

ITG

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ITG Business Quality Manual

ITG has issued this Business Quality Manual to demonstrate its commitment to maintaining the provision of quality products and services in an environment that fosters customer satisfaction and continual improvement.

ITG's Business Quality Management System is defined through its core sectors and business support processes. The core sectors include the provision of Best Practices Consulting Services, IT Products and Services, and the development and deployment of Application Software. These are aligned with the goals and strategic direction of the company.

ITG's Business Quality Management System defines its commitment by:

- Addressing customer satisfaction through the effective application of continual improvement and the prevention of nonconformity
- Encouraging employee involvement to achieve customer satisfaction
- Consistently providing products and services that meet customer satisfaction, applicable statutory and regulatory requirements
- Facilitating continual improvement so that a high level of service is maintained

This Business Quality Manual is organized to be consistent with the ISO 9001:2015 structure and provides documentation support, as applicable, for the ISO 20000-1:2011, ISO 27001:2013 registered standards and all CMMI Process Areas.

Scope and Applicability

This Business Quality Manual provides a high-level view of the business policies and key requirements for each of the business processes and for all ITG activities worldwide. It is the primary reference for all matters dealing with quality. It is available for inspection by our customers, potential customers, and ISO auditors.

ITG Company Profile

Incorporated in 1984, Integration Technologies Group (ITG) is a full service, systems integration company, which for over the years has provided government, commercial firms and non-profit/educational organizations with credible, complete and timely information system services including management consulting, installation, maintenance and warranty services for a diverse and vendor extensive group of software, hardware, networks, disability equipment and video teleconference equipment.

Services Offered

ITG provides system implementation services and support for thousands of computer systems under various public and private entity contracts. ITG technical capabilities cover the entire spectrum of equipment, software, hardware, communication, methodologies, and human resources.

In support of these activities, ITG maintains equipment at over 1,250 locations in the United States and in various international locations. With over 4,000 available field engineers and technicians, ITG is uniquely qualified to provide reliable, high quality system services.

Our experience in providing solutions to unique technical problems, while maintaining compliance with international standards, enables us to extend consulting services to our clients with interest in attaining organizational maturity appraisals (CMMI) and ISO certifications.

Context of our organization

In order to support the Business Quality Management System, input primarily starts with customer requirements as well as the strategic plans and goals of the organization. ITG establishes a business plan each year that outlines the strategic goals, which is reviewed at least quarterly to assess suitability and to determine if there are any changes.

Quality management system and its processes

The ITG Business Quality Manual identifies the business processes and is documented in a form that references the associated procedures. In support of the BQMS, each ITG business core unit defines its business processes in process flowcharts. The product/service realization processes describe the entire product/service life cycle from business development through proposal preparation, to service realization and delivery and include all processes necessary for maintaining customer satisfaction. Each individual process flow details the critical activities necessary for ITG to realize and deliver products and services to customers.

Each business department maintains subordinate department-level procedures that implement business practices. ITG strives to use common business practices among all units when such commonality is sensible and beneficial to its customers.

Procedures established by the Business Quality Management System or reference to them, and a description of the sequence and interaction of the processes of the Business Quality Management System.

- **Executive Management**- Manages the affairs of ITG.
- **Accounting**- Handles invoice review and input, billing for purchase orders, payroll checks and financial statements.
- **Labor Resources Management**- Leads hiring efforts, maintains personnel information on staff, and manages all aspects of Labor Resources.
- **Business Development**- Develops new business opportunities, maintains customer contacts, procures new contracts, oversight of operations, and keeps up-to-date on trends in the market.
- **Program Management Office** - Manages projects and coordinates with other operational groups to fulfill product and service requirements.
- **Software Engineering**- Creates, tests, develops and maintains software programs.
- **Purchasing**- Generates, approves and issues purchase orders. Maintains relationships with vendors for prices and parts delivery.

- **Electronic Repairs-** Provides in-house service on defective equipment, tests, integrates and researches products and follows required safety procedures.
- **Logistics-** Ships and receives equipment to and from vendors and Field Engineers (FEs), researches parts of unknown origin and maintains efficient inventory control.
- **Quality Assurance-** Confirms that customers receive high quality service by conducting customer satisfaction surveys on service calls, monitoring the performance of technical account managers, call operators and FEs, conducting internal reviews, preparing reports, addressing customer concerns and resolving problems.
- **Global Support Center-** Functional area comprised of technical staff (program managers, Field Engineers (FEs), network support, Technical Account Managers (TAMs), call operators) that ensure high quality delivery of services as per contractual agreements.

