



Roof-Tek Quality Assurance Plan

Quality Assurance and Quality Control

At Roof-Tek we utilize quality assurance strategies to ensure quality control of our work and Client deliverables. Our quality assurance relates to how the process of our work is performed, our quality control is the examination of the quality management.

Talking the Talk, and Walking the Walk

On each Roof-Tek project, we ensure the quality of our services and deliverables through a comprehensive project management process that identifies risk to the project objective.

We further ensure quality of service through an independent top-down quality assurance (QA) and technical review process.

Next we keep the communication pipeline open within the Roof-Tek team and most importantly with our Clients. This is to ensure mutual understanding on deliverables and process.

Lastly all project team members are mandated to independently report concerns and results of work and deliverables to ensure compliance and quality execution.

Value Assurance

Roof-Tek depends on its reputation for providing high quality work that meets and/or exceeds client expectations. To protect that reputation, Roof-Tek applies a thorough "Value Assurance" process for all of its consulting engagements.

Key elements of the Value Assurance process include:

- Conducting an internal Kick-Off meeting prior to beginning interaction with the Client. During this meeting, the Senior Manager ensures that all assigned team members understand the statement of work, understand their tasks and priorities, and that the team is prepared with the tools, methodologies to deliver best practices that will be utilized during the engagement.
- Holding weekly project management activities that focus on team performance (cost, schedule and deliverables) and overall quality of the services and deliverables that are being provided.
- Ensuring that each Roof-Tek deliverable is reviewed for quality, completeness and accuracy by a Senior Partner BEFORE the product is delivered.

- Performing internal Roof-Tek Quality Review Board review(s) to ensure all deliverables and contract requirements are met prior to completion of the engagement.

Roof-Tek Responsiveness to Client Requirements

The key to any successful engagement is a common understanding for the project requirements.

In the contracting environment, too often the customer’s expectation of what will be delivered differs from what the contractor understands in scope of work and deliverables.

To mitigate this risk in our consulting engagements, Roof-Tek facilitates dialogues with our clients upon contract award and before project kickoff to ensure common understandings of the engagement requirements, project timeline and deliverables.

Then, as part of our Project Management Life Cycle, Roof-Tek meets with our Client’s Project Managers on a mutually agreed basis to discuss project status, to verify that the project team’s effort remains aligned to the Client’s goals, as well as to update the project work plan based on regular review.

The Project Management Life Cycle that Roof-Tek uses for every engagement is based on our internal subject matter expertise as a result of lessons learned, and study of external sources including the Project Management Institute’s (PMI®’s) and Project Management Body of Knowledge (PMBOK®) Guide. Roof-Tek aligns with this globally recognized standard (ANSI/PMI 99-001-2008) to maximize value for our Clients so as to minimize risk for our Clients’ projects and to ensure client satisfaction.

Figure 1. Stages of Roof-Tek Project Management Life Cycle



The graphic above depicts the typical activities provided by Roof-Tek during the Project Management Life Cycle. It is important to note that Roof-Tek views a project as an event that happens *with* a Client— not *to*



the Client. We work closely with our Clients to adapt leading practices to fit each Client's environment and each project's requirements.

Problem Resolution

Key: Roof-Tek Project Management Approach

We don't say if, we say when because this is the nature of life and project management. When a Client issue arises that requires escalation to an appropriate and immediate solution, Roof-Tek has already assigned a Senior Partner with responsibility to ensure Client satisfaction to the resolution process. This individual is formally tasked with the following objectives:

- Ensuring that Roof-Tek solutions support the client's goals.
- Building and maintaining a long-standing relationship with the client through integrity and building of trust.
- Providing high-level oversight of the project.
- Taking action as needed to resolve issues.

Also, the Roof-Tek Project Management Life Cycle includes mitigation activities that are anticipated in the front-end of the project execution. This is to target concerns or issues identified by the client:

- Conducting a joint kick-off meeting to ensure common understanding of project scope and methodology, and to ensure that Roof-Tek deliverables are structured in accordance with client requirements.
- Providing regular status reports throughout the engagement that include an analysis of potential risks and appropriate mitigation actions.
- Maintaining open lines of communication with the client during each phase of the project so that any issues can be rapidly identified, communicated and resolved.
- Performing a close-out procedure after the engagement is completed which may include a Customer Satisfaction Questionnaire/Post-Engagement Review to review the level of client satisfaction and help ensure even greater satisfaction on future efforts with the client.

The Roof-Tek Quality Control Commitment

Quality Assurance is essential to all of Roof-Tek's work activities. Quality Control is the process facilitated by Roof-Tek throughout the duration of the project. This is all to ensure Client satisfaction in the project objective.



At Roof-Tek we commit to:

- Utilize Quality Control Systems that engage business disciplines from the planning stages to the execution process in compliance of all governmental regulations, client proprietary specifications as well as standardized construction procedures.
 - Our Quality Assurance includes everything we do from project management to accounting systems, to personnel placement and customer service.
- Facilitate quality services that are responsive to our Quality Control Systems.
 - Key factors in a progressive Quality Program include consistency, accurate record keeping and documentation, inspections, audits, management of change and customer feedback.
- Ensure Roof-Tek services continually improve through regular monitoring of our Quality Control systems while guaranteeing compliance with industry and regulatory requirements and standards.
- Safeguard our Clients through quality control programs, policies and procedures that reflect the goals of our client and senior management.
 - This is our integral component to our commitment to Total Quality Management.