

QUALITY MANAGEMENT SYSTEM ISO 9001 MANUAL

DeepShield Systems, Inc.

Document No.: QMS-001-2024

Version: 3.1

Effective Date: January 15, 2024

1. INTRODUCTION

1.1 Purpose

This Quality Management System (QMS) Manual defines the quality management system implemented at DeepShield Systems, Inc. ("DeepShield") in accordance with ISO 9001:2015 requirements. This manual demonstrates DeepShield's commitment to maintaining the highest standards of quality in the development, implementation, and support of industrial cybersecurity solutions.

1.2 Scope

This manual applies to all operations at DeepShield Systems, Inc., specifically covering:

- Design and development of industrial control system (ICS) security solutions
- Implementation of OT security architectures
- Delivery of cybersecurity services for critical infrastructure
- Technical support and maintenance operations
- Quality assurance processes for maritime and subsea security modules

2. QUALITY POLICY STATEMENT

DeepShield Systems, Inc. is committed to:

- Delivering superior industrial cybersecurity solutions that meet or exceed customer requirements
- Maintaining continuous improvement in our processes and services
- Ensuring compliance with applicable regulatory and industry standards
- Fostering a culture of security-first quality management
- Providing measurable quality objectives aligned with business goals

3. ORGANIZATIONAL CONTEXT AND LEADERSHIP

3.1 Leadership Commitment

The Executive Leadership Team, led by CEO Dr. Marcus Chen, demonstrates commitment through:

- Regular quality management review meetings
- Resource allocation for QMS implementation
- Integration of QMS requirements into business processes
- Promotion of risk-based thinking

3.2 Quality Objectives

Achieve 99.99% uptime for critical security services

Maintain customer satisfaction rating above 95%

Complete security incident responses within 15 minutes

Achieve zero critical vulnerabilities in quarterly audits

Maintain ISO 27001 certification alongside ISO 9001

4. PROCESS APPROACH

4.1 Core Processes

Product Development Process

- Requirements gathering
- Security architecture design
- Code development and review
- Testing and validation
- Release management

Service Delivery Process

- Implementation planning
- Security configuration
- System integration
- Performance validation
- Customer acceptance

4.2 Support Processes

- Document control

- Training and competency management
- Internal audit program
- Corrective action management
- Supplier evaluation

5. RISK MANAGEMENT

5.1 Risk Assessment

DeepShield employs a comprehensive risk assessment methodology incorporating:

- Threat modeling for industrial environments
- Vulnerability assessment protocols
- Impact analysis frameworks
- Probability evaluation methods
- Risk mitigation strategies

5.2 Risk Treatment

Risk treatment measures include:

- Implementation of security controls
- Regular security testing and validation
- Continuous monitoring and alerting
- Incident response procedures
- Business continuity planning

6. MEASUREMENT AND IMPROVEMENT

6.1 Performance Monitoring

Quality metrics are tracked through:

- Monthly KPI reviews
- Customer feedback analysis
- Process performance measurements
- Security incident tracking
- Compliance monitoring

6.2 Continuous Improvement

Improvement mechanisms include:

- Regular management reviews
- Internal audit findings
- Corrective action tracking
- Innovation initiatives
- Customer enhancement requests

7. DOCUMENT CONTROL

7.1 Control of Documents

This manual is:

- Reviewed annually
- Updated as required
- Version controlled
- Electronically distributed
- Protected from unauthorized changes

7.2 Records Retention

Quality records are maintained for a minimum of seven (7) years in accordance with regulatory requirements and company policy.

8. APPROVAL AND REVISION HISTORY

8.1 Approval

This Quality Management System Manual is approved by:

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Dr. Marcus Chen

Chief Executive Officer

Date: January 15, 2024

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Sarah Blackwood

Chief Technology Officer

Date: January 15, 2024

8.2 Revision History

Version 3.1 - January 15, 2024 - Annual review and updates

Version 3.0 - January 20, 2023 - Major revision for ISO 9001:2015

Version 2.1 - March 15, 2022 - Process updates

Version 2.0 - April 1, 2021 - Initial ISO 9001 certification

9. CONFIDENTIALITY NOTICE

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