The criteria and methods requiring the effective operation and control of ITG business processes are documented and developed in the internal ERP system. ITG demonstrates conformance to its Business Quality Management System and is used to:

- Monitor, measure and analyze the ITG business processes,
- Apply management controls,
- Document applicable measurable objectives,
- Manage document and records control, and
- Ensure the availability of resources and information necessary to support the operation, control and monitoring of the business processes.

Leadership and Commitment

ITG is committed to the development and improvement of a total Business Quality Management System. This commitment is demonstrated by:

- Communicating to the organization the importance of meeting customer and all regulatory and statutory requirements.
- Establishing the ITG quality policy for total commitment to customer satisfaction and continual improvement.
- Ensuring that quality objectives are established.
- Conducting Management Reviews.
- Ensuring the availability of necessary resources to perform the activities described by the Business Quality Management System. This is accomplished through planning and objective setting.

Customer Focus

ITG management ensures that customer needs and expectations are determined, converted into requirements and fulfilled with the aim of meeting or exceeding those expectations. While ITG management is committed to pursuing total customer satisfaction, ITG also meets all of its service obligations including regulatory and statutory requirements.

Any risks and opportunities that may impact conformity of products and services are addressed to ensure customer satisfaction is achieved.

Business Quality Policy

ITG management has defined and documented its basic philosophy which is:

The customer will be satisfied. We always strive to ensure that our customers are satisfied and to continually improve our methodologies to achieve this goal.

This basic business philosophy is relevant to ITG's organizational goals and to meeting the needs and expectations of its customers and applicable requirements. This philosophy has been communicated to all employees and ITG ensures that its business philosophy is understood. This is accomplished through communications, distribution of a variety of literature and monitoring of customer satisfaction and organizational objectives and metrics.

Quality concepts are integrated into ITG's company culture. ITG's business philosophy is implemented through documentation and training. It is maintained through audits, corrective action, improvements, and measurements, which are reviewed for suitability, adequacy and effectiveness.

Organizational Roles, responsibilities, and authorities

Functions and their interrelations within the company, including responsibilities and authorities, are defined and communicated in order to facilitate effective business quality management.

ITG ensures that the responsibility, authority and interrelationship of personnel who manage, perform and verify work affecting quality are defined and documented, particularly for personnel who need the organizational freedom and authority to:

- Initiate action to prevent the occurrence of any nonconformity relating to process, product, service and business systems,
- Initiate, recommend or provide solutions through designated channels,
- Verify the implementation of solutions, and/or
- Control further processing, delivery or installation of nonconforming product until the deficiency or unsatisfactory condition is corrected.

Planning

ITG identifies risks, action items, and preventive actions to eliminate the causes of potential nonconformities to preclude occurrence. Appropriate sources of information such as processes and work operations which affect product quality, concessions, audit results, business planning, records, service reports and customer complaints are analyzed to detect risks and opportunities along with required follow up action.

Business Quality Objectives

The goals and objectives are derived from the ITG business philosophy. ITG management establishes business objectives at all relevant functions and levels within the company.

Business objectives include those needed to meet all contract requirements. The top level business goals include:

- The uninterrupted support of our customers' mission
- The production of maximum quality products and services
- The promotion of an efficient, effective and enjoyable working environment
- The attainment of positive, increasing financial results
- The improvement of the Company's competitiveness
- The encouragement of innovation and technological advancement
- The implementation of practices that enhance the Company's intrinsic value, lead to continual improvement, and assure customer satisfaction and loyalty

A summary of the "smart objectives" in connection with our continual improvement plan:

- Maintain high customer satisfaction and SLA compliance;
- Manage capacity, expenditures, and project performance
- Manage Project Performance, Customer Perception
- Manage expenditures, investments
- Minimize DOA parts
- Minimize hold time for calls
- Minimize employee turnover
- Meet timesheet compliance with accurate reporting
- Reduce subcontract costs to increase profitability

Support & Resources

ITG reviews the capabilities and constraints on existing internal resources through capacity planning and monitoring and periodic management reviews, including executive, sales, and operations meetings.

