



Quality Assurance (QA) Program

The BRZ, Inc. quality assurance program focuses on both the internal and external customer.

At BRZ, Inc., we clearly understand the crucial role our internal customers, or employees, play in our quality assurance program. Understanding their importance, we make every reasonable effort to attract the best possible candidates for employment. In addition to offering excellent working conditions and highly competitive salary and benefits packages, BRZ, Inc. strictly adheres to the following policy:

BRZ, Inc. is an Equal Opportunity employer.

- No employee of the company will discriminate against an applicant for employment or a fellow employee because of race, creed, color, religion, sex, national origin, ancestry, age or any physical or mental disability.
- No employee of the company will discriminate against any applicant or fellow employee because of the person's veteran status.
- BRZ, Inc.'s equal opportunity policy applies to all employment practices and personnel actions including advertising, recruitment, testing, screening, hiring, selection for training, upgrading, transfer, demotion, layoff, termination, rates of pay and other forms of compensation or overtime.

Since one of BRZ, Inc.'s primary objectives is to provide the highest level of customer service possible, it is imperative that BRZ, Inc. employees be customer focused professionals who create synergistic teams embracing innovation to reduce program costs. To assure employees possess the requisite knowledge, skill sets, knowledge, and judgment to provide the desired quality of sustain service to external customers, BRZ, Inc. employees undergo a two-phase company indoctrination (indoc) program. Phase one of the program covers:

- Welcome to BRZ, Inc.
- Company History & Vision/Mission
- Operational Philosophy
 - Focus on Customer Service
 - Continuous Improvement Program
- BRZ, Inc. Organization
 - Quality Assurance Program
- Company Initiatives
 - ASAP
- Job Performance
 - Use of "360 Peer Reviews" coupled with customer job evaluation surveys
 - Requirement for sustained excellence
- Legal Brief
 - Equal Opportunity Employer
 - Security
 - Adherence to Contract Requirements
 - Ethical Business Practices

At the end of phase one, instructors evaluate employee performance and successful learning transfer using both written tests and a series of scenario-based exercises. Once employees have successfully completed phase one, they participate in company projects under the supervision and assessment of a senior manager. This practicum constitutes phase two of company indoctrination training and must be completed successfully prior to assuming any autonomous contact with external customers; both phase one and two of BRZ, Inc. indoctrination training are pass/fail events. Once company indoctrination training is successfully completed, BRZ, Inc. employees are further supported by a company manuals system specifically designed to support quality assurance through standardization.

BRZ, Inc.'s company manuals system is patterned after the "Safety Management Manuals System" (SMS) developed by Sandia Labs in support of the Federal Aviation Administration's (FAA) Air Transportation Oversight System (ATOS). This design emphasizes clearly defined processes that ensure quality assurance through redundant checks and balances. All processes and positions at BRZ, Inc. are codified in the following manner:

- **Responsibility:** This attribute identifies the department or person (position), who owns the process and is answerable (responsible) for the quality of the process.

Note: It must be clearly understood that responsibility cannot be delegated. Therefore, the ultimate responsibility for the completion and continued compliance with all applicable contract provisions lies with the Chief Executive Officer (CEO) and President of BRZ, Inc. However, the CEO and President may authorize specific individuals, based on their area of expertise and terminal qualifications, to act on his behalf in performing the actions necessary to ensure compliance with all required standards. At BRZ, Inc. the CEO and President has authorized the Chief Operating Officer to deal with all areas pertaining to quality assurance and customer service.

