Quality Manual

iBiz, Inc. Quality Manual

Date October 19, 2012

Table of Contents

List of Figures

List of Tables

1 Introduction

This document serves as the Quality Manual for DIGITALiBiz, Inc. (iBiz). This document provides high-level guidance and provisions for maintenance and implementation of our Quality Management System (QMS). Our quality management approach is based upon principles found in the International Organization for Standardization's (ISO) 9001:2008 *Quality Management Systems – Requirements* document and is designed to achieve compliance with that guidance in both letter and spirit.

2 Quality Policy and Quality Objectives

The goal of this Quality Manual is to support the following iBiz Quality Policy and Quality Objectives:
DIGITALiBiz, Inc.

Quality Policy

DIGITALiBiz, Inc. is committed to the principles of quality and to the continual improvement of our Quality Management System. Our success is measured by our ability to serve our customer's needs, and to provide superior services and consistently high levels of quality that meet or exceed their expectations. Our success is driven by our staff's abilities; and the retention and development of the highest caliber of professionals.

Approved by: Michael Wu, President

DIGITALiBiz, Inc.

Quality Objectives

Customer
Obtain Outstanding Past Performance Ratings from All of Our Customers
Exercise all Optional Periods on all Contracts
Achieve 100% Retention of Customers

Employees
Retain 100% of Employees rated as Exceptional on their Annual Reviews

Continual Improvement
Reduce the Number of Audit Findings Every Year
Improve Processes Through the Elimination of Recurring Deficiencies

Approved by: Michael Wu, President

3 Scope

iBiz provides services to the Federal Government in the areas of Information Technology, Program/Project Services, Help/Support Desk and Administrative Support. Our Quality Management System covers the process of analyzing customer requirements (as received from the Government) and delivering services to meet those requirements.

All projects or contracts where iBiz is the prime contract holder with the U.S. Federal Government fall under the scope of this Quality Manual and our Quality Management System.

iBiz is excluding the following International Organization for Standardization (ISO) 9001 clauses:

- 7.3 Product/Process Design and Development

  iBiz does not design or develop any products; we are a service provider to the Federal Government.

- 7.5.2 Validation of Processes for Production and Service Provision

  All of the services delivered by iBiz are reviewed and accepted by the Government at the time of delivery or provision.

- 7.6 Calibration

  iBiz has no requirement for control or monitoring of calibrated equipment.

3.1 Referenced Documents

The following documents are referenced within this Quality Manual.

Table 3.1: Referenced Documents & Artifacts

Document Name
Internal Audit Tracking List and Calendar (SharePoint artifacts)
Internal Audit Process
In Progress Review List (SharePoint artifact)
Project Management Handbook
Proposal Process
Quality Management Review List (SharePoint artifact)
NC-CA-CA Process
Quality Policy and Quality Objectives
Risk Management Process

4 Quality Management System (QMS)

4.1 General Requirements

iBiz shall establish, document, implement, and maintain a QMS and continually improve its effectiveness in accordance with the requirements of ISO 9001:2008. iBiz shall: Determine the processes needed for the QMS, as well as their application throughout the organization.

Determine the sequence and interaction of these processes.

Determine criteria and methods needed to ensure that both the operation and control of these processes are effective.

Ensure the availability of resources and information necessary to support the operation and monitoring of these processes.

Monitor, measure (where applicable), and analyze these processes.

Implement actions necessary to achieve planned results and continual improvement of these processes.

4.1.1 iBiz Configuration Management Policy

Scope:

This Policy applies to all iBiz created and/or modified documents and artifacts used to document or perform the functions of iBiz's QMS and the deliverables and services we provide to our customers under our QMS.

Purpose:

The purpose of iBiz's Configuration Management (CM) Policy is to establish and maintain the integrity of work products using configuration identification and configuration control.

CM Policies:

1. All Configuration Items (CI) will be identified, managed and tracked.
    a. The CI for the iBiz QMS are shown in Table 4.2.3, below
    b. All project deliverables are CI
    c. Additional CI for each individual project shall be identified in the Project Configuration Management Plan – a required element of the Project Binder
2. All CI will be clearly labeled or named to indicate the version and status of the artifact. iBiz ISO CI will use file name and date time stamping to label manage the configuration version of artifacts:
    a. All CI file names will include the revision date and status of the artifact. The following formats will be used

i. Date: YYYY MM DD (e.g. 2011 04 27)
ii. Status: DRAFT, APPROVED, ARCHIVED (archived may be waived if a separate folder or container is used for all obsolete versions)

b. All CI will contain a Revision History table within the CI
i. The Revision History must contain at least the following fields: Version, Description of Changes, Revised by, Reviewed/Approved by, and Effective Date.
ii. Where the Revision History cannot or is not maintained in the CI, a separate record containing the Revision History must be maintained and referenced in the Project Configuration Management Plan

3. Requests for Changes will be logged as Action Items, Issues, NC-CA-CA, based upon Audits and/or reviews. The Revision History will reflect why changes were required/requested and, where applicable, specify the Action Item, Issue ID, NC-CA-CA Log ID or Audit that resulted in the Change Request.
4. CI will be stored on iBiz servers or Customer approved servers.
5. iBiz Project CI will conform to customer requirements for version and configuration management first, then use best efforts to apply the standards described here, without contradicting customer requirements.

