

# Metters Industries, Inc. Corporate Policy

## Process and Product Quality Assurance



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## Approval

This document is being forwarded and approval is recommended.

\_\_\_\_\_  
John Lee, CMMI Facilitator

\_\_\_\_\_  
Date

Approved.

\_\_\_\_\_  
David Thach  
Executive Vice President  
Metters Industries, Inc.

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Date



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## 1. INTRODUCTION

### 1.1. PURPOSE

This document establishes a Process and Product Quality Assurance (PPQA) policy for Metters Industries, Inc.

### 1.2. SCOPE

This policy applies to Metters Industries, Inc. in its entirety, including all branches, sub-organizations, and projects, internal and external, except those waived in writing by authority the Chief Executive Officer (CEO), Metters Industries, Inc.

### 1.3. EFFECTIVE DATE

This policy shall take effect throughout Metters Industries, Inc. immediately upon signature by CEO. All projects currently in progress may request a waiver from this policy or comply. Waivers must be requested and approved in writing. Approval of a waiver will be considered on a case-by-case basis.

### 1.4. CANCELLATION

This is the initial version of this document.

### 1.5. RESPONSIBILITIES

The CEO of Metters Industries, Inc., has basic responsibility for ensuring that this policy is implemented across the company. Managers of Branches, Staff Elements, subordinate organizations and offices, and projects are responsible for implementation of this policy, compliance with its requirements within their respective organizations and projects, and for assessing and reporting compliance with this policy to the Chief Information Officer, Metters Industries, Inc., at least annually. Anyone observing or otherwise aware of such a discrepancy or conflict should bring it to the attention of the Chief Information Officer (CIO), Metters Industries, Inc., as soon as possible.

### 1.6. REFERENCES AND RELATED DOCUMENTS

#### 1.6.1. References

- a. Carnegie Mellon University/Software Engineering Institute, Capability Maturity Model Integration for Development (CMMI-DEV) V1.2, August 2006.
- b. “Sarbanes-Oxley Act of 2002” (Pub. L. No. 107-204, 116 Stat. 745) (also known as the “Public Company Accounting Reform and Investor Protection Act”)
- c. Clinger-Cohen Act of 1996” (40 U.S.C. 1401(3)) (also known as the “Information Technology Management Reform Act”)

#### 1.6.2. Related Documents

This policy is subordinate to the Metters Industries, Inc. policy on quality, \_\_\_\_\_. Any discrepancy or conflict between this document and the Metters Industries, Inc. policy will be resolved in favor of the higher authority.

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1.7. TERMS AND DEFINITIONS

The following terms (with definitions) are used in this document:

TERM	DEFINITION
Audit	Independent examination of a work product or set of work products to determine whether requirements are being met (CMU/SEI CMMI)
Corrective action	Acts or deeds used to remedy a situation, remove an error, or adjust a condition. (CMU/SEI CMMI)
Customer	Party (individual, project, or organization) responsible for accepting the product or for authorizing payment. The customer is external to the project, but not necessarily external to the organization (CMU/SEI CMMI)
Institutionalization	The ingrained way of doing business that an organization follows routinely as part of its corporate culture (CMU/SEI CMMI)
Institutionalization	The ingrained way of doing business that an organization follows routinely as part of its corporate culture (CMU/SEI CMMI)
Life cycle	Generic term for the phases in the life of a product from concept to disposal (GEIA-649)
Objectively evaluate	To review activities and work products against criteria that minimizes subjectivity and bias by the reviewer. An example of an objective evaluation is an audit against requirements, standards, or procedures by an independent quality assurance function. (See “audit.”) (CMU/SEI CMMI)
Organization	An administrative structure in which people collectively manage one or more projects or services as a whole, and whose projects or services share a senior manager and operate under the same policies.
Organizational policy	A guiding principle typically established by senior management that is adopted by an organization to influence and determine decisions (CMU/SEI CMMI)
Performance	Quantitative measure characterizing a physical or functional attribute relating to the execution of an operation or function (e.g., quantity (how many/how much), quality (how well), coverage (how much area, how far), timeliness (how responsive, how frequent), and readiness (availability, mission/operational readiness) (GEIA-649)
Performance	Quantitative measure characterizing a physical or functional attribute relating to the execution of an operation or function (e.g., quantity (how many/how much), quality (how well), coverage (how much area, how far), timeliness (how responsive, how frequent), and readiness (availability, mission/operational readiness) (GEIA-649)
Process	<ol style="list-style-type: none"> <li>1. A step or sequence of steps in which a sequence of one or more instructions, procedures, activities, events or phases are performed on inputs over time to yield outputs.</li> <li>2. A written description of a process to describe “what happens” or what is necessary within the organization or project to build products that meet the standards and requirements set in organizational policy.</li> </ol>

