Leidos Quality Management System

Leidos' Quality Management System (QMS) is a comprehensive and fully integrated approach that delivers high-quality products, services, and security through consistent and repeatable data-driven process execution and product delivery.

QMS provides customers with innovative tools and certified industry processes designed to perform, integrate, and coordinate all essential project lifecycle quality activities, which reduces latent defects, rework, and uncertainties.

With QMS, customers enjoy predictable and quantifiable outcomes in rapidly changing and dynamic customer environments, while delivering sustainable and transparent processes critical to meeting mission/operational needs and expectations.

OUR APPROACH

QMS provides a standard methodology to perform, integrate, and coordinate all essential project lifecycle quality activities. It consists of innovative tools and certified processes designed to be a flexible, dynamic way for customers to enjoy predictable and quantifiable outcomes in rapidly changing and dynamic environments. Customers who use QMS enjoy better process transparency across the organization, leading to earlier detection of defects and issues, more efficient project delivery timelines, and a better experience for consumers.

OUR CAPABILITIES

QMS helps customers drive compliance for efficient and repeatable standard operating processes, through tools based on the Define, Measure, Analyze, Improve, and Control (DMAIC) methodology.

- ▶ **Define:** QMS helps document and establish an engineering baseline that's used to measure performance levels at all stages of the product or project lifecycle.
- ▶ **Measure:** QMS gives customers the means to collect, monitor, and measure performance across any data source or process, including service level agreements, key performance indicators, and on-time non-conformance closure.
- ▶ **Analyze:** Through internal audits, Corrective Action Requests (CARs), and trend identification, QMS conducts Root Cause Analysis to identify systematic improvements and record lessons learned.
- ▶ **Improve:** Process owners can use QMS to evaluate data and identify process improvements at any stage of the product lifecycle, and do it via any structured improvement methodology like ITIL or Lean Kaizen.
- ▶ **Control:** QMS supports follow-up activities that improve identified processes and deviations while measuring the new performance against existing metrics. The built-in analytics and reporting provide project oversight to all stakeholders throughout the lifecycle.

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QMS integrates with third-party tools and data sources, dynamically updating projects and processes in real-time to ensure they deliver high-quality products and services that meet mission objectives and drive further efficiencies. It facilitates project oversight by stakeholders at all levels, thereby minimizing risk, increasing compliance, and reducing non-conformance costs.

FEATURES	BENEFITS
Provides project lifecycle quality management based on best practices and industry standards.	Reduces risk levels for projects through standard benchmarking and processes that help achieve objectives.
Automatically links risk-based audit plans to program milestones to verify compliance to process baselines.	Reduces project delays through early detection and identification of issues by Quality Assurance (QA) stakeholders.
Offers early defect detection throughout the project lifecycle.	Reduces defect resolution costs and timelines over the life of the project, and improves customer experience with a higher-quality product.
Allows early identification of process non-conformances associated with major milestones to help with corrective and preventative process analysis.	Drives process refinement and change identification through quality logging. Reduces resolution timelines from analysis of logs by creating preventative actions and process suggestions.
Provides continuous performance requirement monitoring.	Increases performance target achievements through value-added mission-driven metrics and analytics.
Encourages collaboration across a variety of functions, allowing each to bring their expertise to every project.	Improves project quality and service delivery across functions through better metrics and performance tracking, resulting in improved customer experience.
Offers frequent innovations and enhancements for performance monitoring and mission effectiveness.	Increases efficiency and quality of service delivery and mission effectiveness across the project lifecycle, leading to value-driven service improvements for stakeholders.
Promotes a consistent root cause analysis approach across the organization with the QMS Root Cause Analysis Review Board.	Improves efficiency of service improvement process across the organization through collaboration. Proactively prevents product and/or service deficiencies through early detection of non-conformance.

PROVEN SUCCESS

By using QMS, 74 government agencies and departments were able to achieve CMMI Development Maturity Level 3 accreditation, and one achieved CMMI Development Maturity Level 4 certification. Multiple civilian customers were able to attain AS9100D, ISO 9001:2015, ISO 20000, and ISO 27001 certification across several disciplines.

These same organizations have achieved an average 95% on-time delivery rate for their projects and programs, while also achieving internal benchmarks in risk identification/mitigation, audits, nonconformities, and corrective actions, effectiveness actions, management reviews, action items, process performance, and conformity of products and services. Further, using QMS to manage their projects and programs, many have been able to generate a customer satisfaction score of 8 or higher (on a scale up to 10).

WHY PARTNER WITH LEIDOS?

Leidos' QMS consists of Leidos EngineeringEdge® NextGen processes, industry standards, and best practices that provide value to customers through consistent and repeatable data-driven process execution and product delivery. It's a flexible tool that can be tailored to customer requirements and methodologies (such as Agile, Scrum, Kanban, and more). Our QMS integrates with third-party software solutions to import data so it can provide reliable, near-real-time automation and analysis throughout the lifecycle of any project or program. It offers a consistent approach to security risk assessments and operational decision-making, helping customers deliver high-quality experiences that meet enterprise quality goals and generate high customer satisfaction.

NEXT STEP

Leidos' QMS is a highly flexible and reliable approach to delivering high-quality products, services, and security. To learn how QMS can help your organization enjoy predictable and quantifiable outcomes in rapidly changing and dynamic customer environments, contact our QMS team today.

FOR MORE INFORMATION

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