



## The solution for service delivery compliance and oversight

- ▶ Is your organization responsible for large service delivery operations using internal staff or contractors?
- ▶ Are you able to accurately track the performance of service providers against documented requirements?
- ▶ Are you getting what you pay for?

**QMSIT** (pronounced kim-sit) is software that can help your organization to:

- ▶ Optimize compliance
- ▶ Avoid costly errors
- ▶ Maximize return on investment

Unlike other software, QMSIT has a unique and tightly-defined focus: tracking and managing the performance of service providers relative to defined requirements—for example, contracts, environmental and safety laws, government regulations, and more.

Real-time data from QMSIT will enable your management team to efficiently document, analyze, and report on performance—and to facilitate corrective actions and process improvements.

Together with quality management structure and staffing, QMSIT software is an essential component of a performance-based service delivery system.

## What is Performance-Based Service Delivery?

It's a proven system for measuring and managing service delivery that fulfills compliance requirements, operational objectives, and organizational mission.

QMSIT is designed to support this system, utilizing an 8-step Service Delivery Quality Cycle:



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## Top Ten Benefits

1. Gain real-time visibility into performance data
2. Manage multiple contracts and multiple sites
3. Define and document accountability
4. Optimize operational efficiency and productivity
5. Evaluate and document service provider performance
6. Improve performance quality
7. Foster communication, collaboration, and transparency
8. Facilitate corrective actions and process improvements
9. Make fact-based business decisions
10. Maximize return on investment

## Mitigate Your Risks of:

- Costly errors
- Missed deadlines
- Failure to comply
- Dissatisfied clients
- Lost contracts
- Weak accountability
- Lack of transparency
- Inadequate documentation
- Environmental and safety violations
- Accidents
- More

## Capabilities

### Define & Schedule Inspections

- Individual worker activity planners
- Scheduling conflict/overload alerts
- Inspector workload balancing
- Selection tools for surveillance methodology/frequency/follow-up
- Management tools for complex inspections

### Track, Validate, & Document Performance

- Inspection checklists
- Weighted values for steps
- Defined passing percentage for conformance
- Random sampling
- Documentation of chance discoveries and unscheduled inspections

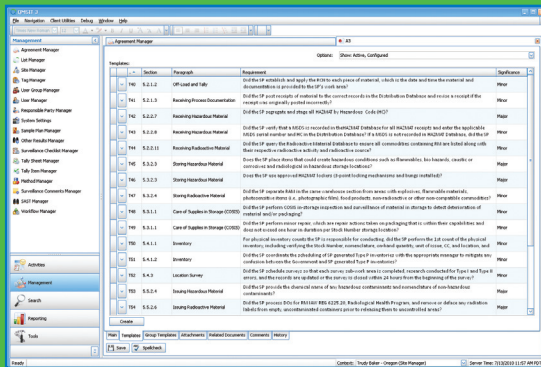
### Analyze & Report Results

- Real-time data to spot problems
- Nonconformance trend tracking
- Analysis at enterprise, job site, and individual levels
- Templates and customized reports
- Drill-down from performance reports to inspection details

## Features

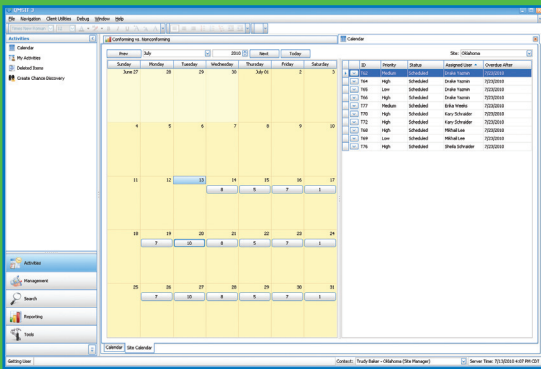
- MS Outlook look and feel
- Real-time
- Server-hosted
- Permissions-based
- Management-controlled access to data
- Report templates
- Custom report generator
- Automatic data backup
- Award Fee Plan (AFP) Tracking
- Section 508 Compliant
- Common Access Card enabled (CAC)

# Document, analyze, and report with real-time data from QMSIT



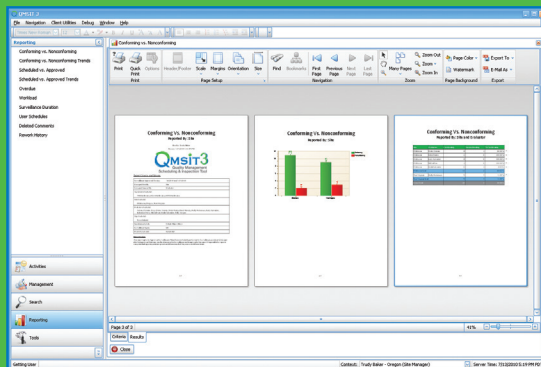
## Identify Requirements

Contract requirements are loaded into QMSIT



## Schedule Inspections

Surveillance activities are assigned for the month



## Report Performance

Surveillance results are calculated and analyzed

## QMSIT is a product of ThinkQ

ThinkQ is a quality management consultancy specializing in service delivery oversight, acquisition support services, and insourcing/outourcing analysis. ThinkQ makes service delivery oversight a simple, accountable, and transparent process for corporations, government agencies, and the private sector providers who serve them.

To learn more, visit [www.qmsit.com](http://www.qmsit.com).

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