4.2 Documentation Requirements

4.2.1 General

QMS documentation shall include:

- Documented statements of a Quality Policy and Quality Objectives
- A Quality Manual
- Documented procedures and records required by ISO 9001:2008
- Documents, including records, determined by the organization to be necessary to ensure the effective planning, operation, and control of its processes

4.2.2 Quality Manual (QM)

iBiz shall maintain this QM, which includes:

- The scope of the QMS, including details of and justification for any exclusions (see section 3 above)
- The documented procedures established for the QMS, or reference to them
- A description of the interaction between the processes of the QMS (refer to)

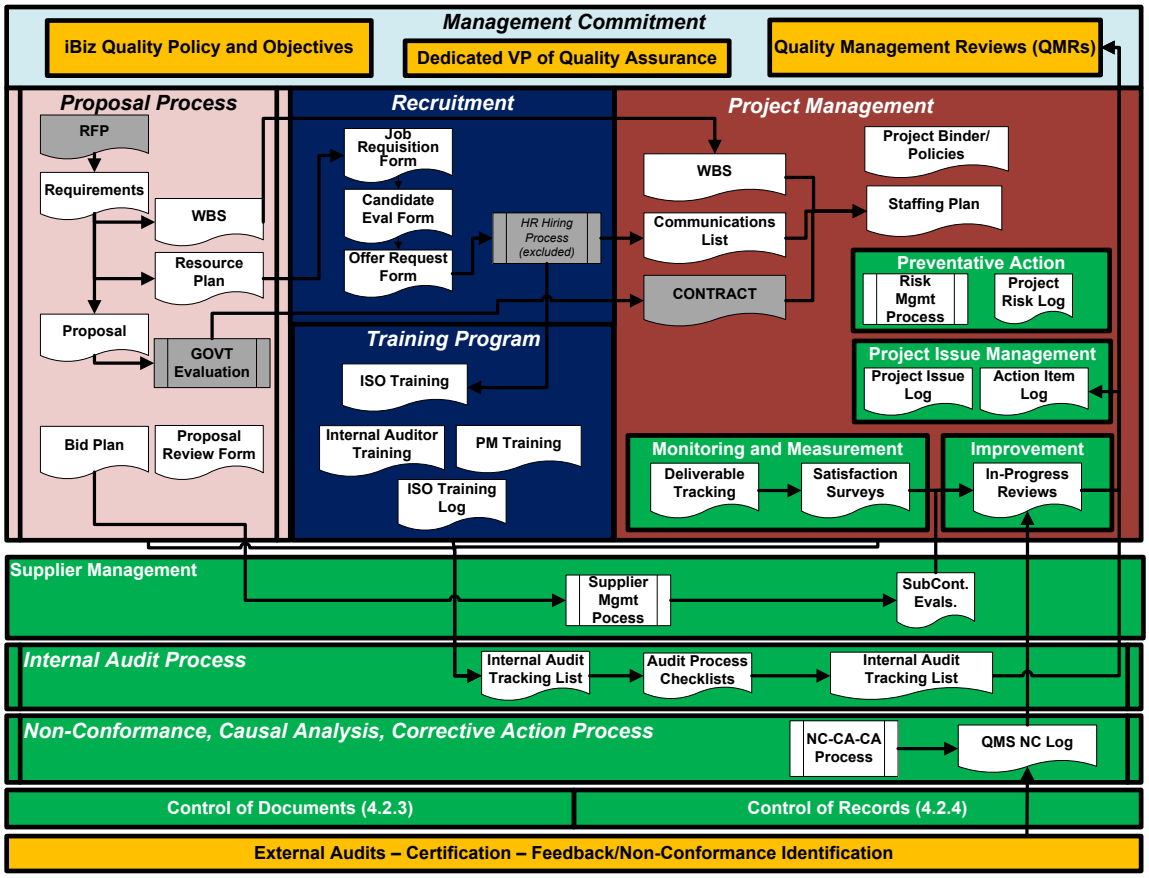

Figure 4–1: Quality Management System (QMS) Diagram

4.2.3 Control of Documents

Documents required by the QMS shall be controlled.

