

# Quality Focused for Superior Results



How does **Burrow Global** commit to providing quality services? We promote our comprehensive **Quality Management System** through daily and ongoing implementation, training, auditing and continuous improvement efforts measured by key performance metrics and client satisfaction.

Take advantage of **Burrow Global's** culture of quality which drives project success with high quality, fit for purpose deliverables. The **Burrow Global QMS** allocates responsibilities to key individuals at all levels of the organization, and implements and drives compliance:

## Quality Management System

- Commitment and accountability from all Burrow Global Employees
- Based on ISO-9001 best practices

## Organizational Structure and Responsibilities

- Corporate Quality Management and independent Project Audit Program
- Quality Subcommittees at each office responsible for implementation and continuous improvement
- Project Excellence Subcommittee dedicated to meeting and exceeding clients expectations
- Strategic Account Management Subcommittee to drive client satisfaction
- Executive participation/sponsorship in quality audits to drive compliance and corrective action

## Compliance Management

- Weekly Key Decision Critical Issues "KDCI" report defines safety, cost, schedule, quality performance and client satisfaction
- Project Audit Program yielding Key Performance Indicators "KPI's" for Quality
- Engineering QA/QC process for all IFA packages
- Goal setting for KDCI and KPI performance

## Corrective and Preventative Action

- Identification and control of nonconforming services to preclude its inadvertent use, delivery or processing.
- Project lessons learned to review KDCI's, KPI's, noncompliance and performance against corporate goals.

**Burrow Global builds long term client relationships based on trust by providing high quality and premium value deliverables.**

## Proven Quality Management System:

- Based on ISO-9001 Best Practices
- Buy-in at all levels of organization
- Active implementation & training with independent auditing
- Feedback and contributions through executive participation, subcommittee accountability, corrective actions & lessons learned
- Measured compliance assures our ability to meet & exceed our clients' expectations for quality & value
- Project management & execution leveraging industry leading standards, thorough procedures & comprehensive checklists.



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