Quality Control Plan

Gemini Tech Services, LLC approach to implementing and managing QC is performancebased with metrics that focus performance on critical tasks. We use audits and inspections to independently verify compliance and identify any substandard performance or problem areas. Our COO, Mr. Tim Crawley, has overall responsibility for the quality and safety of all personnel on the program. He will serve as the program's QC Manager and is responsible for implementing and maintaining the QC Program; responding to customer feedback; and maintaining all required documentation for GTS management and Customer reviews.

With a culture of quality, safety, and environmental stewardship established at the executive level, our workforce accepts the responsibility and challenge to ensure that all tasks are accomplished with attention to quality and are performed in a safe and environmentally-friendly manner.

GTS instills a rigorous quality culture where:

- We train, equip, and empower our employees to manage quality in their assigned areas of responsibility – we engineer quality into all of our work processes
- We set the expectation that all work is performed in a safe, environmentally friendly manner—no exceptions
- We eliminate re-work by performing all tasks to either meet, or if possible, exceed the established and defined quality performance thresholds
- We provide transparency to the Government through our web-based, online reporting tool – we provide real- and near-real time performance data for quality, safety, budget, schedule, and risk
- We train our personnel to identify nonconformances (either trends or anomalies) and opportunities for improvement, and our staff is empowered and encouraged to recommend safety, cost, and time savings improvement
- We include continuous improvement as a core business practice to reduce costs, develop best practices, and minimize the level of customer oversight required



QUALITY CONTROL MEASURES

GTS controls work processes by:

- Identifying and documenting customer requirements
- Implementing mature SOPs and policies to provide repeatable service delivery outcomes
- Documenting core and supporting processes that add value and deliver quality services
- Implementing a surveillance system that monitors all PWS assigned stated services and prioritizes services in order of mission importance
- Preparing and maintaining QC documentation and records, including inspection results, formal correspondence, customer satisfaction surveys, and customer complaints and any resulting corrective actions
- Reporting near-real- and real-time performance data 24/7/265
- Communicating regularly with our customer counterparts to achieve mission alignment, discuss status of ongoing activities, corrective actions, and continuous improvement opportunities

The below illustrates the placement of Quality in our corporate and program organization. Our line organization for Quality Management resides with the PM as the Program Quality Control Officer; his subordinates (functional area leads) provide the quality oversight for their respective organizations; and the first line supervisors are the next level of quality oversight. Each employee is responsible for ensuring that their work is performed in accordance with the established and customer-approved SOPs and the Original Equipment Manufacturer's (OEM) guidelines, as applicable.



Corporate Quality Oversight. *Our Corporate QC Manager creates a solid foundation for quality, safety, and environmental compliance and provides objective oversight to ensure adherence to standards, regulations, and procedures.*

The team receives objective oversight through periodic audits from our Corporate Quality Control Manager, Mr. Tim Crawley, and a team of corporate or third-party subject matter experts. We have found this structure to be highly effective in instilling the culture of ownership and work pride and delivering high quality, repeatable outcomes. Gemini Tech Services, LLC uses the PWS as a basis for the Seaport-e Contract performance monitoring. The below illustrates our approach to implementing and monitoring the metrics to prevent non-conformances and defects.

Establishing Performance Metrics - GTS QC Program comprises the customer-established performance metrics for the assigned contract task areas, as well as environmental, health and safety requirements assigned to a quality performing contractor. Additionally, we develop meaningful metrics for critical business management aspects and processes including contract, subcontracts, estimating, change management, and control management; schedule management, deliverables (quality and timeliness), document control, and government reporting. Our performance is reported in accordance with the specific data delivery submittal schedule



Continuous Quality Improvement Process. Our process establishes and monitors meaningful metrics, process consistency, and standardization resulting in clear, quantitative criteria, metrics and expectations to meet the requirements of TACOM TS3 Robotics.

requirements in our contract.

Monitoring Performance Metrics - We monitor our performance against the established program metrics at all levels throughout the organization. First line supervisors and functional area managers are responsible for daily, weekly, and monthly monitoring to identify any emerging trends, anomalies, or otherwise off-normal events that can or have already resulted in a non-conformance.

Daily monitoring – our corporate ensures the sites perform their work in accordance with their assigned task lists (e.g., work orders, actions plans, scheduled events, etc. Any gaps are tracked to ensure they are completed within the timeframe required and any issues and approaches to resolution are discussed at the meeting and implemented at the beginning of the next work shift.

Weekly Monitoring – Using the same process as identified in the daily monitoring activities, the corporate QC Manager is able to identify the beginning of any adverse trends or negative performance areas. Any issues identified, if not systemic or anticipated to have adverse impacts on the mission or other functional areas, are documented, managed, and resolved within the team's purview.

Our approach to aligning our Quality Management Program with the Government's metrics enables us to tailor our SOPs, checklists, and audit methodologies to reflect the Government's areas of interest and support their QA program.

This process is discussed in greater detail below.

