![KRATOS INTEGRAL SYSTEMS EUROPE]	Code	PROCESS IDENTIFICATION		Date	Document version
	KC-QA-PR-0003	PROCESS MANAGEMENT		06/13/2023	2.0

Piloting the process

Purpose of the process
• Provide an effective QMS that allow quality control (requirements satisfaction) and quality assurance • Evaluate processes and collect measurement to control processes • Reduce and gradually eliminate, quality-related problems and customer complaints by continually improving the Quality Management System (QMS)

Process pilot	**Scope of the process**	
Quality Manager	**INPUT DATA**	• Quality policy and objectives • Collect data from audits, indicator results, non-conformities, improvement actions (GIT Tool), customer feedback (survey, complaints) for analysis
	OUTPUT DATA	• Data updated (audits plan updated; improvement actions updated)

Process instances (comittees, meetings, ...)				
Management review (yearly)	Progress meeting (weekly)	RH-QA-OP meeting (in progress)		

Resources necessary for the proper functioning of the process
Human: Human: Quality Manager, Operations Directors, Process Actors

Customer expectations		
Customers	Needs	Expectations
All employees of Kratos	Produce products and services.apply and provide feedback QMS policies and procedures	Good work framework - Job security – Health – Safety - Training
Business management	Leadership – Direction – Resources – Involvement - Motivation	Efficiency and effectiveness of operations compliance
Customer / End-user	Product and service specifications for design –Manufacture – Delivery – support - documentation	Receive quality products and services that meet customer's specifications – Requirements consistency of quality - Follow up on customer complaints

Most critical risks of the process	
Risk	Risk control method(s)
1) Do not process issue in time	GIT Tool
2) No follow up of improvement actions	GIT Tool
3) Issue not declared	Tool's training
4) Nonparticipation of an employee in the process / poor understanding of the process	QMS's training for all employees and new employee
5) Not performing all the audits planned in the audit program	Progress meetings – Management review

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

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 Managers Quality Manager	Quality objectives (QMS)	Management review
Allocate resources to development and support process	President ok Kratos Operations Managers	ISE-QA-005 ISE Diagram	RH-QA-OP meeting (in progress) Monthly stand up
Identify main functions and responsibilities	President ok Kratos Operations Managers	ISE-QA-001 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	DRs 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 yearAt 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 non conformity being detected in external and internal audits

Process monitoring

Indicator	Objectives	Target value (if applicable)	Frequency	Other means of surveillance (process review, internals audits ...)
I301.1 QMS ISO 9001:2000 certification (AFAQ Audit Report)		100%	Yearly	• Internal audit (1 per 3 years) • Process review (1 per year)
I301.2 Management review		1	Yearly	
I302.1 Achieving the audit plan		100%	Yearly	

I303.1 Number of issues by status (status: submitted, authorized, implemented, review and closed)	Track issues by status	N/A	Monthly	
I303.2 Number of merge request merged	Track merge request merged	N/A	Monthly	
I303.3 Number of issues by process (process 1 to 8 QMS)	Track issues by process	N/A	Yearly	
I303.4 Number of issues by category (category: process, template, training, tool, audit)	Track issues by category	N/A	Yearly	