Quality Control Processes and Problem Identification/Resolution

Definitive effectively and continually mitigates program risks. We prioritize risk assessments as the front-most piece of our quality control processes. The relevance of risk is founded on the logical correlation of risk to evolving end user requirements and technology landscape which often create both promises and challenges. Risk-based acquisition strategy and management is a commonly leveraged concept in Government acquisition. This approach places substantial emphasis and value on an offeror's ability to not only meet the standard of "low" risk requirements but also on the exertion of the offeror's competence through the proper identification and effective mitigation of moderate to high-risk areas critical to program success. This continually executed strategy is an effective measure that proactively considers and accurately reconciles our current offerings with the evolving needs and variables that shape end-user community requirements year after year.

Definitive understands the Government often leverages risk assessments to derive key discriminators. Definitive prepares and reconciles a comparable risk assessment on every opportunity we bid to ensure we capitalize on the opportunity to improve and deliver a better solution tailored to the Government's unique needs and underlying risk variables.

Consider today's moderate to high risk areas, by way of rapid end user adoption and technology lifecycles, may become tomorrow's low risk considerations as technologies mature and become increasingly mainstream. This is especially true when considering the commoditization of countless technologies in recent years. Even methodologies including Six Sigma, Balanced Scorecards and ISO can become outdated and/or superseded by revised or more effective standards.

Definitive has chosen to become **ISO 9001:2008 certified**, further mitigating risks within our organization. Definitive has completed the final audit process and anticipates receiving confirmation of ISO certification within the next 14 days. Our ISO certification demonstrates that our proven quality processes meet the Government's audit requirements and are truly in place and in use. This ISO certification shows our ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and our ability to enhance customer satisfaction through the effective application of our systems, including processes for improvement and assurance of conformity to customer and applicable statutory and regulatory requirements.

Definitive's quality processes focus on monitoring key performance areas performed by a team of technical managers and engineers. These key performance areas include planning, analysis, development, testing, quality assurance, configuration, installation, implementation, integration, maintenance, and/or management of networks and systems. Our processes focus on continuous improvement general and administrative functions impacting all areas of contract performance, such as remote management, change control, COOP, property management, hardware and software maintenance agreements, lifecycle management and deliverables, reports and documentation.

The primary method Definitive uses to monitor quality on projects is ongoing work reviews by our Project Manager or Program Manager, dependent upon the contract. The Project Manager assumes responsibility for reviewing significant quality findings and recommendations and acting upon the suggested actions in a timely manner. If an issue arises on a project, Definitive's Corporate Management Personnel also become involved in the quality review process to ensure issues are corrected and risks are mitigated.

Our quality monitoring is implemented through an inspection first. This inspection provides information, verification, and evaluation. After the inspection, a meeting is conducted to review findings and discuss observations. From that meeting, an Inspection Report is developed. This report is a definitive assessment of compliance with established procedures, along with significant findings and observations relative to the inspection objectives, sufficient and relevant documentation, explanation, and comments. Observations and findings are ranked by importance to the project. Recommendations are added to the report for follow-up actions and resolution. Corrective action and follow-up inspections are completed within a reasonable period consistent with the urgency of the corrective action. A Follow-Up Report is prepared after corrective actions are completed.