HARRIS IT SERVICES (HITS)

EAGLE II Quality Plan

Harris is committed to exceeding Customer expectations which means Quality Assurance (QA) activities are performed at all levels. The Harris IT Services (HITS) organization has used this guiding principle to implement a rigorous Quality Management System (QMS). The QMS provides the framework necessary to ensure a consistent approach to delivering high-quality products and services across all programs within the organization. Our robust QMS allows us to:

- Deliver products which meet Customer and Corporate quality standards and requirements
- Perform efficiently and as documented in work processes
- Objectively evaluate our own work products and processes
- Identify noncompliances, inefficiencies, and areas for improvement through the use of performance measures
- Implement corrective actions when necessary
- Maintain several industry-recognized standards, certification and ratings

The HITS QMS unifies all programs and task orders under a common set of processes, procedures, and process improvement principles. The QMS uses some of the Industry's most recognized quality and business management models, such as the Project Management Body of Knowledge (PMBOK) Guide, the Information Technology Infrastructure Library (ITIL), International Organization for Standardization (ISO) standards, and the Capability Maturity Model Integration (CMMI) framework, to provide efficient and effective processes and procedures. The organizational set of processes covers all aspects of business and quality management including program management, requirements and change management, solutioning, integration and testing, configuration management, process definition and improvement, resource management and training. Our proven set of processes help maintain the following certifications:

- AS 9100 (AeroSpace Quality Standard)
- CMMI for Development v.1.3 - Maturity Level (ML) 3
- ISO 9001-2008 (Quality Management System)
- ISO 20000:2011 (IT Service Management System)

At the organizational level, the QMS employs a team of trained Auditors and Quality Engineers who serve as an objective, third party to assess program compliance levels and perform product reviews. Activities performed by this team include internal audits, work product reviews, inspections, and process consulting. This team has a direct reporting line to HITS Senior Management, which provides management with critical feedback on performance, risk identification, and corrective action resolution. QMS support is provided to all HITS programs throughout all phases from planning, through design and implementation, to operations and maintenance.

At the program and task order level, quality results are achieved establishing and meeting measureable objectives, and maintaining detailed QA Plans. Program Managers and Leads define, communicate and deploy a QA Plan that provides mechanisms to collect Customer feedback; collect, analyze, and report performance measures; identify and track risks and issues to closure; eliminate inefficiencies and potential causes of failure; and identify improvement opportunities.