

ARTI's SeaPort-e QA Program

ARTI utilizes a Quality Management System (QMS) which incorporates Project Management Institute's (PMI's) standard practices. One of the major aspects of our QMS pertains to Definition, Measurement, Analyses, Improvement, and Control (DMAIC) processes, which focuses on customer satisfaction, internal auditing, business processes, and delivered product. Quantitative quality management metrics include budget-to-cost comparisons, delivery date compliance, workflow assessments, expense projection profiles, monthly turnover, time-to-staff, on-board percentage, productive labor percentage, and customer satisfaction ratings. ARTI applies the following process areas both internally and across the subcontractor teams: Customer Focus; Leadership; Involvement of Team Members; Employee Welfare and Development; Systematic Approach to Management; Continual Process Improvement; Factual Approach to Decision Making; and Subcontractor Management.

ARTI's systematic approach to quality management provides continuous process improvement to ensure that all services are of optimum quality while reducing risk and meeting or exceeding established goals for cost and schedule.

As work is completed, the Team ARTI SeaPort-e PM and ARTI's Quality Management Representative will determine if the work being completed meets the quality standards to provide a proactive approach to quality management. Through trend analysis, corrective action can be taken to prevent cost and schedule overruns and improve quality, rather than waiting for cost overruns, missed delivery dates, and customer dissatisfaction. Our goal is to provide a consistent professional level of service performance that meets or exceeds all defined Quality Control (QC) and contract objectives.