



## **Customer Focused Quality Management and Project Management Overview**

Bowe Bell + Howell Company (BBH) has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2008. The system is maintained and continually improved through the use of the quality policy, key quality objectives, audit results, analysis of data, corrective and preventive actions, and management review.

Bowe Bell + Howell Company has:

- Determined criteria and methods needed to ensure that the operation and control of the processes are effective and documented them in quality plans, procedures, work instructions and the quality records.
- Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes.
- Established systems to monitor, measure, and analyze these processes, as applicable.
- Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes.

In addition to the defined specifications and delivery schedule, BÖWE BELL + HOWELL in partnership with the States will develop a project plans. A project manager will be assigned from BBH to initiate and update information and all activities and schedules related to the assembly, test, installation and acceptance of the system(s). These activities include but are not limited to the following:

- Quality Assurance
- Test Materials
- Product Shipment
- Installation and Site Readiness
- Operator Training
- Service Readiness

### **Project Management Overview**

The BÖWE BELL + HOWELL Solution Implementation Customer Focused Project Management Methodology was developed by leveraging methodologies adopted by leading universities and technology organizations as well as global best practices. This methodology utilizes a flexible, scalable five step project management process consisting of Initiating, Planning, Executing, Monitoring & Controlling, and Closing processes of a project. By employing a developed standardized set of tools, techniques and resources, we successfully deliver a timely, cost effective solution.

We focus on our customers and provide a disciplined project management approach with open communication that engages our customers and fosters mutual success and a steadfast spirit of partnership.

### **Solution Implementation Project Managers' Core Value**

Our core value as Project Managers is the organization, management, communication, and control of all aspects of a project throughout its duration, from definition to closure. We promote a collaborative implementation environment where everyone engaged in the project knows/understands what is required and is able to work independently and as a team to achieve project success.

### **THE PROCESS**

To successfully implement our solutions, the Solution Implementation Project Management Team follows a five step project management methodology.

The Five Step Project Management Process is a methodology for managing work as a project. It is designed to be as flexible as needed to manage the project. It provides a common point of reference and a common vocabulary for implementing our solutions using a structured project management methodology that adheres to generally accepted best practices. This flexible and scalable approach is visible throughout the five step process.

1. Initiating Process - Defines and authorizes the project.  
Solution Description \* Contract \* Statement of Work
2. Planning Process – Defines and refines objectives; plans the course of action.  
Project Team Definition \* Scope Verification \* Communication Planning \* Project Plan Development \* Risk Management \* Cost Budgeting \* Plan Purchases and Acquisition
3. Executing Process – Integrates the resources to carry out the plan for the project.  
Project Execution \* Quality Assurance
4. Monitoring and Control Process – Regularly measures, monitors, controls, and communicates progress to identify variances and take corrective action.  
Direct Project Team \* Stakeholders & Client Communications \* Relationship Administration \* Scope Verification & Control \* Schedule Control \* Cost Monitoring \* Quality Control \* Risk Monitoring and Control
5. Closing Process – Formalizes client hand off of the solution and brings the project to an orderly end.  
Administrative Closure Procedure \* Service Support Transition \* Lessons Learned

### **THE GOAL**

Following this process, we will successfully implement our solutions in a cost effective, timely manner by adhering to a project management methodology which incorporates professionalism, teamwork and customer focus, utilizing flexible, repeatable, scalable processes.