

Falconwood, Inc. Quality Control Program. FWI is committed to delivering high quality and cost-effective technology services and management solutions designed to meet or exceed the customer's requirements and expectations. FWI management embraces this standard of excellence by requiring a total quality commitment across all projects. Each employee is empowered to infuse quality in the products we deliver, integrity in the manner in which we conduct our business, and excellence in the services we provide to both internal and external customers.

Our quality management system includes management processes to monitor and measure performance with metrics proven effective on other contracts to provide enhanced visibility into performance and verifiable results. Internally, we will implement metrics-based monitoring and oversight to verify all processes to ensure quality products, customer satisfaction, successful work product completion, and cost-effective, quality service and delivery throughout the duration of the contract.

Quality control inspections/reviews, feedback, measurement and analysis are key components that ensure quality objectives are achieved.

Phase	Activities	Benefit
Planning	Define metrics and thresholds Define surveillance methods and timeframes Define AQLs	AQLs focus on customer priorities Metrics and surveillance designed to identify problems before service is disrupted Joint agreement to metrics
Execution	Implement quality awareness and training program Conduct in-process inspections of services/products Capture/report performance metrics Conduct final inspection prior to delivery	Full buy-in and commitment to quality program by all FWI Team staff Quality is inspected throughout the program to identify and correct problems early Deliverables inspected before submission to ensure highest levels of quality
Tracking	Report on performance trends Record formal and informal customer feedback Audit services/products/processes	Potential problems are identified before performance falls below acceptable levels Verify quality programs meet Customer objectives.
Correcting	Initiate preventive actions—quality trends acceptable but below thresholds Implement corrective actions—quality trends below acceptable levels	Problems corrected before service is affected Service outages/failures are minimized through rapid response
Continuously Improving	Conduct customer surveys Conduct root cause analysis Capture lessons learned Revise QCP	Closed-loop process maintains “voice of the customer” Focus on solving the cause versus treating the symptoms of problems