Records are a special type of document and shall be controlled according to the requirements detailed in the next section of this document.

iBiz QMS Document Control Procedures have been established to define the controls needed for the following:

- To approve documents for adequacy prior to issue
- To review and update as necessary and reapprove documents
- To ensure that changes, as well as the current revision status of documents, are identified
- To ensure that relevant versions of applicable documents are available at points of use
- To ensure that documents remain legible and readily identifiable

- To ensure that any documents of external origin determined by the organization to be necessary for the planning and operation of the QMS are identified and their distribution controlled
- To prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose

iBiz QMS Document Control Procedures:

1. These Procedures are owned by the Vice President of Quality Assurance (VP of QA).
2. The VP of QA reviews and approves all documents, procedures, forms, and templates included on the ISO SharePoint site of the iBiz Employee Portal to ensure the document is adequate for use.
3. QMS Documents will be stored on the ISO SharePoint site of the iBiz Employee Portal, and will be accessible to all iBiz staff. The URL for this site is:
4. https://digitalibiz.sharesrvr.com/iso/default.aspxThe iBiz VP of QA will have 'create/read/write/update' access to all folders on the ISO site.
5. All iBiz staff will be allowed access to read files on the Employee Portal and the iBiz SharePoint ISO Site.
6. Document Owners Site will have 'create/read/write/update' access to the documents they own.
7. Draft, or un-reviewed and approved, revisions of QMS Documents will be labeled as draft by including "DRAFT" in the artifact file name.
8. The Employee Portal structure will include:
    a. The ISO Site which is organized into the following folders:
        i. ISO Repository
        ii. ISO Pages
        iii. iBiz ISO Calendar
        iv. ISO Quality Training List
        v. QMS Action Item Log
        vi. Lessons Learned Log
        vii. Customer Ratings
        viii. External Audit Tracking – no longer used
        ix. Internal Audit Tracking
        x. In Progress Reviews
        xi. Proposal Reviews

xii. Audit Process Checklists

xiii. Quality Management Reviews

xiv. Supplier Evaluations

9. All iBiz-created QMS documents will use the following standard for file naming:
   a. Title_YYYY_MM_DD_STATUS, where:
   b. Title is the name of the document
   c. YYYY_MM_DD represents the date of last update
   d. STATUS is either DRAFT, APPROVED or ARCHIVED
10. iBiz-created QMS documents, including this QM, the Proposal Process, and the Project Management Handbook, must include a Revision History that tracks the document version date, a description of the change to the document, the date of modification, and the status of the document's approval for use. Templates, forms, PowerPoint presentations, drawings, or other QMS documents that are not created in a standard word processing format are excluded from the requirement for a revision history.
11. QMS documents are reviewed at the quarterly Quality Management Reviews (QMRs) to ensure that QMS documentation continues to be suitable.
12. If a QMS document is updated, the draft version will live in the Draft folder on the iBiz ISO Site during revision, review, and approval. Once approved for use, the VP of Quality Assurance or the Document Owner will move the previously approved version into the Archive folder on the ISO Site, and move the newly approved version from the Draft folder to the appropriate staff-accessible folder.

    The VP of Quality Assurance is responsible for maintaining the current version of all QMS documents on the ISO Site.
13. Project Managers will receive training and usage updates and notification of changes to approved QMS documents as part of quarterly In-Progress Reviews (IPRs).
14. iBiz recognizes the dangers of maintaining a copy of an external document such as version control or a document management record, as well as the danger of potential distribution of sensitive client or Government information. iBiz does not make a practice of maintaining documents of external origin. If an external document is required for contractual purposes, the Project Manager of that contract will ensure that a control and distribution procedure for the external document is documented in the Project Binder.
15. If any document of external origin is maintained by iBiz, it may only be stored on the iBiz ISO Site if sufficient detail or description is provided to ensure that users of the iBiz Network ISO drive are aware the document is not of iBiz creation.

External documents should be labeled in such a way as to clearly identify the title and source of the document.

16. The only document of external origin maintained by iBiz relating to this QMS is the ISO 9001:2008 Standard itself. This document is kept in hard copy form by the VP of Quality Assurance. The ISO Standard is not to be distributed but is available as reference if needed.

4.2.4 Control of Records

Records established to provide evidence of conformity to requirements and of the effective operation of the QMS shall be controlled.

The organization shall establish a documented procedure to define the controls needed for the identification, storage, protection, retrieval, retention, and disposition of records.

iBiz records are maintained in three locations depending on the type of record. Responsibility for control of records is summarized by the following guidance:

1. QMS records maintained on the iBiz ISO Siteare controlled by the VP of Quality Assurance.
2. QMS records maintained in the Project Binder are controlled by the Project Manager.
3. QMS records maintained in personnel files are controlled by the VP of Human Resources.

A Matrix of Records required by ISO 9001:2008 is provided below as the planned procedure for control of records, Table 4.2.3.