

As an ISO 9001:2000 certified company, Smartronix has established a Quality Management System (QMS) which emphasizes our commitment to consistently provide products/services that meet customer and applicable regulatory requirements while enhancing customer satisfaction. Recognizing the importance of creating a quality focused environment Smartronix' approach to implementing its QMS has been to "lead by example." Executive Management has been and continues to be intricately involved in the development, implementation, and continual improvement of the QMS, with our Chief Technology Officer and Management Representative leading the effort for a Level 3 CMMI® appraisal in 2006.

Smartronix' QMS has established the general policies, processes, and procedures necessary to manage a high volume, multiple contract type task order for a large, diversified team in such a way that will enable our customers to accomplish their mission objectives. The Smartronix' QMS will specifically serve as an enabler for effective, predictive management of all awarded task orders by ensuring that the requirements for each task order are consistently tracked, communicated, and attained.

*Smartronix maintains a core business philosophy of "sustained excellence through Quality Control and Continuous Improvement."*

**Smartronix' QMS.** Smartronix' QMS is founded on its long-time motto of "sustained excellence through continuous improvement." Building on this foundation, Smartronix adopted a quality policy which advocates a commitment to meet and/or exceed customer expectations by: attracting and retaining a skilled and experienced team of professionals; anticipating the need for and developing competitively priced smart solutions; and continually improving our QMS.

Smartronix' close-knit customer relationships foster an atmosphere in which customer satisfaction is easily monitored via informal day-to-day customer interactions. However, Smartronix also recognizes the importance of adhering to a structured quality control system that ensures objective insight into the quality of processes and associated work products. Therefore, Smartronix has established an *Internal Audit* process and schedule based on the prominence of the areas to be audited as well as the results of previous audits. At a minimum, each process area and program are audited by a member of the Corporate Internal Audit Team on an annual basis. The results of internal audits are formally documented in an internal audit report which is provided to the auditees and appropriate program/departmental managers.

Smartronix further promotes process and product quality assurance through a variety of activities that will be integrated with the Smartronix team of subcontractors as indicated in the following table. The application of these measures serve as the catalyst for repeatable task successes, systemic process improvement, and ultimately, long-lasting successful and rewarding Smartronix/Client partnerships.

Process and Product Quality Assurance Activities			
Activity	Process Document and/or Record(s) Created	Participants	Frequency
Internal Audit	Internal Audit, Internal Audit Schedule, Internal Audit Plan, Checklists, Internal Audit Report, CPI Action Request (CPI)	Internal Auditor and Team Smartronix PMO Staff	Periodic Sampling based on audit schedule and previous audit results
External Audits	Quality Manual, ISO 9001:2000, Audit Report	Auditor, Team Smartronix PMO Staff, and HQ Smartronix QA Staff	Annually
Management Review	Quality Manual, QMS Management Review Agenda & Minutes	Management Representative and Executive Management	Quarterly (at a minimum)
Monthly PM Reviews	Basic Service Contract Process PM Review Report	Contracts Administrator, Program Manager, Subcontractor Team Managers	Monthly
Monthly Status Reports	Basic Service Contract Process, Monthly Status Reports	Contracts Administration, Program Manager, Subcontractor Team Managers, Customer	Monthly
Team Meetings	Basic Service Contract Process, Meeting Minutes	Smartronix and Subcontractor Team Leads	Weekly (at a minimum)
Peer Review of Deliverables	Peer Review, Peer Review Form	Smartronix and Subcontractor Team Leads and Peers	As required, prior to delivery
Management Review of Deliverables (Technical Quality & Timeliness)	Management's signature on deliverable	Program Manager and Subcontractor Team Managers	As required, prior to delivery
Customer Acceptance of Deliverables	Customer Review and signature on deliverable or acknowledgement via e-mail	Program Manager and Customer	Monthly and as required
Deliverable Testing	Test Procedure, Test Results	Test Team	As required, prior to delivery
On-line Customer Satisfaction Survey	Quality Manual, Customer Satisfaction Report	Customers, Quality, and Executive Management	Continuous

Although Smartronix QMS was originally developed from a “top-down” approach, it was implemented with the premise that stakeholder involvement is of the utmost importance - the buy-in, cooperation, and empowerment of personnel at all levels and affiliations streamlines decision making, improves efficiency, decreases risk, quantifies measurements, and optimizes organizational effectiveness.

It is with that premise in mind, that Smartronix *requires* the completion of a CPI Action Request by any individual receiving a customer complaint. CPI Action Requests are also originated as a result of any non-conformances identified by an audit; inadequate or invalid QMS documentation; trends identified; interdepartmental/project issues; repetitive problems; potential problems; and opportunities for improvement. CPI Action Requests are forwarded to the ISO Coordinator/Management Representative who is responsible for logging the request, assigning it to the appropriate manager, monitoring its status (including escalating to a higher level of management when necessary), evaluating actions taken for effectiveness, and tracking to closure.

Lastly, Smartronix is committed to improving the content and quality of our products and services by working with our customer to determine Acceptable Quality Levels (AQLs) or metrics that will be tracked on a continuing basis.

We understand that meeting our client's quality expectations requires that we understand our clients requirements and how we can meet those requirements on time and within budget.

We will meet these expectations not only by understanding our client's current needs, but also by anticipating future requirements, continually improving our methods and processes, and training our staff to carry out our quality mission.