	Code	PROCESS IDENTIFICATION	Date	Document version
KRATOS READY FOR WHAT'S NEXT	KC-QA-PR-0001	**BUSINESS MANAGEMENT**	28/05/2021	1.0

Process Monitoring

Purpose of the process

- Define strategic policies
- Define objectives and deploy them.
- Allocate the resources necessary to achieve the objectives
- Ensure an effective communication (internal and external)

Process pilot

President of Kratos

Scope of the process

INPUT DATA	• Strategic directions of KRATOS • Requirements and expectations of interested parties • Results of the previous quarterly • New legal and regulatory requirements • Customers satisfaction data
OUTPUT DATA	• Strategic orientations, policies and defined objectives • Organization note and the diagram updated and published • Resources in line with needs • Customers satisfaction • External and internal communication • Quarterly report broadcast (business plan included)

Process instances (committees, meetings, ...)

Management review (yearly)	Quarterly Business Review (quarterly)	Stand-up (monthly)	Progress meeting (weekly)	RH-QA-OP meeting (in progress)		

Resources necessary for the proper functioning of the process

Human: President of Kratos, Operations MAnager, Quality Manager

Customer expectations

Customers	Needs	Expectations
Customers of Kratos	Product and service specifications for design, manufacture, delivery, support, documentation	Receive quality products and services that meet customer's specifications / requirements Consistency of quality

Expectations of other interested parties

Interested Parties	Needs	Expectations
End-users	Details of their needs and expectations for intended use	Get good product – Performance - Ease of use – Safety – Reliability – Maintainability - Disposability
Governments & Non-government organizations	Environmental protection - Standard Ethical behavior	Compliance with statutory and regulatory requirements
Owner/shareholder	Financial investment - Decisions and support	Profitability - Return on investment - Growth
Employees	Produce products and services -Apply and provide feedback QMS policies and procedures	Good work framework – Job security – Health – Safety - Training
Suppliers and Sister Companies	Receive quality products and services that meet Kratos Specifications – Requirements Consistency of quality	Product and service specifications for design - Manufacture – Delivery – Support - Documentation

Most critical risks of the process	
Risk	Risk control method(s)
1. Not having sufficient human and material resources to achieve the set objectives	Progress meeting – Management review
2. No longer being the main supplier of products, systems and services adapted to the specific needs of our customers	QBR quarterly – Conference - Show
3. To no longer provide high quality solutions and to no longer give full satisfaction to our customers	Company culture: adequate employees (knowledge and skills), software, hardware, and infrastructure

Interfaces with other processes	
Upstream process X➔	All processes (cf « Process connection »)
Downstreamp process ➔X	All processes (cf « Process connection »)

Operations of the process

Description of activities			
Key activity	Responsible of activity	Means of controlling the activity (document, …)	Means of tracking the activity (registration, follow-up…)
Determine strategy policies	President ok Kratos	Policy quality (QMS)	Management review
Develop and pilot quality objectives	President ok Kratos Operations Manager Quality Manager	Quality objectives (QMS)	Management review
Allocate resources to development and support processes	President ok Kratos Operations Manager	Kratos Communications SAS Diagram	RH-QA-OP meeting (in progress) Monthly stand up
Identify main functions and responsibilities	President ok Kratos Operations Managers	Kratos Communications SAS Organization Note	Organization note and diagram updated and published on the quality portal
Plan and decide effective communication (internal and external)	President ok Kratos Operations Managers	Communication (QMS)	Customers satisfaction survey send each year or/and at the end of the project

Contribution of the process to the deployment of the policy

Quality Policy objectives	Measures	Targets
Financial	Reviews in Project FAT/SAT Architectural Improvements R&D Initiatives - Funding	NO rejection of formal delivery from the customer New products or features R&D advancement
Customers satisfaction	Repeat business	NONE of our system is replaced by another system At least 2 congratulations per year At least 75% of customer survey responses per year
Financial	Calculate revenue EBITDA and bookings	Meet or exceed annual operating plan
Improvement	Process Performance Audit Results	Show continuous process improvement No nonconformity being detected in external and internal audits

Process monitoring

Indicator	Objectives	Target value (if applicable)	Frequency	Other means of surveillance (process review, internal audits ...)
Review the organization Note and the diagram	Organization Note and the diagram updated	N/A	updated as soon as necessary	• Internal audit (1 per 3 years) last internal audit: 2019
External communication: number of recorded satisfaction survey send per customer	Track customer satisfaction	>1 per year per project	Yearly	• Process review (1 per year) last process review: May 2021