Our People

ITG personnel are evaluated as being competent on the basis of applicable education, training, skills and experience. Personnel assigned to perform internal audits are properly trained by having completed either a certified Internal Quality Systems Auditor course or through mentored sessions with team leads, which is reviewed and signed off as on-the-job training, once deemed effectively completed.

Environment for the operation of processes

ITG management identifies and manages the human and physical factors of the work environment needed to achieve conformity of contracted services. Process Owners independently or with input from employees determine whether physical attributes of the work environment need to be modified to ensure adequate working conditions..

Monitoring and measuring resources

ITG determines the monitoring and measuring resources and the tools and devices needed to provide evidence of conformity of product and services to requirements. ITG has established processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Competence & Identification of Training Needs

It is the policy of ITG to determine the skill set necessary for each job category and to provide for the training of all personnel performing activities affecting quality. The effectiveness of actions taken is evaluated as a part of the biannual management review as well as annual performance reviews. ITG ensures that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

The strategic training plan reflects the company's anticipated training needs as it grows and continues to be competitive in the industry. The company's tactical training plan and needs are identified by executive management and the training is implemented under the auspices of the Training and Certifications Management Review Board.

Documented information

ITG maintains documented information, in the form of documents and records in support of our Business Quality Management System. Documents describe criteria, methods, detail activities, responsibilities, and the quality assurance measures that are required to ensure the effective operation and control of the ITG business processes. It also includes other documentation required by ITG to ensure the effective operation and control of its business processes.

All documents and data that relate to the requirements of the Business Quality Management System and the ISO standard are reviewed and approved for suitability prior to use or release. Where use is made of an automated system special attention is paid to appropriate review, approval, access, distribution and archiving procedures.

Document and Data Changes

Changes to documents and data are reviewed and approved by the same function/process that performed the original review and approval unless specifically designated otherwise. Access to appropriate background information is provided. The nature of the change is recorded or, when practical, changes highlighted or explained in the document and/or attachments.

Control of Records

All business records are legible, stored and retained in such a manner that they are readily retrievable from a suitable environment to minimize damage or deterioration and to prevent loss. Control provides for the identification, collection, indexing, access, retrieval, filing, storage, maintenance, retention and disposition of records.

Operations

ITG plans and re-engineers all processes as necessary for continuous improvement. It is our policy to monitor progress using metrics that are aligned with our business objectives. We collect performance, customer satisfaction and financial data and make that data available to management as a basis for improvement recommendations and actions. We use that data to make decisions based on defined criteria.

Further, consideration is given to the following activities as appropriate in meeting the specified requirements for contracted services:

- Controls, processes, documents, equipment, fixtures, total production resources, and skills that are needed to achieve the required quality have been identified and acquired.
- Deliveries of service, production processes, installation, servicing, inspections and test procedures, and the applicable documentation have been assessed for compatibility.
- Delivery of service, production process, installation, servicing, inspection and test procedures and applicable documentation has been assessed for compatibility.
- Selection of quality control, inspection and testing techniques, including the development of new techniques, are chosen and implemented as necessary.
- Suitable verification, validation, monitoring, inspection and test activities at appropriate stages of the product/service realization have been identified and documented and acceptance criteria determined, as applicable.
- Identification of records has been made and the records are being maintained as described in documented procedures.

Requirements for products and services

ITG has identified and implemented arrangements for communication with customers relating to:

- Product information
- Enquiries, contracts of order handling, including amendments,
- Handling or controlling customer property,
- Establishing contingency plans when necessary, and
- Customer feedback, including complaints.

Prior to submitting a proposal for a contract, order receipt, contract initiation, GSA schedule or work commencement, ITG determines, as applicable, customer requirements including service and/or product requirements specified by the customer, e.g.:

- Requirements for availability, delivery and support,

- Contract requirements not specified by the customer but necessary for intended or specified use,
- Obligations related to the contract, including regulatory and legal requirements, and
- Any additional requirements determined by ITG.

Review of Requirements Related to Product/Service

It is the policy of ITG to ensure that customer requirements are fully understood and that ITG has the capability to meet them.

