

	Code	PROCESS IDENTIFICATION	Date	Document version
	KC-QA-PR-0007	CONTRACTS	21/06/2021	1.0

Process Monitoring

Purpose of the process
<ul style="list-style-type: none"> Analyze the request for proposal Manage invitation to tender and initial contracts

Process pilot

Operations Manager

Scope of the process

INPUT DATA	<ul style="list-style-type: none"> Customer request Invitation to tender
OUTPUT DATA	<ul style="list-style-type: none"> Proposals Contracts New customer New business

Process instances (committees, meetings, ...)						
Requirement review	Proposal review	Contract review	Internal Kick off meeting			

Resources necessary for the proper functioning of the process
Operations Manager, President of Kratos, Project 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
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
Governments and Non-government organizations	Environmental protection – Standard Ethical behavior – Standard	Compliance with statutory and regulatory requirements
Owner / shareholder	Financial investment Decisions and support	Profitability Return on Investment growth
Management	Leadership / Direction / Resources / Involvement / Motivation	Efficiency and effectiveness of operations Compliance

Most critical risks of the process	
Risk	Risk control method(s)
1. Not be the leading provider of products, systems, and services, tailored to our customers specific needs	Follow the process "Proposals and contracts process"
2. Kratos system is replaced by another system (customer lost)	Follow customer satisfaction, customer needs Propose new products/technologies

Interfaces with other processes	
Upstream process X→	Process n°1 (Business Management)
Downstream process →X	Process n° 2 (Product development) _ n° 3 (Process management)

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...)
Invitation to tender	<ul style="list-style-type: none"> Operations Manager President of Kratos 	<ul style="list-style-type: none"> Proposal template 	<ul style="list-style-type: none"> Proposal document Followed in internal kick off
Requirements review	<ul style="list-style-type: none"> Sales team 	<ul style="list-style-type: none"> Proposal review checklist template Proposals review process 	<ul style="list-style-type: none"> Requirement review included the proposal review checklist
Proposal review	<ul style="list-style-type: none"> Sales team 	<ul style="list-style-type: none"> Proposal review checklist template Pricing template Proposal's process 	<ul style="list-style-type: none"> Proposal review document SalesForce tool
Contract review	<ul style="list-style-type: none"> Operations Manager Operations Manager 	<ul style="list-style-type: none"> Contract review checklist template Contract review process 	<ul style="list-style-type: none"> Contract review included the proposal review checklist
Contract signature	<ul style="list-style-type: none"> President of Kratos 	<ul style="list-style-type: none"> Contract 	<ul style="list-style-type: none"> Signed contract

Contribution of the process to the deployment of the policy		
Quality Policy objectives	Measures	Targets
To be the leading provider of products, systems and services, tailored to our customers specific needs	Repeat business	NONE of our system is replaced by another system
Financial	Calculate revenue EBITDA and bookings	Meet or exceed annual operating plan

Process monitoring				
Indicator	Objectives	Target value (if applicable)	Frequency	Other means of surveillance (process review, internals audits ...)
7.1.01 - Number of BID proposals per number of number of request of proposals	Track number of BID proposals	80%	Quarterly	<ul style="list-style-type: none"> Internal audit (1 per 3 years) last internal audit: 2020 Process review (1 per year) last process review: june 2021
7.1.02 – Number of final contracts per number of Bid proposals	Track number of final contracts	$10\% \leq X \leq 30\%$	Yearly	