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TERM	DEFINITION
Product	<ol style="list-style-type: none"> <li>1. Something used or produced to satisfy a need or is the result of a process; e.g., document, facility, firmware, hardware, materials, processes, services, software, systems (GEIA-649)</li> <li>2. Any tangible output or service that is a result of a process and that is intended for delivery to a customer or end user. A product is a work product that is delivered to the customer. (CMU/SEI CMMI)</li> </ol>
Product requirements	A refinement of the customer requirements into the developers' language, making implicit requirements into explicit derived requirements. The developer uses the product requirements to guide the design and building of the product (CMU/SEI CMMI)
Request for Waiver	A request to depart from specified or mandatory requirements or provisions
Requirement	<ol style="list-style-type: none"> <li>1. Need or expectation that is stated and obligatory;</li> <li>2. Specified value for an essential product attribute (GEIA-649)</li> </ol>
Requirements traceability	Evidence of an association between a requirement and its source requirement, its implementation, and its verification (CMU/SEI CMMI)
Technical requirements	Properties (attributes) of products or services to be acquired or developed. (CMU/SEI CMMI)

## 2. POLICY

### 2.1. POLICY STATEMENT

Metters Industries shall provide staff and management with objective insight into processes and associated work products.

The following are the goals of this policy:

### 2.2. CORPORATE GOALS FOR THIS POLICY

1. Achieve the specific goals of the QA process by transforming identifiable input work products to produce identifiable output work products.

To achieve this goal, Metters Industries and each project shall perform the specific practices of the QA process to develop work products and provide services to achieve the specific goals of the QA process area.

2. Create an institutional QA process for use across the Metters Industries organization and all projects.

To achieve this goal, Metters Industries and each project shall:

- a. Have and enforce an established QA policy;
- b. Establish and maintain a plan for performing the QA process;
- c. Ensure the availability of adequate resources for performing the QA process, developing the work products, and providing the services of the process;
- d. Assign responsibility and authority for performing and providing QA process services and for QA work products;
- e. Ensure that persons performing or supporting the QA process are properly trained as needed;
- f. Place under appropriate levels of configuration management designated work products of the QA work process;
- g. Ensure that all relevant stakeholders of the QA process are identified and involved in the process as planned;
- h. Ensure that adherence to the planned QA process is monitored and controlled and that appropriate corrective action is taken;
- i. Ensure that adherence off the QA process to its process description, standards, and procedures is objectively evaluated and instances of non-compliance are appropriately addressed; and
- j. Ensure that the activities, status, and results of the requirement management process for each project or organizational entity are reviewed with higher-level management and issues are resolved.

3. Create an institutional defined process for QA.

To achieve this goal, Metters Industries and each project shall:

- a. Establish and maintain a documented description of a defined QA process;
- b. Collect work products, measures, measurement results, and improvement information derived from planning and performing the QA process to support future use and

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improvement of the QA processes and process assets for each project, Metters entity, and the Metters Industries organization.

### **2.3. GOALS FOR QUALITY ASSURANCE ACTIVITIES**

1. Ensure objective evaluation of adherence of the performed processes and associated work products and services to applicable process descriptions, standards, and procedures.

To achieve this goal, Metters Industries and each project shall:

- a. Objectively evaluate designated performance processes against the applicable process descriptions, standards, and procedures; and
- b. Objectively evaluate designated work products and services against applicable development and delivery process descriptions, standards, and procedures.

2. Objective tracking and communication of noncompliance issues through resolution.

To achieve this goal, Metters Industries and each project shall:

- a. Ensure that quality issues and resolution of non-compliance issues are communicated with the relevant staff and managers;
- b. Ensure that records of QA activities are established and maintained.