Review

Before the submission of a proposal or the acceptance of a customer requirement, the contract or order is reviewed by ITG to ensure that:

- Requirements are adequately defined and documented including those not stated but necessary for intended use or defined by ITG,
- Statutory and regulatory requirements are met,
- Differences between the contract requirements and those in the proposal or quotation are resolved,
- ITG has the capability and capacity to meet contract or order requirements, and
- If an order is received verbally, ITG ensures that the order requirements are agreed upon before acceptance and ITG documents such statements as requirements.

Design and development of products and services

ITG plans and controls the design and development of products and services. During the design and development planning, ITG determines the:

- Design and development stages/phases based on complexity,
- Review, verification and validation measures that are appropriate to each phase,
- Responsibilities and authorities for design and development,
- Resources needed, the need to control interfaces, involvement and level of control expected of customers and users,
- Requirements for subsequent provision of products and services, and
- The documented information necessary to demonstrate that design and development has been met.

ITG determines the inputs related to product requirements and maintains records. These inputs are based on customer/contract requirements and include, as applicable:

- Functional and performance requirements,
- Applicable statutory and regulatory requirements or standards or codes of practice,
- Information derived from previous similar designs, where applicable, and
- Requirements essential for design and development including potential consequences of failure due to nature of product or service.

Design and development controls

ITG ensures that at suitable stages, systematic reviews of design and development are performed in accordance with planned arrangements to

- The results to be achieved are defined,
- Reviews are conducted to evaluate that the results of design and development are able to meet requirements,
- Verification and validation is performed and that any problems from these reviews are identified along with proposed necessary actions.
- Specify the characteristics that are essential for intended use and identify any problems and propose necessary actions.

ITG performs design and development validation in accordance with planned arrangements to ensure that the resulting product/service is capable of meeting the requirements for the specified application or intended use, where known. Wherever practicable, validation is completed prior to the delivery or implementation of the product/service.

Design and development outputs

ITG ensures that the outputs of design and development are provided in a form that enables verification against the design and development input and is approved prior to release. Typical design and development outputs at ITG, as applicable:

- Meet the input requirements for design and development,
- Evaluate the ability of the results of design and development input to adequately meet requirements in the provision of products and services,
- Specify the characteristics of the product that are essential for its safe and intended use,
- Provide appropriate information for purchasing, production and for service provision,
- Include monitoring and measuring requirements as appropriate
- Contain or reference acceptance criteria, and
- Include software documents, reports, and training curricula.

Control of externally provided processes, products, and services

ITG ensures that externally provided products and subcontracted services conform to requirements and are purchased from approved sources. ITG determines the controls required when products or services are incorporated into the organization's products and services, when directly provided to the customer, or when a process or part of a process is provided by an external provider. Effective with the approval of this business manual, all current suppliers are considered approved, based on previously demonstrated capability and performance.

Type and extent of control

ITG ensures that suppliers are selected on the basis of their ability to meet specified requirements including the business quality management requirements and any specific quality

assurance requirements. Criteria for their selection, evaluation, reevaluation and deselecting have been established as a part of the business quality management process.

These suppliers are routinely evaluated for continued performance through the contract administration process or other appropriate means, and records of these evaluations are maintained. This requirement is also in effect for customer specified suppliers.

ITG has established and maintains records of acceptable suppliers.

Teaming Arrangements

Most contracted services undertaken by ITG are complex and require other business entities as teammates. Generally at proposal preparation time, these teammates are evaluated and selected on the basis of their ability to meet specified contract requirements and are subject to other provisions as described in the supplier evaluation section above.

Production and service provision

ITG identifies and plans production processes to ensure that these processes are carried out under controlled conditions. All current equipment and processes, together with the work environment, are approved for use based on previously demonstrated capability and use.

Subsequent to a successful contract review and order analysis, the requirements are passed to business units for preparation of transition and contract execution plans. These plans are executed and contracted services are delivered under controlled conditions.

Identification and traceability

ITG ensures that a product is adequately identified, where appropriate, by suitable means throughout production and service operations. Where required by contract, ITG provides product traceability.