At a minimum, GTS will conduct workmanship, product, and administrative inspections in accordance with prescribed inspection schedules.

Workmanship in each functional area will be randomly inspected; administrative inspections will be conducted; and product inspections will occur when we receive shipments, conduct inventories, and use the supplies and materials. Our workforce is responsible for performing all work in accordance with established processes and procedures. The technicians are subject to both scheduled and unscheduled QC inspections from the Corporate QC Manager. The QC Manager will establish an audit plan and schedule at the beginning of each contract year and will conduct, or direct someone to conduct the inspections in accordance with the schedule. The Corporate QC Manager will conduct scheduled annual audits at a minimum.

In the event that any adverse trends or events occur, inspections of that particular functional area will be increased until the corrective action plan is closed. The frequency of inspections is determined by the service delivery summary schedule and/or the corresponding Federal, State, and Army regulations, directives or instructions.

Identifying Defects - Inspections are our primary method of identifying and preventing defects in workmanship. We use the following types of inspection methods to monitor workmanship, processes, and goods and services to identify defects:

- Visual Inspections. Visual inspections will be predominantly "walk-through." At the onset of the contract, our technicians conducted an initial inspection. Subsequently, our Corporate QC Manager will conduct periodic inspections to ensure that our work conforms to established quality thresholds. The inspector, manager, or technician performing the walk-through inspection will identify and note possible deficiencies and task a correction of the deficiencies on the spot if possible, if not possible, a corrective action request will be issued and a follow-up inspection will be conducted to ensure successful remedy. GTS personnel are expected to review their own work prior to documenting completion of the task(s). Visual inspections often are conducted at two stages while work is in progress and after a task is completed.
- **Random Sampling Inspection**: This is a visual inspection conducted randomly, typically without prior notice or scheduling.
- **One Hundred Percent Inspection**: Required for sensitive, controlled, and critical materials and processes.
- **Continuous Inspection**: An inspection conducted at established frequencies based on mission impact and past performance. This is predominantly exercised at the operator level utilizing checklists that are developed to ensure repeatable quality outcomes and consistency in service delivery, performance and output.

- **Tests**. Tests will be required if a visual inspection is not definitive. For example, when conducting modernization/restoration work under the facilities maintenance function, we will use dry or wet film gauge test to determine if the paint application is uniform and the correct thickness. This cannot be accurately determined by visual inspection.
- Analytical Inspections/Analysis. Analytical inspections will involve the review of documentation to ensure that work is completed on time and meets the performance standard; records are properly kept; and reports are provided to the Government on time. The QC Manager is responsible for conducting analytical inspections.

Preventing Defects - To prevent recurring issues we assess the available business and operational levels appropriate for the issue or problem. Depending upon the defects impact to the organization, mission, or environment we select an appropriate methodology. We place high priority on defects that could potentially impact human health and safety, the environment, or the mission. The below figure illustrates GTS approach to preventing quality defects. The various methods for preventing recurring defects include:

- *Administrative controls* modifications to SOPs, work instructions, or processes and associated training
- *Six Sigma* use of tools from the Six Sigma tool box such; to help us streamline our processes, reduce failure points, and eliminate recurring defects
- *Lean* part of our continuous improvement process used to identify means and methods to perform more work with fewer resources

All of these methods comprise the major elements of our Continuous Quality Improvement Process (CQIP). Our CQIP creates an environment of engagement and involvement by emphasizing individual engagement in improving processes to that provide predictable and repeatable outcomes at



GTS QMS. We engineer quality into our work processes to minimize defects.

provide predictable and repeatable outcomes at the desired quality levels.

GTS closely monitors operational performance against standards to ensure our service delivery is in accordance with requirements and customer expectations. If a task or measurement is found to be outside performance tolerances, we employ our Corrective Action Preventive Action (CAPA) Process. The CAPA is used to document the problem, create a timeline for remedy and method for validation.

The CAPA process may be initiated in a number of ways including; management request, missed performance indicator, customer complaint, or internal audit. A knowledgeable

individual may complete the CAPA or, depending on the nature of the issue, we may form a Quality Improvement Team to analyze the deficiency and recommend action.

The CAPA process uses standard forms and procedures to identify the issue/deficiency, document root cause analysis or other investigation, track active actions, recommend corrective or preventive actions and record results.

An important aspect of our quality approach is the inclusion of all on-site technician and corporate staff in the process of quality management. The on-site technician will have quality objectives and will be measured and evaluated on their quality. Our quality methodology includes multiple levels of quality reviews (scheduled and ad-hoc): Peer Reviews, QC Manager Reviews, and Executive Management Reviews.

Our QCP is designed to support proactive quality management while supporting our team's efforts to identify, prevent, and minimize or eliminate non-recurrence of defective products/services.

We use checklists, test results, deliverables and corrective action plans to maintain records from our QC inspections. Depending upon the task, the record will be paper or electronic.

In all cases, GTS is committed to maintaining an environment of trust and transparency and our inspection and corrective action records will be made available to the Government upon request.