasks with uncompromised resolve.

## **Approach to Problem Resolution**

Artisan Electronics has been successful in problem resolution by application of two proven six sigma methodologies. DMAIC (Define, Measure, Analyze, Improve, Control) and DMADV (Define, Measure, Analyze, Design, Verify). Artisan Electronics is involved with electronic design and has found DMADV to be very beneficial in many cases. For defect root cause determination, the five whys are applied in the analysis phase. Artisan Electronics takes pride in our honest approach to problem resolution as being statistically sound and fact based. We often perform Design of Experiments (DOE) to gain insight for solutions and the elimination of variation. As solutions are found, they are documented and become part of the partnership knowledge base.

**For information on Customer Satisfaction with services performed by Artisan Electronics, please contact:**

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