

Quality Management Manual

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Document Version: 1.0

Effective Date: June 2026

Approved By: Lawrence Moore, Founder & Managing Director

1. Purpose

Nevada Accessibility Services LLC is committed to delivering high-quality digital accessibility consulting services that meet client requirements, support accessibility compliance, and promote inclusive digital experiences. This Quality Management Manual establishes the company's quality principles and internal processes for planning, delivering, reviewing, and continuously improving its professional consulting services.

2. Scope

This Quality Management Manual applies to all professional consulting services provided by Nevada Accessibility Services LLC, including, but not limited to:

- Digital accessibility assessments
- Accessibility compliance consulting
- WCAG and Section 508 compliance reviews
- Accessibility testing and evaluations
- User experience (UX) and usability evaluations

- Accessibility remediation planning
- Accessibility governance and program development
- Accessibility training and workshops
- Strategic advisory and consulting services

3. Quality Policy

Nevada Accessibility Services LLC is committed to:

- Delivering professional services that meet or exceed client expectations.
- Providing accurate, objective, and practical accessibility recommendations.
- Conducting business with integrity, professionalism, and the highest ethical standards.
- Protecting confidential client information and maintaining appropriate data security practices.
- Complying with applicable laws, regulations, contractual requirements, and recognized accessibility standards.
- Promoting equal opportunity, inclusion, and respect in all business relationships, including employees, contractors, subcontractors, and business partners.
- Continuously improving consulting methodologies, internal processes, and service delivery.
- Supporting digital inclusion through practical, sustainable accessibility solutions that create better experiences for all users.

4. Quality Objectives

Nevada Accessibility Services LLC is committed to achieving the following quality objectives:

- Deliver projects and agreed-upon deliverables in accordance with approved schedules, project scope, and contractual commitments.
- Produce accurate, consistent, and well-documented work products through internal quality review prior to client delivery.
- Maintain proactive, transparent, and timely communication with clients throughout each engagement.
- Apply recognized accessibility standards, industry best practices, and user-centered methodologies appropriate to each project.
- Protect the confidentiality, integrity, and security of client information and project data.

- Maintain and continuously enhance professional knowledge, technical competencies, and consulting methodologies through ongoing education and industry engagement.
- Promote continuous improvement by evaluating client feedback, lessons learned, and opportunities to strengthen service quality and internal processes.

5. Project Delivery Process

Nevada Accessibility Services LLC tailors its project delivery approach to each client's objectives, contractual requirements, and project scope while maintaining consistent quality management practices. Depending on the nature of the engagement, project activities may include:

- Defining project scope, objectives, deliverables, and success criteria.
- Confirming client requirements, applicable accessibility standards, and project expectations.
- Developing an appropriate project approach, methodology, and work plan.
- Performing agreed-upon consulting services, which may include accessibility assessments, usability evaluations, testing, training, advisory services, or other activities appropriate to the engagement.
- Conducting an internal quality review prior to delivery of reports or other client deliverables.
- Delivering project outcomes and supporting clients with questions, clarification, and follow-up recommendations, as appropriate.

6. Quality Review

Nevada Accessibility Services LLC conducts an internal quality review, as appropriate to the scope of each engagement, before applicable client deliverables are finalized and provided. The quality review process is intended to help ensure that work products are accurate, complete, and aligned with project objectives.

Quality review activities may include:

- Reviewing project documentation and deliverables for completeness and consistency.
- Verifying the accuracy of findings, analyses, and recommendations.
- Confirming alignment with applicable accessibility standards, contractual requirements, and project objectives.
- Evaluating recommendations for practicality, clarity, and technical soundness.
- Reviewing reports, presentations, training materials, or other client deliverables for professionalism, readability, and overall quality.
- Addressing identified issues or revisions prior to final delivery, when appropriate.

7. Standards and Methodologies

Nevada Accessibility Services LLC applies recognized accessibility standards, human-centered design principles, and industry best practices appropriate to the scope and objectives of each client engagement. Depending on project requirements, services may incorporate:

- Web Content Accessibility Guidelines (WCAG)
- Section 508 requirements, where applicable
- Human-Centered Design (HCD) and User Experience (UX) methodologies
- Accessibility governance and program development practices
- Accessibility evaluations using manual and automated testing methodologies
- Assistive technology and keyboard accessibility testing, where appropriate
- Usability evaluation techniques
- Industry-recognized accessibility tools and documentation practices

Nevada Accessibility Services LLC periodically reviews and refines its methodologies to align with evolving accessibility standards, applicable regulations, and industry best practices while supporting practical, sustainable accessibility outcomes for clients.

8. Confidentiality

Nevada Accessibility Services LLC is committed to protecting the confidentiality, integrity, and appropriate use of client information. Client information is accessed, used, stored, and shared only as necessary to perform contracted services and in accordance with applicable contractual obligations, legal requirements, and professional standards.

The company implements reasonable administrative, technical, and organizational safeguards appropriate to the nature of its business to help protect confidential information from unauthorized access, disclosure, alteration, or loss. Confidential information is not disclosed to third parties without client authorization unless required by law or contract.

9. Continuous Improvement

Nevada Accessibility Services LLC is committed to the continuous improvement of its services, methodologies, and internal processes. The company periodically reviews project outcomes, client feedback, lessons learned, evolving accessibility standards, regulatory developments, and industry best practices to identify opportunities for improvement.

Where appropriate, improvements may include updates to consulting methodologies, quality management practices, documentation, training materials, internal procedures, and service delivery processes to better meet client needs and support consistent, high-quality outcomes.

10. Responsibility

Overall responsibility for the implementation and oversight of this Quality Management Manual rests with:

Lawrence Moore, CPACC

Founder & Managing Director

Nevada Accessibility Services LLC

The Founder & Managing Director is responsible for overseeing the company's quality management practices, promoting adherence to the principles outlined in this manual, and supporting the continuous improvement of consulting services, internal processes, and client service delivery. As the company grows, these responsibilities may be delegated to appropriately qualified personnel while maintaining management oversight.

11. Document Control

Document Title: Quality Management Manual

Document Owner: Nevada Accessibility Services LLC

Approved By: Founder & Managing Director

Version: 1.0

Effective Date: June 2026

Review Frequency: At least annually, or as business requirements, regulatory requirements, contractual obligations, or organizational needs change.

Document Status: Active

Next Review Date: June 2027
