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|---|---------------|---------------------------------|------------|------------------|
|  | Code | PROCESS IDENTIFICATION | Date | Document version |
| | KC-QA-PR-0004 | SHIPPING & RECEIVING | 03/07/2021 | 1.0 |

Process Monitoring

Purpose of the process

- Receive, handle and preserve products
- Store, package and deliver products to internal and external customers

Process pilot

Operation Manager

Scope of the process

INPUT DATA

- Project plan (define specific needs)
- Shipping request

OUTPUT DATA

- Receiving Form (RF)
- Shipping documents
- WIF

Process instances (committees, meetings, ...)

| | | |
|-------------------------------------|----------------------------|--|
| Progress meeting operation (weekly) | Management review (yearly) | On demand shipping and receiving meeting |
|-------------------------------------|----------------------------|--|

Resources necessary for the proper functioning of the process

Operations Manager, Project Manager, Shipping Manager, Purchase Clerk, Receiver

| 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 |
| 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 |
| All employees of Kratos | Produce products and services. | Good work framework - Job security – Health – Safety - Training |
| | | |
| | | |

Most critical risks of the process

| Risk | Risk control method(s) |
|--|---|
| 1) Shipping request not filled correctly | Verify shipping request by shipping manager |
| 2) Customer not satisfy | Follow by indicator number 4.01.1 |

Interfaces with other processes

| | |
|--------------------------|------------------------------------|
| Upstream process X→ | Process n° 2 (Product development) |
| Downstream process →X | Process n° 2 (Product development) |

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...) |
| Receiving | <ul style="list-style-type: none"> • Project manager • Receiver • Purchase Clerk | <ul style="list-style-type: none"> • Receiving process | <ul style="list-style-type: none"> • Warranty Inspection Form (WIF) • Receiving Form (RF) |
| Handling and storage | <ul style="list-style-type: none"> • Project manager • Receiver • Shipping Manager • Infrastructure Management • Operation Manager | <ul style="list-style-type: none"> • Handling and storage process | <ul style="list-style-type: none"> • Shipping Request (SR) |
| Packaging | <ul style="list-style-type: none"> • Project manager | <ul style="list-style-type: none"> • Packaging process | <ul style="list-style-type: none"> • Packing List |
| Shipping | <ul style="list-style-type: none"> • Project manager • Shipping Manager | <ul style="list-style-type: none"> • Shipping process | <ul style="list-style-type: none"> • Shipping Request (SR) |

Contribution of the process to the deployment of the policy

| Quality Policy objectives | Measures | Targets |
|------------------------------|-----------------|--|
| Customer 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 |

Process monitoring

| Indicator | Objectives | Target value (if applicable) | Frequency | Other means of surveillance (process review, internal audits ...) |
|---|--|---------------------------------|-------------|--|
| 4.01.1 – Quantity of damaged product returned by customers | Track number of damage product returned by customers | 0 | On delivery | <ul style="list-style-type: none"> Internal audit (1 per 3 years) last internal audit: 2020 Process review (1 per year) last process review: july 2021 |
| 4.01.2 – RF and WIF filled | Verify the conformity of order | 100% | On delivery | |