

## QUALITY CONTROL PLAN

### Overview

Threat Management Group's Quality Control Plan (QCP) parallels ISO 9001 overarching principles -- "to enhance customer satisfaction by meeting customer requirements".

We achieve these results by understanding the baseline contractual requirements and by encouraging immediate and effective communication at all levels of the organization. And in particular, we seek to consistently enhance our organizational effectiveness and efficiently achieve the expectations and defined performance objectives outlined by each of our customers in their Performance Work Statement (PWS), Contract, Task Order or Purchase Order.

### Quality Management

Our QCP includes processes for customer-centric monitoring, measurement and analysis activities that ensure continual improvement for all products and services. Figure 1 on the following page details the cyclical logic of TMG's quality cycle and how continuous improvement is paramount to our success. We also recognize that the success of a Quality Control Plan depends on the committed involvement of all personnel and company-wide adherence to the following process strategies:

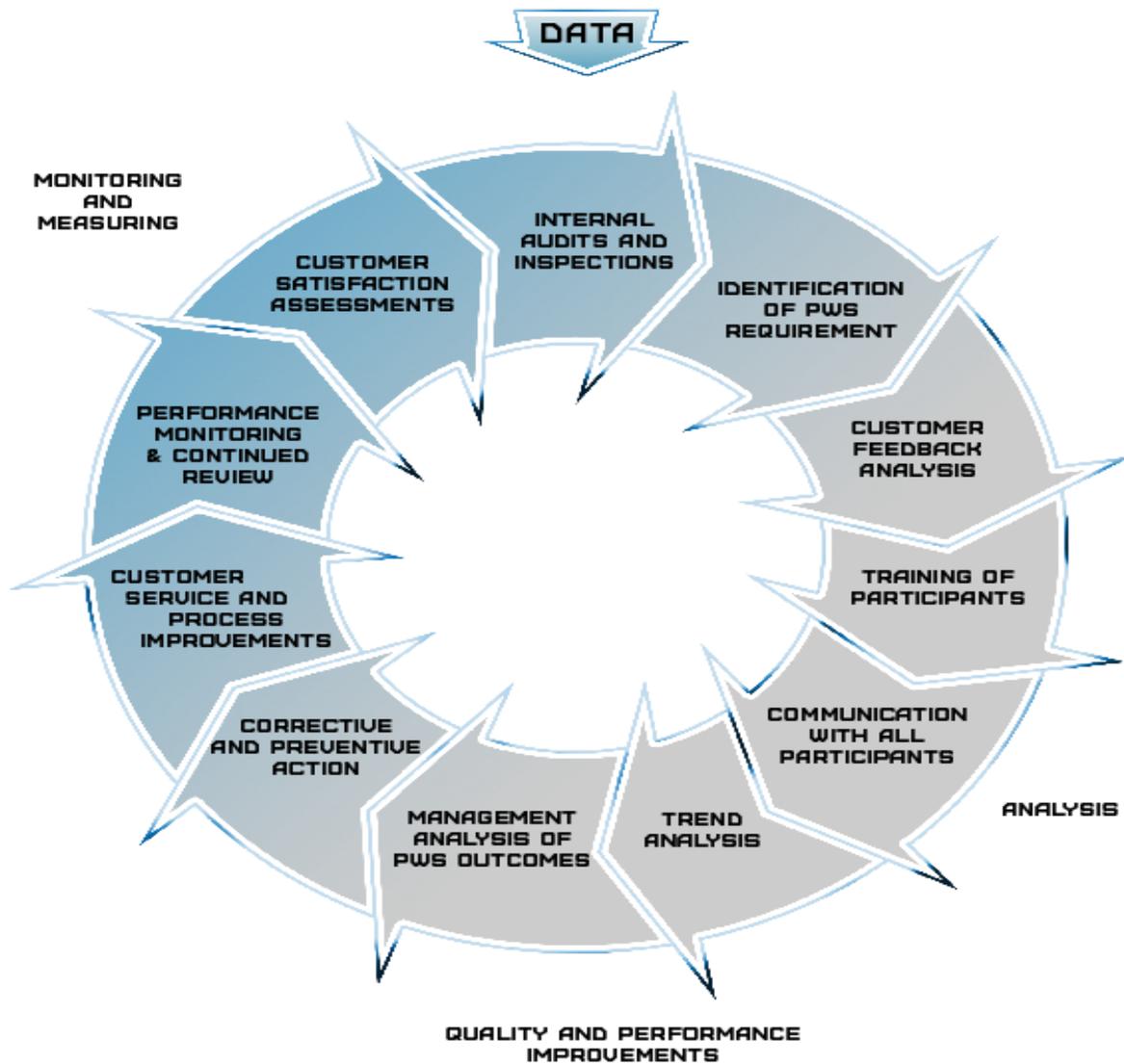
1. Identification of Performance Requirements or deliverable value and what constitutes satisfactory achievement
2. Training participants responsible for successful performance and delivery
3. Communication with the customer and with participants that is positive, proactive, regular and consistent
4. Management involvement and commitment to successfully meeting customer requirements and enhancing customer performance expectations
5. Change management and immediate corrective action when performance measurements indicates necessary action
6. Continued review and measurement of performance standards and customer satisfaction to ensure consistent quality

