

## AboutWeb's Quality Assurance Program

AboutWeb's first step in providing services that meet performance standards is to meet with the customer to ensure that we understand the scope of work, time frame, and expectations. If appropriate, we assign a PMP-certified Project Manager to oversee project activities, participate in the development of deliverables, documentation and conducting formal project meetings and status updates. For smaller projects, we assign a corporate task lead who is in regular contact with the project staff members and customer to ensure that services are being provided that meet our and our customer's high-quality standards.

Our Chief Technology Officer, Kelly Brown, is ITIL-certified and follows Project Management best practices. Kelly is actively involved with many of our contracts and is available to our team as needed to provide subject matter expertise. He assists our teams with continuous process improvement to ensure that as projects go along we learn and apply best practices. We have added value to many contracts by applying this approach and looking for opportunities to improve project performance.

The AboutWeb Project Manager or Corporate Task Lead is responsible for tracking project status on a regular basis and delivering any required status reports to the customer to include current task status and accomplishments of all AboutWeb Team members. Any issues or risks identified throughout the course of each project will also be tracked in the reports including recommendations for mitigation of the risks, or proposed solutions/alternative approaches that may provide added value to the project.

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

AboutWeb is fully committed to responding to and cooperating with all of our customers. Our practice of empowering project managers with decision-making authority has proven successful in quickly responding to customer needs. As a small business, our project managers and technical leaders are unencumbered by multiple layers of authority and can immediately act on project issues. Our responsiveness and cooperation with customers is reflected in our 2011 Dun & Bradstreet Open Ratings Report where we received 100% positive feedback in the categories of Business Relations, Customer Support, and Responsiveness.

Our focus on stakeholder management also enables AboutWeb to respond to and cooperate with customers. We frequently engage stakeholders to ensure that we are meeting their needs. Our project managers often lead weekly meetings with the customer project team to address any necessary needs.

### *Approach to Problem Resolution*

AboutWeb makes every effort to mitigate problems before they surface. However, should a problem arise, our Project Manager addresses it immediately. Our approach to risk management is simple: Identify, Evaluate, Plan, and Monitor.

- **Identify** – identify risks early and often. We encourage all project team members to think about and identify risks throughout the project. Risks are identified prior to project start, as well as in our weekly status updates.

- **Evaluate** – risks are evaluated for possible or likely occurrence, as well as level and areas of impact if they do occur.
- **Plan** – for each risk we make a preliminary assessment as to which risks must be accepted, and which risks can be avoided or mitigated. Strategies are put in place and updated throughout the project as necessary.
- **Monitor** – identified risks are monitored and if they arise, the mitigation plan is implemented to reduce the impact on the project as much as possible.

Upon discovery of a problem, the Project Manager logs it into the project notebook. He or she determines the appropriate personnel to engage in resolving the problem. The project manager also contacts the appropriate person on the customer team to inform them of the problem and the resolution plan.