

Horizon Quality is an integral part of our Program Management approach.

The Horizon Team employs a scalable model of program management authority that vests primary task decision making ability and authority with the task order project manager (TOPOM), with contract-level oversight and support provided by the Horizon Program Manager (PM). The TOPOM manages an assigned task order and is authorized to make required decisions on its execution. The TOPOM coordinates with the Seaport-e task lead(s), such as the Contracting Officer's Representative (COR), and Contracting Officer (CO), as well as necessary Horizon Team contracts. In addition to working with the PM regarding the extension of quality / reporting processes, a TOPOM consults with the PM on matters that relate directly to the Seaport-e base contract or fall outside the purview of a particular task. The PM monitors task order performance and progress toward performance targets.

The TOPOM follows Horizon's Integrated Program Management methodology which provides for a continual cycle of Plan/Execute/Monitor/Improve. The Project Management Plan provides a structure for resource, communication, and risk management planning, while controls are established for monitoring service delivery. This feeds continuous improvement.

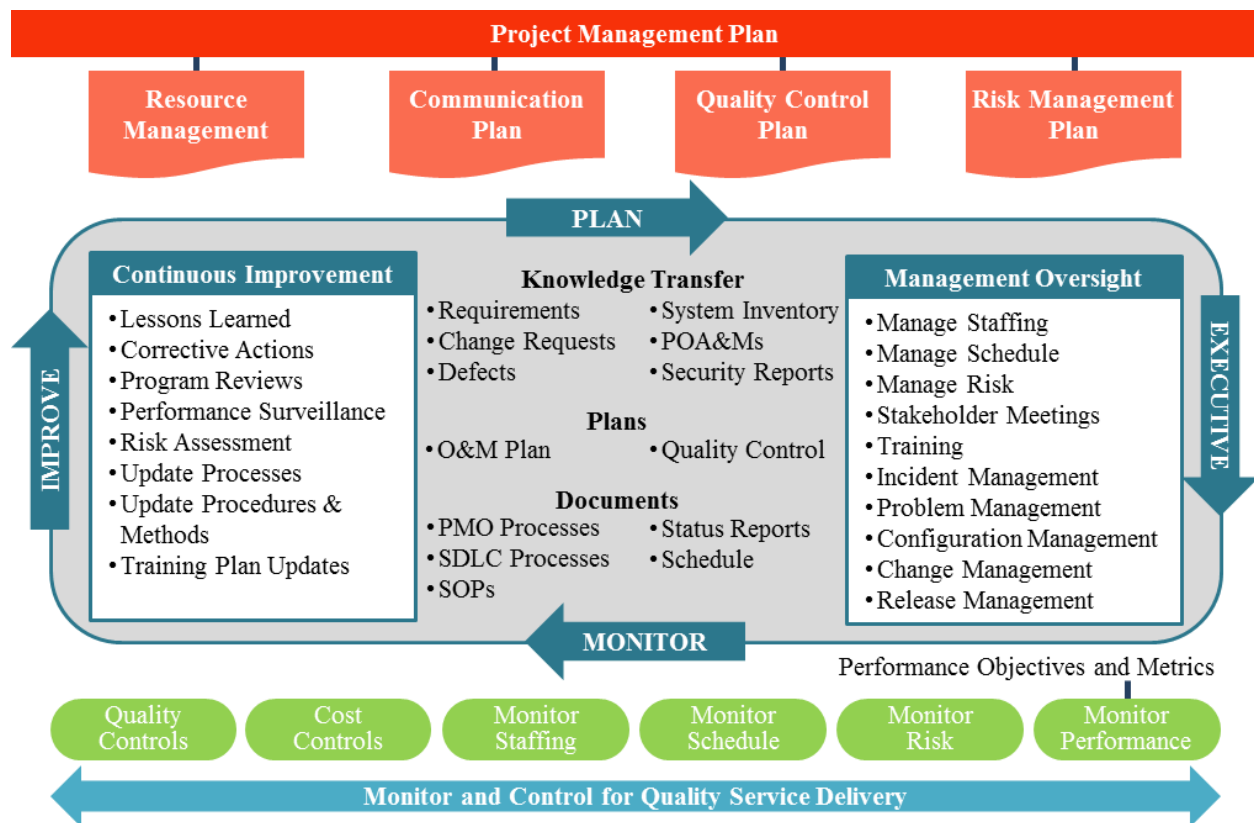


Figure 15. Horizon's Integrated Program Management Model incorporates continuous process improvement

The PM is responsible for the overall implementation of quality management for the Horizon Team, including support of the Task Order Quality Assurance Surveillance Plan (QASP). In implementing the Quality Control Plan, the Horizon Team will coordinate quality reviews of deliverables at the TOPOM and PM levels. In addition, an independent senior management level review of deliverables may be conducted as part of Horizon's existing Quality Management (QM) review procedures. All Horizon Team staff engaged on a task adhere to the QM and all PM-approved policies and procedures.