- **Authority:** This attribute refers to the person, or position, that determines the course of action for a process. BRZ, Inc.'s manual guidance will document a clearly identifiable person or position that can establish or modify policies and procedures for the process.
- **Procedures:** A procedure is a documented or prescribed method of accomplishing a process or task. They should contain sufficient detail to achieve the desired results and identify who, what, when, where, and how the procedure will be completed. They should assure compliance with all contract obligations and regulatory guidance on a continuous basis and meet the intent of all supporting written documents. They should identify resources to support the procedures, including any required training. The procedures should also be consistent between manuals.
- **Controls:** A control is a check or restraint that may be designed into a process to ensure the desired results. While most controls are not regulatory, they are desirable features that help to reduce risk.
- **Process Measures:**
This is the action of measuring and assessing appropriate information to identify, detect, analyze, and document potential problems. Program documentation should identify the key elements or characteristics of the process that indicate how well the process is working; how the process measurements are used and documented; and how the results are to be used to improve the process. The process measures are designed to measure whether BRZ, Inc.'s

policies, procedures, or project design are achieving the desired results or the purpose for that element.

- **Interfaces:**

BRZ, Inc. will work with their customers to ensure that any program or documentation they produce is not in conflict with a customer's existing programs, processes, policies, procedures, or guidance. If materials or information will be shared across multiple customer documents, BRZ, Inc. will work with the customer to proper revision coordination, if required.

As part of BRZ, Inc. continuous quality assurance program for internal customers, the following "Professional Results In Daily Efforts" (PRIDE) program was developed. Each company employee signs this document on an annual basis; BRZ's COO maintains the signed copy.

The BRZ, Inc.
"Professional Results In Daily Efforts Program"
(P.R.I.D.E.)

"We, the employees of BRZ, Inc., understand that sustained customer service and product support is a process of interaction, partnering, and collaboration. To create the work and business environment necessary to produce the future generators of sustainable value to our customers, both internal and external, we understand we must focus our daily efforts to achieve lasting success. Therefore, by accepting employment with BRZ, Inc., as indicated by my signature below, I agree to support the tenets and professional behaviors of the P.R.I.D.E. Program outlined below applicable to my position within the company."

As Senior Staff, you can count on us to:

- *Treat every customer or business associate in a fair and equitable manner*
- *Come to every business event prepared*
- *Start and end meetings on-time*
- *Honor all schedule commitments to the maximum extent possible*
- *Make required verbal and written submissions relative to the material being discussed*
- *Use a proper balance of IT and personal contact when dealing with customers*
- *Return deliverables in a timely manner*
- *Allow 360 reviews to help enhance our personal skills and value to the BRZ, Inc. team*

As Employees, you can count on us to:

- *Respect everyone's right to have a positive work place experience*
- *Respect other employees' property*
- *Respect other employees' cultures and opinions*
- *Support personal and business integrity*
- *Be enthusiastic and productive members of team projects*
- *Come to work on-time*
- *Come to work prepared*
- *Be attentive and participate*
- *Turn assignments in on-time*
- *During meetings, respect others by not having real or virtual side conversations*

- *Turn off electronic devices during meetings or at least put cell phones on vibrate*
- *Dress appropriately*

