



The Infina quality management process includes business improvement, quality control and quality assurance processes for the successful implementation of tasks. It incorporates comprehensive processes that cover all aspects of our business, and integrates all required resources including personnel, infrastructure, associated costs and customer requirements. Our process is invaluable in identifying potential areas of improvement and provides the mechanism for making adjustments when required.

Quality Services

While our president has overall responsibility for our quality management process oversight, each task leader and project manager is responsible for implementation and records management in their business area. Our project managers are responsible for establishing, documenting and maintaining a quality management plan that is specific to the task. Employees are responsible to produce products and services that conform to customer requirements that have been reviewed for quality, accuracy and timeliness. Project managers apply best practices from the Project Management Institute as well as Six Sigma and are experienced in using earned value management (EVM) to integrate cost, schedule and performance. Steps in this process include:

- Identify the processes needed to apply quality management to the requirements;
- Determine the sequence and interaction of these processes;
- Determine criteria and methods needed to ensure that both the operation and control of these processes are effective;
- Ensure availability of resources and information necessary to support the operation and monitoring of these processes;
- Monitor, measure and analyze these processes; and,
- Implement actions necessary to achieve planned results, continuous improvements of these processes and customer satisfaction.

Quality Assurance and Control

Infina's policies and procedures include appropriate levels of management review to ensure successful delivery of high quality services and implementation of improvements as they are identified, such as:

- Weekly and ad hoc meetings between corporate management and task leads to keep work efforts flowing smoothly at the working level;
- Mandatory Program Monthly Reviews (PMR) for each contract task with the Infina President, executive leadership and the task leads for each contract task. These PMRs address customer satisfaction, risk assessment status of deliverables, schedule and financial expenditure (actual and projected), technical performance, test results,

personnel status, contract status, reports on sub-contractors, and inventory to reflect a comprehensive planning capability in support of customer requirements;

- Monthly Director Meetings are held with the President and executive leadership to discuss overall program status, personnel issues and recruiting needs; and,
- Weekly Executive Staff Meetings with the Infina President, corporate leadership and contract task leadership.

Multiple Task Handling Assurance: Our quality management process efficiently supports the management of multiple task orders through the application of the plans, processes, procedures and work instructions to provide a framework for addressing and implementing continuous business improvement processes. Key to our ability to handle multiple tasks is commitment to our quality management processes, and the consistent application of our plans that efficiently organize the technical and business aspects of every task so our task leaders and corporate management have accurate, up to date management information to ensure tasks are being effectively managed on a daily basis. Our corporate leadership:

- Consistently reviews each contract;
- Documents all amendments;
- Maintains records for all contract review activities;
- Controls and verifies that customer requirements are met; and,
- Controls and documents processes affecting products and services consistently at all Infina locations.

The project and task leaders coordinate task assignments with FAA leads to ensure priorities are matched and regularly follow up to ensure performance meets expectations. Infina uses MS Project to integrate and manage task interdependencies and technical relationships to maximize resource usage and prevent duplication of effort. Infina leadership informally interacts with Task Leads daily and formally at weekly reviews, or as required to ensure schedule, performance and budget constraints are met. In addition our project and task managers perform customer satisfaction checks every month, more often if circumstances warrant it, such as at the start of a new task or during the approach to a critical milestone.