

NEWS RELEASE

QUALITY ASSOCIATES, INC. ANNOUNCES EXPANSION OF DIGITAL INNOVATION CENTER IN THE COMMUNITY OF MAPLE LAWN

30,000-SqFt BPO Facility to Open April 2026 with Investment from Konica Minolta

Fulton, MD – February 2026 – Quality Associates, Inc. (QAI) announces the expansion of its Digital Innovation Center with the opening of a new 30,000-square-foot Business Process Outsourcing (BPO) facility in the community of Maple Lawn located in Fulton, Maryland. The expanded center, opening in April 2026, is made possible through a significant investment by Konica Minolta and is designed to increase capacity, enhance security, and accelerate digital transformation initiatives for organizations nationwide.

The new facility represents a strategic investment in scalable, secure, and compliant information modernization services. Built to support high-volume document conversion and advanced digital workflows, the expanded Digital Innovation Center enables faster turnaround times, increased project capacity, and the deployment of advanced capture and automation technologies.

The facility is powered by QAI's integrated operating model, structured around four core pillars: People, Process, Facility, and Technology (PPFT). By unifying these elements into a single operating system, QAI enables organizations to modernize responsibly, reduce operational risk, and unlock the full value of their information assets.

Expert teams lead every engagement, ensuring secure document handling, regulatory compliance, validation accuracy, and quality management oversight. Standardized, auditable workflows manage the complete lifecycle from intake and chain of custody through indexing, validation, quality control, and final digital delivery.



The purpose-built BPO environment features monitored production floors, secure storage areas, restricted access controls, and infrastructure designed for uninterrupted, high-volume operations. Advanced capture systems, OCR, data extraction, workflow automation, and quality analytics are fully integrated to improve speed while maintaining governance and compliance.

The expanded Digital Innovation Center will officially open in April 2026.

ABOUT QUALITY ASSOCIATES INC.

Quality Associates, Inc. (QAI) is a leading provider of secure document conversion, records management, and business process outsourcing solutions. For decades, QAI has helped organizations modernize critical information environments through compliant, scalable, and technology-driven services. Learn more at: www.qualityassociatesinc.com