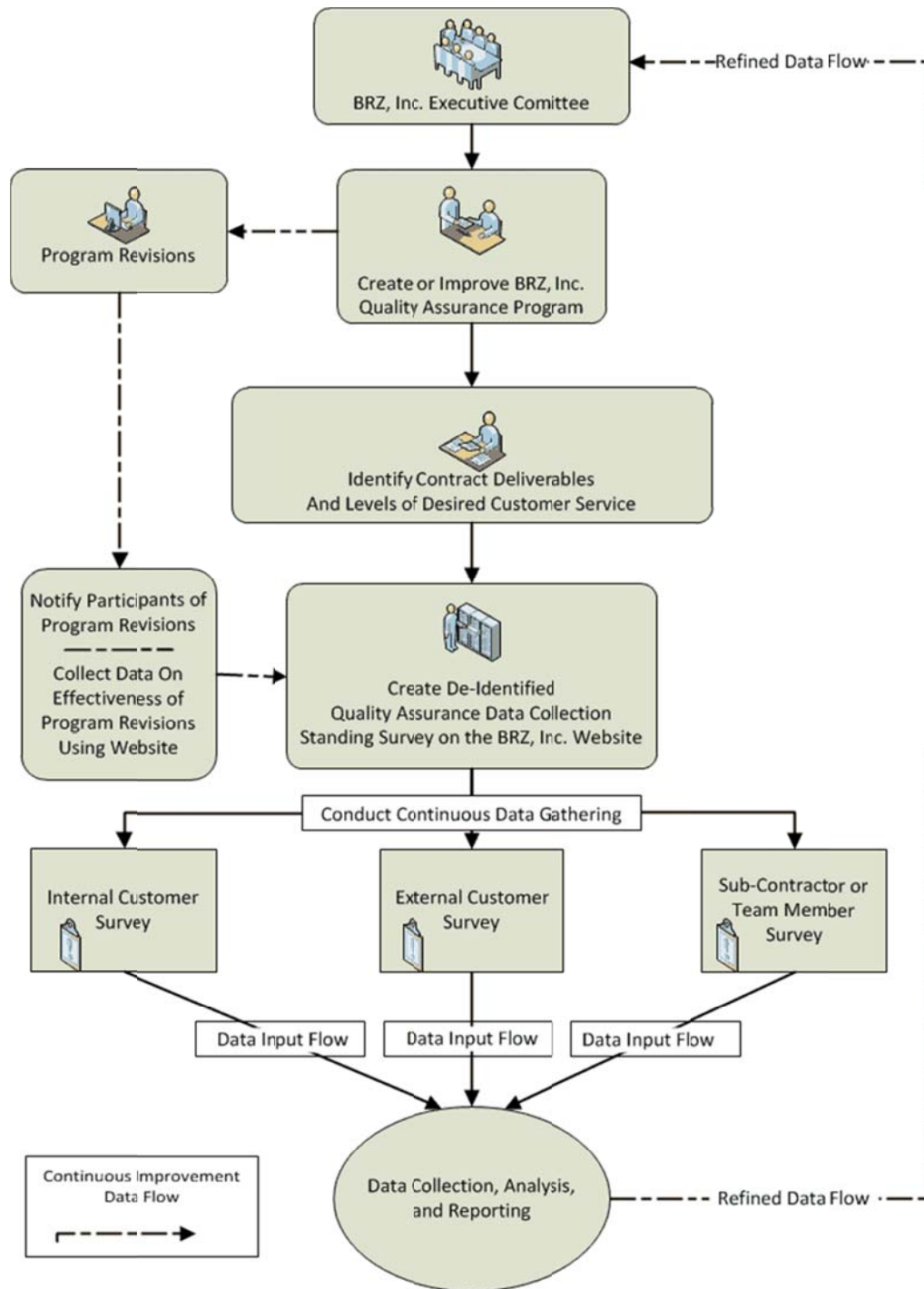
Please Print Name

Signature

Date

In addition to the aforementioned programs and information aimed at ensuring quality assurance through employee performance, BRZ, Inc. will annually evaluate each employee using a "360 Peer Review" augmented by customer comments gathered through surveys or directly by a senior BRZ, Inc. manager. The next area pertaining to BRZ, Inc.'s quality assurance program involves the external customer.

BRZ, Inc.'s existence as a business is dependant on the unwavering support the company provides to the external or contract customer. Every aspect of BRZ, Inc.'s corporate structure and employee selection and training has been designed to provide quality assurance to our customers. Performance data is gathered from customers via: scheduled contract "howgozit" meetings; paper and web based surveys, as well as direct inquiries by BRZ, Inc.'s CEO/President and COO. This information is then run through the process graphically illustrated below to ensure that an efficient and robust closed loop continuous improvement program maintains the highest levels of product and service quality and meets or exceeds all contact requirements.



The Quality Assurance Program at BRZ, Inc. is a living process that is refined and updated on a continuing basis. This program receives the highest scrutiny from BRZ executives and senior managers who clearly understand the necessity of providing customers with an unsurpassed level of product support and customer service.

All inputs, questions, or comments pertaining to the BRZ, Inc. QA program can be sent directly to bjsmith@brz-inc.com.