ITG identifies the status of a product with respect to measurement and monitoring requirements of each contract. The identification of inspection and test status is maintained throughout production of the product to ensure that only products and services that have passed required inspections and tests are dispatched, used or installed. Suitable means of identification are in place throughout the process. Tags, labels, and inspection logs are all used as appropriate in accordance with applicable work instructions.

Preservation

ITG preserves conformity of a product with customer requirements during internal processing and delivery to the intended destination. This includes identification, handling, packaging, storage, and protection. This also applies to the constituent parts of a product.

Release of Products and Services

ITG has identified and implemented the activities necessary for verification of purchased products and/or services to ensure that purchase specifications are met.

ITG ensures that incoming material is not used or processed until it has been inspected or otherwise verified to specified requirements. Verification of conformance is in accordance with the quality planning database and/or documented procedures.

Verification by the Customer

Where specified in the contract, the customer or its representative is afforded the right to verify, at ITG or at the supplier's premises that purchased product conforms to specified requirements.

ITG monitors and measures the characteristics of a product to verify that product requirements are met. This is carried out at appropriate stages of the product realization process. Evidence of conformity with product acceptance criteria is documented and records indicate the authority responsible for product release.

Final Inspection and Testing

The quality plan and/or documented procedures for final inspection and testing requires that all specified inspections and tests, including those specified on receipt or in process, be carried out and that results meet specified requirements.

Performance Evaluation

ITG defines, plans and implements measurement and monitoring activities needed to ensure conformity to specified requirements and achieve improvements. This includes the determination of the need for, and use of, applicable methodologies including statistical techniques.

Monitoring and Measurement

ITG reviews annually what processes should be monitored and measured and applies suitable methods for monitoring and measurement of critical processes necessary to meet customer requirements. These methods confirm the continuing ability of each process to satisfy its intended purpose. When planned results are not achieved, corrective action is taken to ensure conformity of the product.

ITG monitors information on customer perception as to whether ITG has met customer requirements as one of the measurements of performance.

ITG collects and analyzes appropriate data to determine the suitability, adequacy and effectiveness of the Business Quality Management System and to identify improvements that can be made. This includes data generated by monitoring and measuring activities and other relevant sources. This analysis is largely performed utilizing data to provide information on:

- Conformance of products and services,
- Customer satisfaction and/or dissatisfaction,
- Performance and effectiveness of the BQMS,
- Effectiveness of planning and actions to address risks and opportunities,
- Performance of external providers, specifically suppliers and vendors, and
- Characteristics and trends of processes and products including opportunities for improvement.
- Statistical Techniques

ITG uses statistical techniques to economically establish conformance to specifications. ITG identifies the need for statistical techniques and selects a suitable technique to use for establishing, controlling and verifying process capabilities or product characteristics.

Internal Audit

Internal quality audits are planned and scheduled on the basis of the status and importance of the processes and activities to be audited, as well as the results of previous audits. Competent personnel independent of those having direct responsibility for the activity being audited carry out the audits. Auditors are objective and impartial.

Management Review

Management review includes assessing opportunities for improvement and evaluating the need for changes to the company's Business Quality Management System, including business policy and business objectives.

Inputs into the management review include performance and improvement opportunities related to the following:

- Status of actions from previous management reviews
- Changes in external and internal issues relevant to the BQMS
- Information on performance and effectiveness of the BQMS:
- Customer satisfaction and feedback from interested parties
- Assessment of quality objectives
- Process performance and product conformance
- Status of nonconformities and corrective actions
- Monitoring and measurement results
- Results of audits
- Performance of external providers
- Adequacy of resources
- Changes that could affect the Business Quality Management System
- Effectiveness of actions taken to address risks and opportunities
- Opportunities for improvement

Improvement

ITG takes corrective action to eliminate the cause of nonconformity in order to prevent recurrence. Corrective actions are appropriate to the impact of problems encountered. Corrective Action defines requirements for:

- Identifying nonconformities, including customer complaints,
- Determining the causes of nonconformity,
- Evaluating the need for actions to ensure that nonconformities do not recur,
- Determining and implementing corrective actions needed,
- Recording results of action taken,
- Any needed updates to risks and opportunities,
- Any necessary changes to the Business Quality Management System, and
- Reviewing and evaluating action taken to assess its effectiveness.