



ITI SOLUTIONS, INC.

www.iti-solutionsinc.com

SBA8(a), SDVOSB

ITI Solutions Inc. Quality Control Plan (QCP) uses proven scientific methodologies in line with ISO standards to meet customer objectives, ensure requirement compliance and consistently achieve high customer satisfaction. Our plan guarantees that work meets daily as well as long-term goals. Overall, our plan manages and controls tasks to ensure we complete work as required, provides contingency plans to identify and correct problems and ensures timely delivery of quality services.

After every TO award, ITI submits our Quality Control Plan to the USG for approval. Once approved the Plan will become the Quality Control guiding document for the entire duration of the project. The Quality Control Plans enables our team to meet consistently or exceed customer requirements and expectations by identifying deficiencies before impacting the mission. If we identify a nonconformance or deficiency, we quickly correct it and employ preventive measures to ensure they do not recur. ITI Quality Control Plan, for SeaPort-e, establishes the position of the Quality Control Manager (QC), along with other technical leads performing on a particular TO, will form a Quality Control Team (QCT). The QCT is in charge of providing continuous monitoring of task performance against corporate performance criteria, conducting internal inspections and spot checks to identify potential issues and root causes of inconsistencies from the Acceptance Criteria to prevent and eliminate them. Recognizing the performance-based nature of the SeaPort-e TOs we will use our above-detailed Quality Processes to monitor and maximize quality during the SeaPort-e effort. Any deficiency identified by our team or the USG personnel will be addressed, and a corrective action plan will be presented to SeaPort-e, within five business days. The following figure, illustrates the features and benefits to our customers of our quality processes.

| Quality Feature | Benefit |
|---|--|
| ISO aligned Quality Manual and Procedures | We combine our experience in IT systems, intelligence and quality control to create a unique plan individually tailored to customer needs. |
| Mandatory Training for all Staff | All staff attend a mandatory quality training each year. |
| Quality Control Inspections | We perform inspections based on formal criteria to measure and monitor compliance with PWS requirements. In-Process Inspections ensure on-going compliance. |
| Internal Quality Audits | We conduct internal quality audits based on the formal criteria established in the QCP. These checks, test for compliance with established requirements. |
| Customer Surveys | We develop a customer service survey to allow the user community to provide feedback on the project. The data collected drives continuous improvement. |
| Corrective/ Preventive Action | We use the Corrective Action Process (CAP) to address and formally resolve quality concerns to prevent their recurrence. |
| Measurement and Analysis | We use ISO 9001, established standards to measure quality and analyze our performance. Our analysis focuses on improvement, increased quality, performance and potential cost savings. |