Quality Control

All Valora projects follow a rigorous technical process workflow that ensures accuracy of work output, data flow control, optimal resource allocation and compliance with security requirements.

Each project (Task Order) is divided into the following stages, each of which includes its own quality control checks:

- Receipt, acknowledgement and inventorying
- Document processing
- Indexing, Coding, Review & Analytics
- Export and shipment
- Confidentiality, Privacy & Conflicts of Interest

Receipt, acknowledgement and inventorying

Documents arriving at our facility are signed for by Valora's Technical Operations staff (TechOps), who

- Acknowledge receipt of the material with the shipping party and client (if different),
- Oversee the inventory process and
- Supervise the labeling and storage of the physical media.

Valora stores client data on secure servers with partitioned client storage areas to ensure no co-mingling of data. Only authorized project personnel have access to the data.

The TechOps staff and PM verify the received media against its transmittal information and any information provided by the client about the expected content of the data.

Document Processing

All documents processed by Valora personnel undergo a three-phase quality control process. First, documents are processed by an operator and reviewed for accuracy and consistency by a Team Leader. A different Team Leader, specially trained in Auditing procedure, later audits all documents. Batches that do not meet or exceed 98% quality are returned for re-work and put through the entire process again, until the batch meets the required Audit performance levels.

Valora internal systems track the success or failure of each processing stage as well as any error logging or failure mode information (e.g., scanner down).   Every document has a distinct record in the database and this ensures that all such pages are accounted for at any stage in the processing. The system also includes a flexible report generation system that allows for a variety of customer-facing reporting and quality control cross checking.

Indexing, Coding, Review & Analytics

Valora uses a variety of Automated Indexing and Coding techniques, most of which were developed internally specifically for litigation support and back file conversion purposes. All documents indexed by Valora personnel undergo a three-phase quality control process. First, documents are automatically indexed by software. Next, the automated results are reviewed by an operator for accuracy and consistency. A Team Leader, specially trained in Auditing procedure, later audits all documents. Batches that do not meet or exceed 98% quality are returned for re-work and put through the entire process again, until the batch meets the required Audit performance levels.

Export and Shipment

When processing is complete and the batch has passed Audit, that batch is eligible for export. The export process (optionally) divides the data into chunks based on a maximum size (for target shipping media or repository systems), all specified native, image and text files, creates all necessary load files, and outputs a corresponding export report.

The TechOps staff verify the configuration of the initial exports against the client's specifications and confirm that each export chunk is both internally consistent (all counts of exported files match all reports and load files) and that the total of the exported data matches the subset selected for export.