Iecusoft™ Quality Control Plan (QCP)

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Delivering Accuracy, Accountability, and Compliance through Transparent Oversight

At Iecusoft™, quality is not an aspiration — it is an operational mandate. As a **Service-Disabled Veteran-Owned Small Business (SDVOSB)** and **Tribal Economic Development Partner**, we implement a **federally aligned Quality Control Plan (QCP)** grounded in **PMBOK best practices**, **ISO 9001 principles**, and enhanced by **AI-driven, real-time oversight**.

🔍 1. Foundational Philosophy

Iecusoft™ is built on a principle we call **"compliance without compromise."** This means every action taken under a federal contract is measurable, reviewable, and fully transparent. Our QCP is designed not only to **meet** contract requirements, but to **exceed** government expectations through live, verifiable performance.

⚙️ 2. QCP Structure and Execution Framework

We apply a **Three-Tiered Review Structure** for every contract, ensuring layered accountability and rapid resolution.

☑️ *Tier 1: On-Site Team Lead*

- Verifies daily task completion
- Conducts shift briefings and logs time-stamped activity via mobile
- Completes task-specific checklists and photographic validations

☑ *Tier 2: Project Manager Oversight*

- Conducts **weekly performance audits**
- Reviews field data for accuracy, timeliness, and contract alignment
- Updates risk registers and issues immediate mitigation orders

☑ *Tier 3: Executive-Level Compliance*

- Monthly inspections and reporting to Iecusoft™ executive leadership
- Reviews trends, recurring issues, and workforce compliance gaps
- Performs high-level **root cause analysis** and systemic improvement reviews

⚒ 3. Corrective Action Protocols

Iecusoft™ enforces a **48-hour Corrective Action Window**:

- **Issue Identified:** Triggered by audit, CO feedback, or system alert
- **Documentation:** Issue is logged in Monday.com, assigned a severity level
- **Correction:** Field operations rectify and document the fix
- **Analysis:** Root cause documented and shared with executive team
- **Prevention:** Updated training, checklist, or system rule implemented

This loop ensures issues are not only fixed — they are eliminated at the source.

🧬 4. Live ERP Oversight: Transparency as a Service

We are the **only known SDVOSB federal contractor** to offer **read-only access** to our internal operational platform.
Contracting Officers are granted **live oversight** of:

- Post coverage schedules
- Guard check-in/out logs (geo-tagged and time-stamped)
- Training compliance

127 West Berry Street
Suite LL:03
Fort Wayne IN 46802

✓ **CAGE Code:** 8K8S7
✓ **UEI:** DC5CJM5A5EM6
✓ **SDVOSB Verified on SAM.gov**

✓ **Licensed Armed Security Agency (Indiana: SG22400020)**
✓ **OST Tribal Security License: WLCC-ASG-00001**
✓ **Trusted by:** NASA, DOJ, CBP, VA, FEMA

- Payroll validation
- Incident response entries

This is not a report—it's **watching the job happen in real time**.
"You're not hoping it works — you're watching it work."

🗣 5. Government Feedback Loop

We treat Contracting Officer and federal program staff feedback as a mission-critical data point. Our QCP mandates:

- Logging every instance of feedback
- Responding within 24 hours
- Integrating comments into our next improvement cycle
- Providing documentation back to the CO showing the resolution and policy update

♻ 6. Quality as a Continuous Cycle

Iecusoft™ sees quality not as a static state, but as an evolving process.
Each month, we conduct:

- Internal quality workshops
- KPI reviews on issue frequency and closure
- Staff briefings on feedback trends
- AI-driven data modeling to predict and eliminate future problems

🧬 7. Outcome: Zero Performance Drift

Our QCP ensures:

- **Continuous compliance** with federal SOWs and SOPs
- **Full contract fidelity** to original intent and budget
- **Zero tolerance for mission drift, performance erosion, or data opacity**

We don't let contracts "drift." We **lock performance to purpose**.

🏛 Mission-Aligned Quality

The Iecusoft™ QCP is an extension of our founding purpose:

"Every contract we fulfill protects federal interests and funds veteran healing through One K9 Corp 501(c)(3)."

When we execute with precision, veterans heal with dignity.

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