

|  |               |                        |            |                  |
|--|---------------|------------------------|------------|------------------|
|  | Code          | PROCESS IDENTIFICATION | Date       | Document version |
|  | KC-QA-PR-0002 | OPERATIONS MANAGEMENT  | 21/06/2021 | 1.0              |

## Process Monitoring

### Purpose of the process

- Product development ensures that products meet the customer's requirements and satisfy the customer's needs.
- Provide needed resource to accomplish a specific task.
- Satisfy the customer's specific needs.

### Process pilot

|                    |
|--------------------|
| Operations Manager |
|--------------------|

### Scope of the process

|             |   |
|-------------|---|
| INPUT DATA  | <ul style="list-style-type: none"> <li>• Contracts</li> <li>• Proposals</li> </ul>                        |
| OUTPUT DATA | <ul style="list-style-type: none"> <li>• Delivered system compliant to customer's requirements</li> </ul> |

### Process instances (committees, meetings, ...)

|                           |                     |                                     |                          |                           |                                  |  |
|---------------------------|---------------------|-------------------------------------|--------------------------|---------------------------|----------------------------------|--|
| Internal Kick off meeting | Customer's Kick off | Operation Progress meeting (weekly) | Project progress meeting | Customer progress meeting | Factory acceptance testing (FAT) | Project review at the end of the project |
|---------------------------|---------------------|-------------------------------------|--------------------------|---------------------------|----------------------------------|--|

### Resources necessary for the proper functioning of the process

Human: Project Manager, Operations Managers, Supports process actors (process n°3 – 4 – 5 – 6 – 8)

| <b>Customer expectations</b> |  |   |
|------------------------------|--|---|
| Customers                    | Needs  | Expectations  |
| <b>Customers of Kratos</b>   | Product and service for specification, design, manufacture, delivery, support, documentation | Receive quality products and services that meet customer's specifications / requirements Consistency of quality |
| <b>Project team</b>          | Produce products and services  | Good work framework / job security / health / safety / training   |

| <b>Expectations of other interested parties</b> |   |  |
|---|---|--|
| Interested Parties                              | Needs   | Expectations   |
| <b>Suppliers and Sister companies</b>           | Receive quality products and services that meet Kratos specifications / requirements Consistency of quality | Product and service specifications for design, manufacture, delivery, support, documentation         |
| <b>Support team</b>                             | Need's specifications<br>Schedule and project milestones  | Obtain specification and schedule (request for shipping, identification of configuration management) |
|   |   |  |
|   |   |  |
|   |   |  |

### Most critical risks of the process

| Risk  | Risk control method(s)  |
|---|---|
| 1. Not deliver high quality solutions to meet that goal and to provide complete customer satisfaction while continuously improving our quality management system. | <ul style="list-style-type: none"> <li>• All of internal and external meetings during the project</li> <li>• Use project template</li> <li>• Finally, verification and controls during process execution</li> </ul> |

### Interfaces with other processes

|                                 |  |
|---------------------------------|--|
| Upstream process<br><b>X→</b>   | Process n° 7 (Contracts)   |
| Downstream process<br><b>→X</b> | Process n° 1 (Business Management) – 3 (Process Management) - 4 (Shipping and receiving) – 5 (Infrastructure) - 6 (Purchasing) – 8 (Human resources) |

## Operations of the process

| Description of activities  |   |  |   |
|--|---|--|---|
| Key activity   | Responsible of activity   | Means of controlling the activity<br>(document, ...)   | Means of tracking the activity<br>(registration, follow-up...)  |
| <b>Provide needed resource to accomplish a specific task</b>   | <ul style="list-style-type: none"> <li>Operations Manager</li> <li>Project Manager</li> </ul> | <ul style="list-style-type: none"> <li>Internal Kick off template (bullet 4 "Project organization and resources")</li> <li>Project Status Report (PSR) template</li> </ul> | <ul style="list-style-type: none"> <li>Kick off meeting</li> <li>Operation progress meeting</li> </ul>  |
| <b>Execute all development tasks based on specifications and planning.</b> <ul style="list-style-type: none"> <li>- Manage documents</li> <li>- Change control</li> <li>- Manage configuration</li> <li>- Project planning</li> <li>- Project engineering and verification</li> <li>- Product validation</li> </ul>  | <ul style="list-style-type: none"> <li>Project Manager</li> </ul>                             | <ul style="list-style-type: none"> <li>Product project Master template</li> <li>Shackleton server</li> </ul>   | <ul style="list-style-type: none"> <li>Project progress meeting</li> <li>Customer progress meeting</li> <li>Action Items list template</li> </ul> |
| <b>Manage project</b> <ul style="list-style-type: none"> <li>- Make managers identify, understand, review and clarify important issues such as resources</li> <li>- Deliverables / documentation / records</li> <li>- Organization roles / responsibilities / interfaces</li> <li>- Schedule and project stages / milestones</li> <li>- Review / testing required at each project stage</li> </ul> | <ul style="list-style-type: none"> <li>Project Manager</li> </ul>                             | <ul style="list-style-type: none"> <li>Product project Master template</li> <li>Shackleton server</li> </ul>   | <ul style="list-style-type: none"> <li>Project progress meeting</li> <li>Customer progress meeting</li> <li>Action Items list template</li> </ul> |
| <b>Verify that each developed component is at the planned state for completion of the current Development Cycle</b>  | <ul style="list-style-type: none"> <li>Project Manager</li> </ul>                             | <ul style="list-style-type: none"> <li>Product project Master template</li> <li>Shackleton server</li> </ul>   | <ul style="list-style-type: none"> <li>Project progress meeting</li> <li>Customer progress meeting</li> <li>Action Items list template</li> </ul> |

