

BAI's Quality Assurance (QA) Program is mission-focused, capabilities based, and tailored to meet each customer's strategic objectives. This approach facilitates management of qualified contractor personnel in achieving the highest performance of mission requirements.

BAI's approach and process to quality assurance include, but not limited to:

Approach and Process to Quality Assurance	
Customer Alignment	<ul style="list-style-type: none"> • Align business processes and standards with strategic customer mission objectives.
Studies and Analysis	<ul style="list-style-type: none"> • Conduct benchmark studies and analyses for best practices and process improvements across each functional area. • Analyze impacts of new business processes.
Develop Lessons Learned	<ul style="list-style-type: none"> • Capture lessons learned, share results with relevant audiences.
Documentation	<ul style="list-style-type: none"> • Document impacts of new business processes. • Review program documentation for completeness and accuracy.
Conduct Customer Satisfaction Surveys	<ul style="list-style-type: none"> • Design, administer, and analyze customer satisfaction and strategic surveys, and report results to management.
Integration	<ul style="list-style-type: none"> • Ensure baseline changes are in concert with corporate and program charters, objectives, and strategic direction, and integrate changes across customer requirements.

QA processes and initiatives will be applied to each functional area to ensure delivery of quality services to Seaport-e customers.