

# Music Ministry International (MMI)

## Quality Control Plan (QCP)

### **Yuma Proving Ground – Quality Control Plan**

#### **1.0 Scope**

This Quality Control Plan (QCP) describes Music Ministry International (MMI) Quality System Policies and Procedures. These policies and procedures control important activities such as inspections, record keeping and lock and key control.

#### **1.1 Policy**

MMI's QCP is developed to assure customer satisfaction by providing quality faith-based services. We will perform all activities in a manner, which meets or exceeds the expectations of our customers.

#### **1.2 Application**

The quality System described herein is mandatory for all activities performed at Yuma Proving Ground Military Community Chapels (Customer) to assure service conformance to the performance work statements of each service contract position.

#### **2.0 Amendments and Revisions to the Quality Manual**

##### **2.1 Revision Control**

This QCP will be revised by MMI as required and recommended by the customer. Whenever revisions occur, all holders of controlled copies will be distributed copies of the revised pages

##### **2.2 Reviews**

Management reviews of operations are continuous and any problems indicated with the Quality Program or its implementation will be addressed and corrected as directed by MMI Management.

#### **3.0 Organization**

##### **3.1 Quality Manager**

The Quality Manager reports directly to the CEO and is delegated authority and organizational freedom to identify and evaluate quality problems and to initiate, recommend or provide solutions. Dr. Bill Bailey, will serve as the Quality Manager under this QCP.

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### **4.0 Quality Program**

#### **4.1 Documentation**

The Quality Program is documented in the QCP Manual and may be supported at any point by service instructions that may be selected to increase control of the quality function. Service instructions affecting Quality shall be approved by the Quality Manager.

#### **4.2 Planning**

The Quality Program is planned to control the delivery of quality services to the Customer with maximum efficiency and effectiveness to exceed the requirements of the Performance Work Statement for that specific activity.

#### **4.3 Indoctrination and Training**

Employees are indoctrinated and trained, as necessary, however, to assure that suitable proficiency is achieved and maintained throughout our operations, subcontractors working under specific Performance Work Statements will be fully screened for the capabilities and experience required. Procedural changes may be implemented by training of any individual(s) affected by the change.

### **5.0 Document Control**

#### **5.1 System of Talent Acquisition**

Acquisition documents (PWS Exhibits) are generated and include appropriate technical and quality requirements. When a PWS has special requirements, such as Catechist Certification MMI's ATS program is designed to include the requirement into our talent acquisition documents.

#### **5.2 Review and Approval**

Acquisition documents are reviewed and approved by the Human Resources Manager. The Quality Manager performs random inspection of acquisition documents semi-annually and documents the results in the QCP Manual.

#### **5.3 Changes to Documents**

Changes to talent acquisition documents are subject to the same level of control as in preparation of the original document and require the approval or direct input of the customer.

### **6.0 Control of Services**

#### **6.1 Incoming Sub-Contractors**

Fully-screened and approved for duty sub-contractors are provided with an Independent Contractor Agreement which includes the PWS Exhibit for their position. The PWS Exhibit describes MMI's inspection functions with complete criteria for evaluation of the service.

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### **6.2 Inspection**

Services are inspected in accordance with the requirements of the PWS Exhibit documents. As a minimum, all services are inspected for duration, timeliness and technical proficiency semi-annually on a random basis.

### **6.3 Certifications**

Certifications are reviewed annually for compliance and accuracy of contents as required by procurement documents. Certified reports or other proof valid certification such as correspondence from the certifying agency may be used as a basis for acceptance.

### **6.4 Acceptance**

Acceptance of the service will be documented by email as accepted and the identity of the inspector will be included by initialing the document.

### **6.5 Course Correction**

Correction of service will be documented by email to the sub-contractor and acknowledged through a 30 day process of corrective action. The establishment of the process and the measures for this corrective action will be made in accordance with the PWS Exhibit with customer input, and monitored by the Quality Manager.

## **7.0 Inspections**

### **7.1 Services**

Immediate inspection will be implemented as a result of a customer complaint or any suspected Quality problem concerning the PWS Exhibit. Sub-contractors providing substandard services will be notified of the deficiency and be requested to implement QCP improvement practices over a 30 day period.

### **7.2 Final Inspection**

Inspection of services under review from customer complaint will be re-inspected weekly and also at the end of the 30 day period to insure that corrective measures are in effect. The report of this inspection is to be delivered to the Quality Manager within 5 days of the final inspection. The customer will be contacted to assure that corrective measures have been fully implemented.

### **7.3 Documentation**

Customer evaluation delivered by email to the Quality manager will be recorded in the Quality manual to determine adequacy to preclude non-compliant delivery and to document any special requirements directed by the customer. Customer requirements for Certifications and/or Certified are included in this activity.

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### **8.0 Corrective Action**

Conditions adverse to quality shall be promptly identified and corrected. In the case of significant conditions adverse to Quality, the cause of the condition shall be determined and action planned to correct and prevent repetition. The Quality Manager will oversee this process.

#### **8.1 Customer Complaints**

Responses to Customer complaints will be documented by email or on forms required by the customer. Responses will include cause of the condition, actions taken to prevent a future occurrence and effective dates.

### **9.0 Key Control and Additional Controls**

Keys issued to MMI sub-contractors are to be documented in the Quality Manual when issued. Keys and Lock Combinations for facility use are to be strictly monitored, and reported when lost or stolen to the Quality Manager and Chapel COR within 24 hours by email message. All keys are the property of the installation and are to be returned promptly to the Chapel COR at the end of the sub-contractor cycle.

Additional items in the PWS which are related to conduct on the installation and appearance issues will be monitored in accordance with this QCP.