|  |  |   |   |
|--|--|---|---|
| <p><b>Ensure that products meet the customer's requirements and satisfy the customer's needs:</b></p> <ul style="list-style-type: none"> <li>- Validate product</li> <li>- Review validation results</li> </ul>  | <ul style="list-style-type: none"> <li>• Project Manager</li> </ul>  | <ul style="list-style-type: none"> <li>• Product project Master template</li> <li>• Shackleton server</li> </ul>                                    | <ul style="list-style-type: none"> <li>• Project progress meeting</li> <li>• Customer progress meeting</li> <li>• Action Items list template</li> </ul>   |
| <p><b>Identify items, track and manage changes to deliverables and associated components.</b></p> <p><b>Components include items such as software, hardware, databases, data and documentation.</b></p>  | <ul style="list-style-type: none"> <li>• Project Manager</li> </ul>  | <ul style="list-style-type: none"> <li>• Product project Master template</li> <li>• Shackleton server</li> </ul>                                    | <ul style="list-style-type: none"> <li>• Project progress meeting</li> <li>• Customer progress meeting</li> <li>• Action Items list template</li> <li>• Deliverable items list (DIL)</li> </ul> |
| <p><b>Prevent the delivery of nonconforming products to our customers and the properly identify, repair, or dispose of nonconforming products</b></p>  | <ul style="list-style-type: none"> <li>• Project Manager</li> </ul>  | <ul style="list-style-type: none"> <li>• Non conformance report Template / Dynamics Tool</li> </ul>   | <ul style="list-style-type: none"> <li>• Project progress meeting</li> <li>• Action Items list template</li> <li>• Operation progress meeting</li> </ul>  |
| <p><b>Manage customer support during guarantee and maintenance phase :</b></p> <ul style="list-style-type: none"> <li>- Acknowledge receipt of the customer problem/request</li> <li>- Create the ticket on ticket tool</li> <li>- Investigate problem/request by reproducing the problem on KISE platform or customer remotely</li> <li>- Fix the issue internally or by the product group</li> <li>- Test the fix</li> <li>- Request a patch if needed</li> <li>- Install the patch on customer platform</li> <li>- Confirm the fix and closure with customer</li> </ul> | <ul style="list-style-type: none"> <li>• Project Manager (Guarantee phase)</li> <li>• Support Manager (Maintenance phase)</li> </ul> | <ul style="list-style-type: none"> <li>• Non conformance report Template / Dynamics Tool</li> <li>• Project Status Report (PSR) template</li> </ul> | <ul style="list-style-type: none"> <li>• Operation progress meeting</li> <li>• Customer progress meeting</li> </ul>   |
| <p><b>Manage and control documents at Krtaos. Review and approval procedure.</b></p>   | <ul style="list-style-type: none"> <li>• Project Manager</li> </ul>  | <ul style="list-style-type: none"> <li>• Product project master template</li> <li>• Shackleton server</li> </ul>                                    | <ul style="list-style-type: none"> <li>• Project progress meeting</li> <li>• Customer progress meeting</li> </ul>   |

| Contribution of the process to the deployment of the policy |   |  |
|---|---|--|
| Quality Policy objectives                                   | Measures  | Targets  |
| <b>Products / Systems / Service</b>                         | Design Reviews in project (DR)<br>FAT / SAT architectural Improvement R & D initiatives / Funding | No rejection of formal delivery from the customer. |

| Process monitoring   |  |                                 |                                   |   |
|--|--|---------------------------------|-----------------------------------|---|
| Indicator  | Objectives                                       | Target value<br>(if applicable) | Frequency                         | Other means of surveillance<br>(process review, internal audits ...)  |
| <b>2.01 – Resource allocation (Need / Acceptation)</b>                                 | Allocate the necessary resources for the project | 100%                            | For each project or major release | <ul style="list-style-type: none"> <li>• Internal audit (1 per 3 year)<br/>Last internal audit: 2020</li> <li>• Process review (1 per year)<br/>Last process review: June 2021</li> </ul> |
| <b>2.03 – Factory acceptance executed</b>  | Track execution of factory acceptance            | 1 per project                   | For each project or major release |   |
| <b>2.04 – Open actions out delay / All open actions (external and internal)</b>        | Track the status of actions                      | ≤ 25%                           | Quarterly                         |   |
| <b>2.05.1 - Corrected NC's accepted by customer / All NCs</b>                          | Track all corrected NC's accepted by customer    | 100%                            | At each delivery                  |   |
| <b>2.05.2 – No formal rejected Test Plan by customer</b>                               | Track rejected test plan by customer             | 0                               | For each project or major release |   |
| <b>2.06.1 – Site acceptance</b>  | Track site acceptance                            | 1                               | For each project or major release |   |
| <b>2.06.2 – Number of NC's during site acceptance</b>                                  | Track NC's during acceptance review              | NA                              | Acceptance review                 |   |
| <b>2.07 – All software components are managed under configuration tool or document</b> | Follow the management of software components     | 1                               | At each delivery                  |   |