



The Client

LESCO, a growing, diverse company serving the technical, managerial, and engineering needs of the government and private sectors in research and analysis, information management, environmental engineering, logistics engineering, business process reengineering, software engineering, system development and integration, technical support services, and base facilities support/operations and maintenance.

The Challenge

LESCO wanted to install a quality system management tool to assist in managing their support efforts and meet Governmental and ISO requirements. These requirements were effectively targeted at contract reporting to controlling operational documentation, inspections/tests, audits/Survey's and Corrective/Quality Actions to improve any identified deficiencies.

The Solution

CODEplus developed a Web-Based solution to control primary quality processes to aid LESCO in helping the success the management of the contract and provide for continual improvement and customer reporting. This effort involved five primary modules:

- Documentation control module to initiate, review and approve all Quality System documentation, inspection/test procedures, audit procedures and schedules as well as project schedules and project management plans.
- Inspection/Test Module to use standardized procedures/requirements and to record the actual results, dispositions and capable of generating corrective actions.
- Audit/Survey Module to use standardized procedures and requirements and record actual results, schedule follow-up audits and notification to suppliers.
- Corrective Action Request Modules to use in conditions were an issue either of singular event or trend, could be assigned, tracked and brought to root cause action and closure. This module also benefits the contract by the ability to perform follow-up to assess the

effectiveness of actions taken and to report those actions to relevant process owners as well as the customer.

- Reports module was developed to enhance the ability of reviewing all documentation, inspection/test, Audit/survey requirements and actual results data, corrective action responses/effectiveness to determine the health of the systems and to report the data analysis to the required customers.