

QUALITY ASSURANCE PROGRAM

SNC Quality Policy

Our Employees are committed to total customer satisfaction through the use of defined processes that translate customer requirements into high quality, cost effective products and services. Through execution and continual improvement of these processes, we strive to exceed our customer's requirements each and every time.

OVERVIEW

Product and Quality Assurance (PA/QA) at Sierra Nevada Corporation (SNC) is not just a functional department but rather, an overall philosophy that each employee at SNC strives to maintain and continually improve upon. Business area goals and objectives are developed with customer satisfaction at the forefront, and are an integral part of the three legs of a successful organization: Cost, Quality and Schedule. With these in mind, individual departments have developed their own measurable goals and objectives that flow into the corporate goals producing a synergy that is unmatched in the Electronics, Aerospace, Avionics, Space, Propulsion, Micro-Satellite, Aircraft, Communications Systems and Solar Energy industries. This allows SNC to be a world-class prime systems integrator that is agile, diversified and innovative providing high-tech electronics, engineering, and manufacturing solutions, including in the emerging markets of Renewable Energy, Telemedicine, Nanotechnology, Cyber and Net-Centric Operations.

SNC has business areas registered to [AS9100 rev C](#), [AS9100 rev B](#), [AS9110](#), [AS9120](#), and [ISO9001:2008](#) and we have been formally assessed at [CMMI-DEV + IPPD V1 2 at ML3](#) at two sites. We have a Federal Aviation Administration (FAA) [Certified Repair Station](#) (with a second one pending) and have been granted Parts Manufacturing Authority (PMA) by the FAA. Click the links above to see the attached certificates/letter. Our PA/QA organization is organizationally positioned above and supports programs as an independent auditor to ensure full compliance on each contract requirement. The PA/QA department is responsible for ensuring that proper training, planning, evaluation, and control of all activities affecting product quality are accomplished and assures consistent, predictable, compliant results from initial contract start-up through delivery, support, and depot operations.

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The PA/QA department internally audits all program and corporate plans. These include, but are not limited to the following list as part of our Corporate Planning and Performance Measurement (CPPM) Process as shown in Figure 1 below:

- Program Management (PMAP)
- Operations Program Plan (OMAP)
- Engineering Development (TMAP)
- Software Development
- Configuration Management
- Program Training Plans
- Verification, Validation, and Accreditation Plans
- Test Plans
- Audit Plans

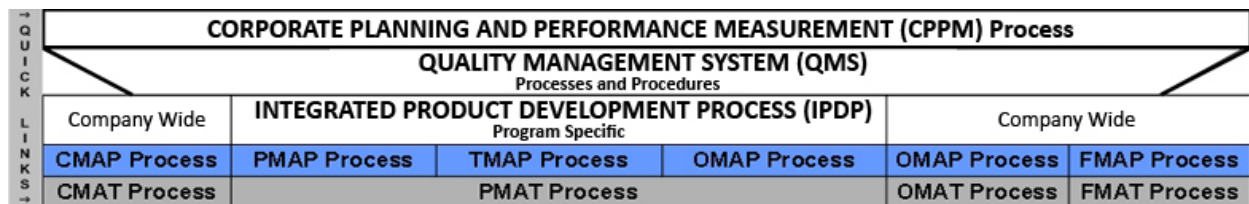


Figure 1. Hierarchical Process Relationships – Our Quality Management System facilitates contract compliance and product integrity

The Quality Management Systems (QMS) overall helps SNC to:

- Perform on time and within budget
- Comply with contractual requirements, terms, provisions, and conditions
- Proactively identify engineering development and production problems
- Correct any problems and ensure they will not recur
- Identify the types of audit and reporting mechanisms in place
- Designate a Quality Assurance Manager or responsible party who is accountable and responsible
- Manage program resources, subcontractors, and conflicts of interest

Our QMS also identifies inputs, outputs, activities, process interrelationships, and provides support plans and tools to project management for the purpose of regulating the collection and documentation of our quality activities.

Our PA/QA and engineering systems facilitate the delivery of:

- Quality services, products, solutions, system technical support, and deliverables
- A compliant and safe system and product
- A system that meets specified confidence levels and satisfies the minimum reliability requirement stated in the specification
- Compliant performance, quality training, efficient product maintenance, and thorough documentation
- A proven system with reduced system lifecycle costs
- A system that incorporates preventive and corrective actions