SeaPort-e Quality Assurance (QA) Plan
Monitoring and Maximizing Quality

Thor Solutions, LLC (THOR) will monitor, assess, and maximize quality to ensure that our personnel actively implement effective quality management procedures. Plans, outlines, documents, software products, processes, and procedures may be subject to formal checks. QA is an integral part of our management process. In maintaining quality assurance standards, we recognize the interaction of several factors:

- Quality of personnel assigned to the project
- Controlling timeliness and cost of each work activity
- Detection and elimination of problems through ongoing audits and reviews
- Continuous review and improvement of processes and services

THOR also has a strong commitment to maintaining projects on schedule and within budget. To ensure that quality is not compromised, we:

- Plan for product review and revision during the initial development of tasks and throughout their performance
- Maintain highly qualified technical specialists
- Reference the original project/task objectives and plans when performing quality reviews

THOR considers customer satisfaction an important performance indicator in our quality management process. Satisfaction is measured through informal day-to-day communication and formally via performance surveys. We offer regular meetings (initial frequency to be determined by the client) with our client and concerned parties to facilitate open communications in reference to THOR performance and project status.