

QUALITY MANAGEMENT AND DELIVERY OVERVIEW

ADCO AI LLC

ADCO AI LLC uses a controlled production and review process built around client-defined requirements, qualified personnel, risk-based review, escalation, correction, release approval, and evidence-based reporting.

1. QUALITY OBJECTIVE

Unless a statement of work or service-level agreement establishes a different standard, ADCO's default quality objective is at least ninety-five percent for work measured against a defensible gold standard or adjudicated result. Critical defects may carry a zero-tolerance release requirement even where aggregate accuracy exceeds the project objective. Quality objectives are not claims of historical performance unless supported by a specific project report.

2. DELIVERY CONTROL CYCLE

- Define. Document the objective, unit of work, data classification, output format, acceptance criteria, defect severity, due dates, approved systems, and escalation requirements.
- Calibrate. Create version-controlled instructions, examples, gold answers, boundary cases, and an approved adjudication path.
- Qualify. Assess assigned personnel and reviewers before production access and require correction or removal where qualification requirements are not met.
- Pilot. Apply full review to an initial controlled batch and resolve instruction, tooling, access, or gold-set gaps before scaling.
- Produce. Assign traceable work through named accounts, current instructions, approved systems, and project-scoped access.
- Review. Apply risk-based sampling, independent review, double review, consensus, automated checks, or full review as appropriate to the work.
- Release. Correct rejected work, preserve required records of original and final decisions, and obtain quality approval before delivery.
- Improve. Classify defects, identify causes, update instructions or training, verify corrective action, and incorporate supported client feedback.

3. DEFECT CLASSIFICATION

A critical defect includes a security or privacy breach, prohibited release, client-data misuse, materially wrong high-risk output, or another zero-tolerance failure defined by the statement of work. A critical defect stops the affected release, triggers containment and full review of the affected scope, and may require incident or corrective-action handling.

A major defect causes the output to fail the primary task or materially changes the intended label, meaning, ranking, factuality, or usability. Major defects are corrected before delivery, and patterned failures require expanded review and recalibration. A minor defect is a formatting, style, metadata, or low-impact issue that does not change the primary result; minor defects are corrected where feasible and tracked for recurrence.

4. REVIEW COVERAGE

- New projects, personnel, or instruction versions receive full review of the initial pilot until calibration is stable.
- Stable, standard-risk production begins with a twenty-percent sample. Reduction to ten percent requires documented stability and no critical defects.
- Subjective or ambiguous work receives at least a twenty-percent sample plus selected double review or consensus, with unresolved items escalated for adjudication.
- High-risk, privacy-sensitive, safety-sensitive, or client-critical output receives full review and quality approval before release.
- Repeated failure or a material instruction, personnel, or system change increases review coverage to between fifty and one hundred percent until corrective action is verified.

5. MEASUREMENT

Project measurement may include accuracy, inter-reviewer agreement, first-pass acceptance, rework, defect leakage, timeliness, throughput, escalation age, and accepted output. Each metric is interpreted in light of review coverage, task subjectivity, sample size, instruction quality, and the availability of a defensible gold or adjudicated result.

6. CLIENT REPORTING

Quality reporting may identify the period, scope, batch, instruction version, volume, review method, review coverage, acceptance, rework, critical defects, escalations, limitations, instruction changes, corrective actions, and any required client or release approval.

7. CORRECTIVE ACTION

Rejected work, material errors, complaints, recurring defects, and missed requirements are documented and assessed. Confirmed ADCO errors are corrected in accordance with the applicable agreement. Lessons learned may result in coaching, retraining, recalibration, increased review, instruction changes, restricted access, reassignment, or removal from the project.

8. CONTACT

Quality and delivery inquiries may be submitted through the contact form at adcohq.com.