

2. Quality Program & Metrics

ATM has established a complete Quality Control Program (QCP) to assure that the requirements of the contract are provided as specified. The QCP shall be a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or client inspectors point out the deficiencies. This QCP is of paramount importance. The program shall include, but not be limited to the following:

- (1) An inspection system that is tailored to the specific building(s) covered under the terms of the contract and which covers all services specified in the contract specifications. The contractor will devise a checklist for use during the regularly scheduled and unscheduled QCP inspections. The checklist used must be signed and dated by the inspector at the time that the inspection is completed. The contractor shall identify all personnel who will be performing QCP inspections by name, title, and type of inspection each is authorized to perform. The person who actually performed the work being inspected shall not perform quality control inspections.
- (2) A system to ensure that the contractor's employees are notified of deficiencies found in their areas of responsibility; that the noted deficiencies are corrected (if possible); and that these employees are counseled/retrained as necessary to ensure that deficiencies do not reoccur.
- (3) ATM will maintain a local file of all inspections conducted by the contractor or his/her employees, including the corrective actions taken. This documentation shall be made available to client during the term of the contract. Client appointed team may compare inspections performed by the contractor's inspectors against the actual conditions which exist at that point in time.

The project manager is responsible for quality control (QC) on the custodial services project. The project manager will implement ATM's QC Plan, which includes development of quality standards, inspection processes, and inspection task and frequency guidelines. The QC Plan will be finalized during phase-in coordination with the client.

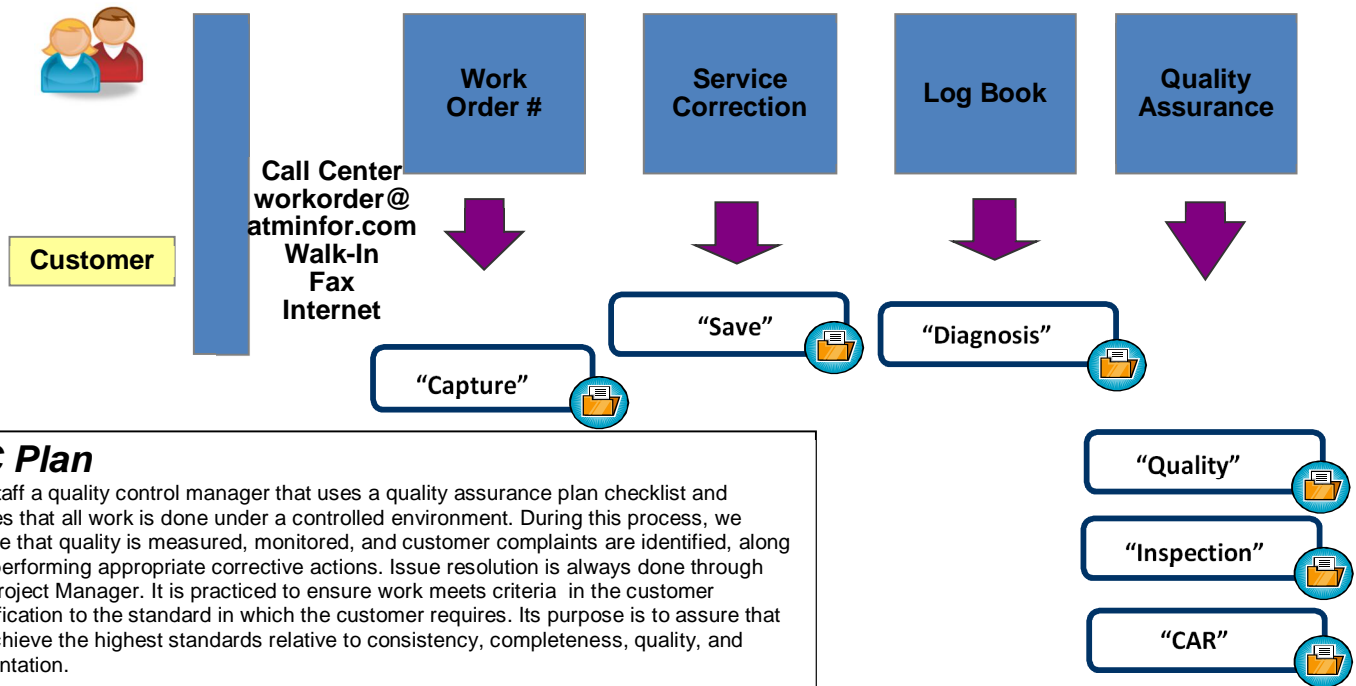
In addition to the inspection system presented in the QC Plan, ATM will implement measures to further improve project quality and overall performance. These measures include the use of performance trend analysis to identify potential problem areas and corrective action procedures to make systematic improvements in project quality.

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Workflow Example of Inspection System:



QC Plan
 We staff a quality control manager that uses a quality assurance plan checklist and verifies that all work is done under a controlled environment. During this process, we ensure that quality is measured, monitored, and customer complaints are identified, along with performing appropriate corrective actions. Issue resolution is always done through our Project Manager. It is practiced to ensure work meets criteria in the customer specification to the standard in which the customer requires. Its purpose is to assure that we achieve the highest standards relative to consistency, completeness, quality, and presentation.

All of the following activities are conducted as part of the quality assurance checklist:

- Inspections
- Corrective Actions Record – recurring deficiencies (training, procedure, equipment)
- Preventative Maintenance
- Checklist against performance indicators – assess project performance
- Customer Surveys
- Issue Logs



2.1. Inspection

2.1.1. Service Level Agreements

ATM works with various tools and through various channels to achieve janitorial excellence and to ensure our service level agreements are met across all sites. We use a wide range of resources and tools to help us accomplish these goals. The methods and channels are listed below, but communication and organization is key.

- Advantage. ATM does not require a comprehensive phase in process for this proposal. We have knowledge of the facility, proper site personnel, the bid specifications, and all other needed requirements of this solicitation.
- Supervisory focal points. Our management personnel will stay in close contact with the building management in order to be abreast of changes in the requirements of service, any special services, which may be anticipated, and also any situations which may develop between your staff and ours.

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