

***KMS Quality Assurance Program***

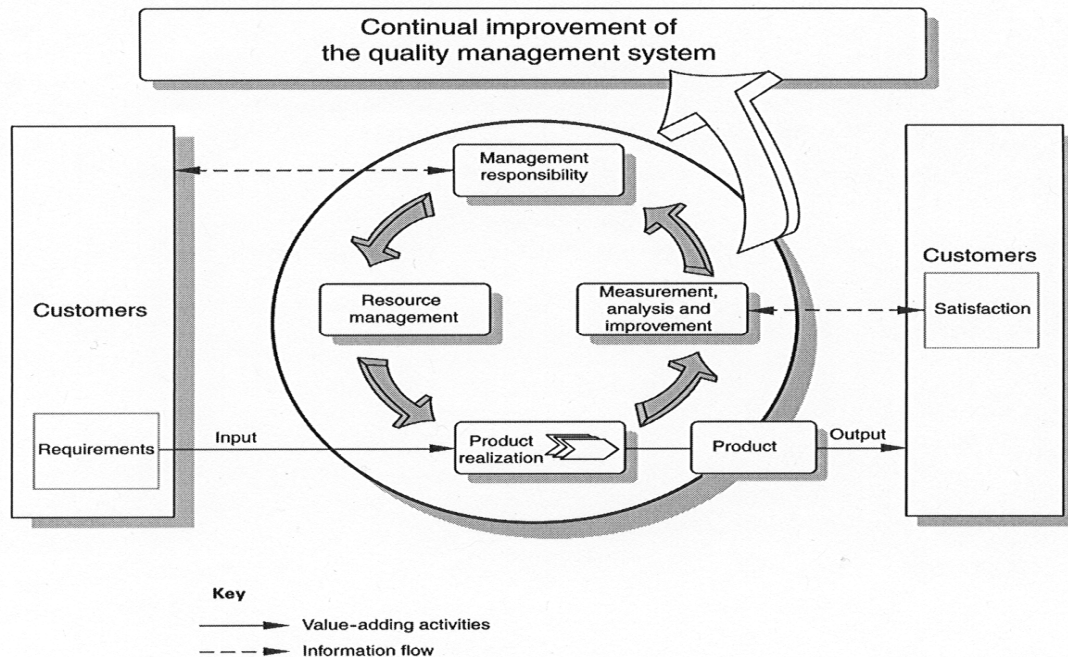
KMS Solutions, as prime, is responsible to the Government for subcontractor performance and the quality assurance of all products. As part of our Quality System, we continuously watch for opportunities to build upon and improve our current quality assurance practices to ensure the delivery of technically valid and accurate documents and products that meet all applicable content and format requirements. The Project Manager follows mandatory procedures for Contract Review, Project Planning, Verification & Validation of project requirements, Qualification of personnel, Record Control, Document & Data Control, and Customer Feedback. Other Quality System procedures are used as appropriate for the project type. All engineering service projects use the Document Development procedure to ensure that the product to be delivered is technically and editorially accurate. All KMS Solutions team products, including subcontractor deliverables, to be delivered under this contract will be thoroughly reviewed by the Project Manager.

The ability to monitor and maximize quality is vital and imperative to the success of the KMS Solutions Team when meeting all contract agreements. Each team member has an established and effective QA System in place that meets customer requirements and expectations. KMS Solutions will ensure quality assurance and control remain a top priority. Team members will be solely responsible for implementing their QA processes and procedures as subcontractors to KMS. However, KMS Solutions corporate and local QA managers will monitor and enforce all QA functions and protocols in support of Virtual SYSCOM contracts and projects. KMS Solutions will frequently survey Government agencies and customers as to job satisfaction, Team performance and the quality of products and services the KMS Solutions Team delivers. When QA issues arise, the overseeing KMS Solutions Manager will resolve and execute the proper actions quickly and effectively in order to meet the customer's requirements and satisfaction. The KMS Solutions Team IPT will also address QA issues at their quarterly meetings. KMS Solutions and its team members will provide notice of the appropriate actions and resolutions to our customers, ensuring the results are mutually acceptable.

**KMS Quality Control Process**

In every KMS project, the focus is on quality. Our approach to quality control and quality management is to develop a contract-specific program. Once established, continuous improvement is implemented through an employee feedback mechanism and customer program reviews. This enables us to ensure that we support client policies and guidelines and achieve program quality objectives as determined by the client.

Our process for providing quality management is illustrated in the following exhibit.



**Exhibit 4-1. The KMS Process-Based Quality Management Approach guides the team to achieve objectives related to quality, cost, schedule and performance.**

To ensure quality throughout this process, we train all team members on contract requirements before work begins. In addition, we emphasize early, frequent, and ongoing communication between the KMS project team and the client. Our quality control program consists not only of final product review, but also enhancement of front-end quality control through an informed staff, an in-process peer review, as products are developed, and final review for content and format. The project manager is responsible to ensure each deliverable meets both KMS standards and client requirements prior to delivery.

In spite of our best efforts, problems may arise. Our Quality Control approach includes acknowledging, understanding, and correcting problems brought to our attention by our clients. Based on a four-step problem resolution approach; 1) identify the problem, 2) identify the cause, 3) determine the solution, 4) document and implement, we will execute changes agreed to by KMS and the client, such as task evaluations, recovery from missed deadlines, adherence to all future milestones, corrected invoices, and accurate future invoices. The required solutions will be implemented immediately to replace staff, train staff, provide additional oversight, etc.