

ESIS

Quality Assurance/Quality Control is an integral part of ESIS' and Hygienetics' service discipline. Our QA/QC Program that has been consistently and rigorously supported by management.

It is a dynamic plan that continually evolves and improves to incorporate new regulations and industry standards and to reflect our high level of technical experience.

In addition to the standard implementation of our corporate QA/QC Program, ESIS and Hygienetics establish and maintain ongoing quality control programs specific to client contracts.

Technical and project management staff are assigned to client contracts that require implementation of a client specific quality control program and training.

Training is provided in-house according to the elements of the Scope of Work. Oversight is provided by the ESIS and Hygienetics Account Manager, and training is documented with employees to record their participation and verify their level of understanding.

Successful project management begins with a well-defined communications structure established prior to project initiation. There are unique critical success points for each project, whether these points are based on cost, timing, communication, or presentation.

ESIS and Hygienetics maintain a communication program based on the following elements:

- The development of a core project team, consisting of a primary point of contact, project managers, QA/QC officer, and field technicians
- The development and adoption of a quality control program specific to the client and/or project requirements, which includes all formalized communications channels (identification of all responsible parties and their roles) all project documentation formats and distribution chain, and correspondence
- Timely response to projects and requests from the client to ensure appropriate data is collected, minimize facility disruption, and to keep project durations as short as possible and to minimize negative impacts on the use of a facility
- Prompt preparation and internal review of written reports prior to delivery to the client



Defining the communication structure for projects allows our staff to promptly respond to the clients' needs, and deliver written work product within agreed upon deadlines.

ESIS and Hygienetics consider it important to have a single point of contact to ensure that reports, deliverables and other documents remain acceptable to the clients; that project scope issues are addressed and resolved in a timely manner to prevent schedule delays; and in accordance with the contract with the client.

Continuous improvement of our staff's capabilities results in higher quality technical services and deliverables for our customer base. We have strived to provide our staff with the most current and technologically advanced environmental training available in the industry.