Kyzen - Quality Assurance Program

Kyzen is committed to provide its technical products and services with the highest level of quality. Kyzen's "standard approach" to planning, designing, developing and successfully delivering systems, products and services to its customers is our success mantra. It standardizes how we develop things and provide services. As part of our Quality capabilities, Kyzen has developed quality assurance (QA) plans, processes, manuals, organizations, and training materials. QA resources are available at the corporate level, but implementation and execution occur locally, driven by the requirements of individual customers. We have quality management systems and have achieved CMMI® Level 2 software development assessments, all with the goal of improving work quality. Our quality processes are summarized as follows:

- Process audits use procedures and checklists defined for the specific work instructions to verify compliance and measure and correct nonconformance.

- Peer reviews, both formal and informal, performed by team members and subject matter experts (SMEs), to validate deliverables and work products and monitor quality through the measure, analysis, and correction of issues found.

- Quality reviews use checklists to verify compliance with contractual requirements and applicable standards. Checklist compliance monitors performance.

- Performance report monitoring are reviews, by program managers and SMEs, of system-generated performance reports to validate the quality of the reports. Performance reports from management systems and processes provide consistent measures of program performance, enabling preventive rather than corrective action.

- Customer assessments, supported by line management visits with customers, ensure the timely identification and resolution of quality issues.

Our quality processes combine the capabilities of the program line organization, the corporate management structure, and our administrative organization to ensure that all contract deliverables are quality products and produced on time. All program personnel are responsible for conducting work in accordance with contract requirements and our high technical standards.