### Quality Control Processes

TMG adheres to the following process-driven approaches to enhancing contract/customer relationships:

- Contract kick-off alignment of customer expectations and PWS requirements with TMG operating procedures to ensure all participants reach the desired outcome
- Provide confidence of success to customers through process of performance measurements, metrics and communication
- Conduct business with transparency of operations within the organization

- Enable regular opportunities for focused and prioritized improvement initiatives
- Empower involvement of participants to meet successful contract performance



**Figure 1** – TMG’s interwoven model of customer interaction, quality and management action.

## Customer Interaction

Engagement with customers is a horizontal process, allowing all functional operating units to interact with their counterparts within the constraints of the PWS to TMG to remain customer-focused. Commitment from Corporate Executives, the Program Manager and all the way down to the “boots on ground” team, our Quality Control Plan (QCP) uses the process approach outlined in Figure 1 as a managed system to support the needs of each customer for the overall success of each contract or opportunity. Specific actions taken by designated individuals are identified in Figure 2 below:

<b>Figure 2 – Roles and Responsibilities</b>	
<b>Program Manager (PM)</b>	<ul style="list-style-type: none"> <li>• Identification of PWS requirements or deliverables and what constitutes satisfactory achievement</li> <li>• Commitment to successfully meeting customer requirements and enhancing customer performance expectations</li> <li>• Communication with the customer that is positive, proactive, regular and consistent</li> <li>• Ensure customer satisfaction and manage all aspects of contract schedule, cost and performance.</li> <li>• Brief results of QCP at each Monthly Progress Review.</li> <li>• Initiate change management and immediate corrective action when performance measurement indicates necessary action</li> <li>• Maintain and revise the QCP as a “living document” throughout the life of the contract to improve quality control and performance.</li> </ul>
<b>Corporate Leadership</b>	<ul style="list-style-type: none"> <li>• Interface directly with on-site customer personnel to ensure smooth operations and customer satisfaction. Handle administration and management of contract personnel and communications at all levels.</li> <li>• Interface with the PM and act on their behalf to ensure quality is maintained throughout the program.</li> <li>• Initiate change management and immediate corrective action when performance measurement indicates necessary action</li> <li>• Continued review and measurement of performance standards and customer satisfaction to ensure Quality</li> </ul>
<b>Administrative Support Personnel</b>	<ul style="list-style-type: none"> <li>• Corporate staff assists with issues related to the Quality Control Plan through correspondence, reports management and coordination as needed with PM and staff as it pertains to logistics and advisory support on all matters related to the QCP.</li> </ul>

## Performance Metrics

TMG uses the process of measurement, analysis and improvement in the QCP Performance Matrix. This process includes monitoring performance, auditing performance results and gathering data for performance analysis to initiate adjustments and change management for correction or process improvement.

*Monitoring and Measurement* - TMG conducts numerous activities to monitor performance and measure success in meeting and exceeding quality objectives and performance goals. These activities include:

- Performance Monitoring – Quarterly and Annual Customer Surveys
- Customer Satisfaction Assessments – Executive Assessments on Performance
- Internal Audits and Inspections – Timeliness, Deliverables, Product Specifications, etc.

*Performance Monitoring* - Our entire staff is responsible for ensuring that all services and products are delivered on time and in accordance with our quality objectives. We continually monitor our performance in delivery of the required services and products to provide the full spectrum of support. Our quality control processes are designed to meet/exceed the following standards:

- Quality of Services
- Schedule
- Cost Control
- Business Relations
- Management of Key Personnel

## Complaint Resolution

Customer complaints are brought to the immediate attention of the PM by customers for immediate investigation and corrective action. Based on the nature and degree of the complaint, the PM coordinates with the appropriate level within the customer organization and seeks to resolve complaints at the lowest possible level our corrective action process. Sensitive complaints involving employee performance will be resolved in confidentiality and in coordination with HR and the PM per corporate policies.

Our corporate level commitment is exhibited through the availability of our PM and Executive Management at all times (24/7) to provide assistance as needed. As part of our overall QCP, our PM tracks all complaints in order to measure responsiveness and ensure thorough resolution.

## Corrective Action

Whenever corrective action is needed, the corrective action will be clearly defined. Corrective actions will include identification and elimination of the root causes of the problems (e.g. errors, defects, lack of adequate process controls). The effectiveness of the actions will be reviewed and verified according to plan.

The Plan-Do-Check-Act (PDCA) methodology can be a useful tool to define, implement and control corrective actions and improvements and TMG relies on PDCA for effective management of its QCP. The PDCA is a dynamic methodology that has been deployed within TMG, both within our processes and across interactions. It is intimately associated with planning, implementation, verification and improvement.

