



SI
INTERNATIONAL

Rapid Response • Rapid Deployment™

Mission Assurance
SI International's
Quality Management System

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SI International's Quality Management System

SI International, Inc. was founded in 1998.

Primary business focus is the Federal IT sector –

- Federal IT Modernization
- Defense Transformation
- Homeland Defense
- Mission-Critical Outsourcing

“Rapid Response – Rapid Deployment” – Strategic goal is the enhancement of our client’s core missions through performance-oriented solutions.

SI International’s capabilities range from Application, System, and Network Solutions to Outsourcing and Learning Solutions.

November of 2002 became a publicly traded company. (Nasdaq – SINT)

FY2007 – \$511M revenues, approximately 4,700+ employees.

Washington Technology’s “Top 100 Federal IT Contractors” (2001 – 2006).

History of Quality Management Program

- Historically, various individual quality initiatives at project levels occurred independently as required by Customer initiatives.
- February 2006 – Acquisition – catalyst for the development of a fully functioning Quality Management Program.
- August 2006 – “Tiger Team” – review of quality manuals.
- Two quality process groups established – one to focus on ISO, one to focus on CMMI.
- August 25, 2006 – Publish the Mission Assurance Plan (MAP) – SI International’s quality management plan.
- October 2006 – Mission Assurance Group established as a Corporate office, Director named to position.
- April 2007 – CEO Quality Mission Statement.

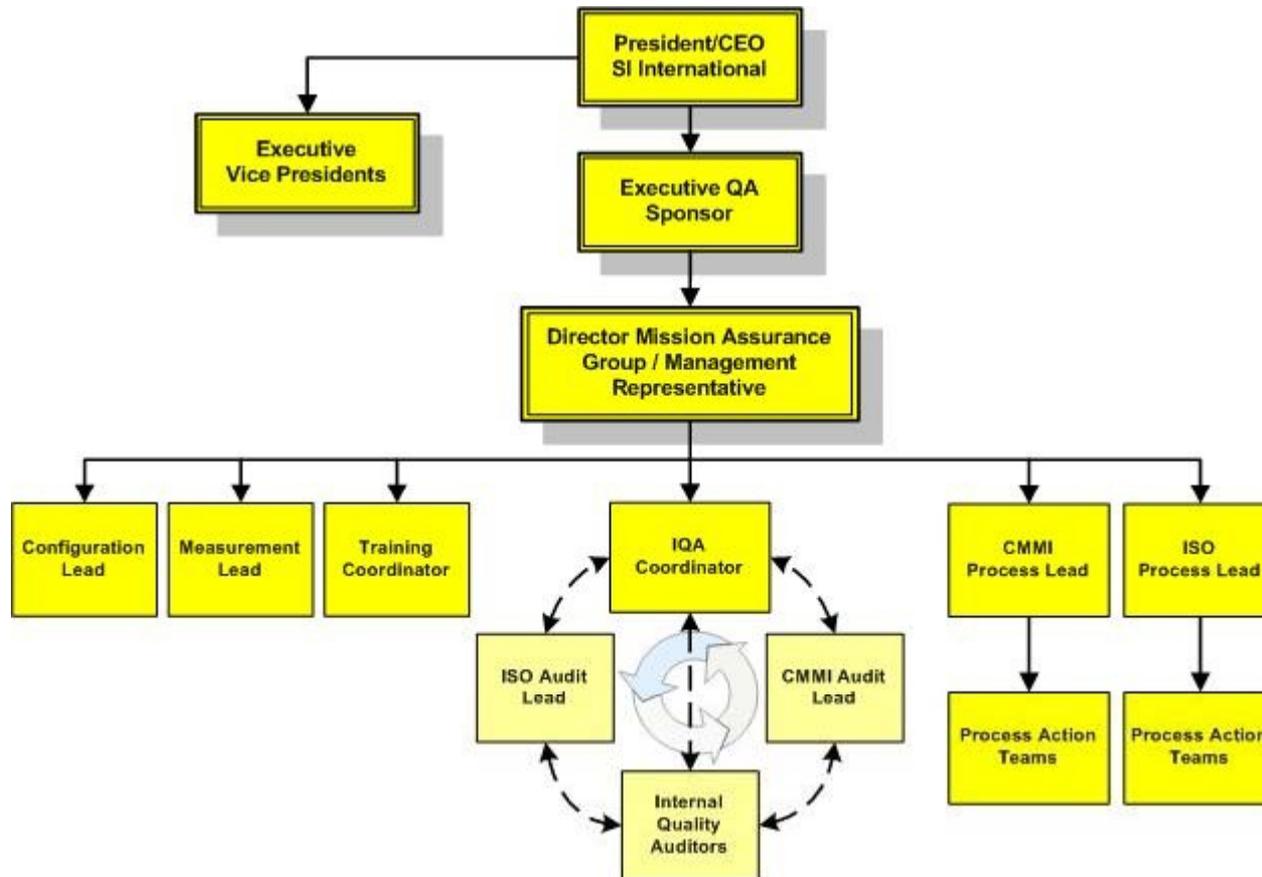
SI International's Quality Management System

- *SI International* is committed to building efficient business processes and identifying best practices to meet customer requirements and ensure the success of the company
- In support of these goals, we implemented and maintain a Quality Management System (QMS) to improve work process effectiveness
- Established in December 2006, The Corporate QMS combined individual quality programs from the various business units, resulting in the establishment of the:
 - ***Quality Policy - Client Satisfaction; Continual improvement***
 - ***Mission Assurance Group (MAG) - Guides and implements the Quality Management System***
 - ***Mission Assurance Plan (MAP) – SI International's Quality Manual identifies our organizational policies, documents, business processes and requirements***
 - ***Mission Assurance Library (MAL) – Processes, workflows, templates, checklists, guidance***

SI International's Quality Management System

- *SI International's QMS:*
 - Is a framework that encompasses the commonality across multiple methodologies and provides the flexibility for organizations to meet customer needs for:
 - **International Organization for Standardization (ISO 9001:2000)**
 - **Capability Maturity Model/Integration (CMMI)**
 - Provides management oversight and visibility
 - Collects measures for program and organizational analysis

Mission Assurance Group (MAG)

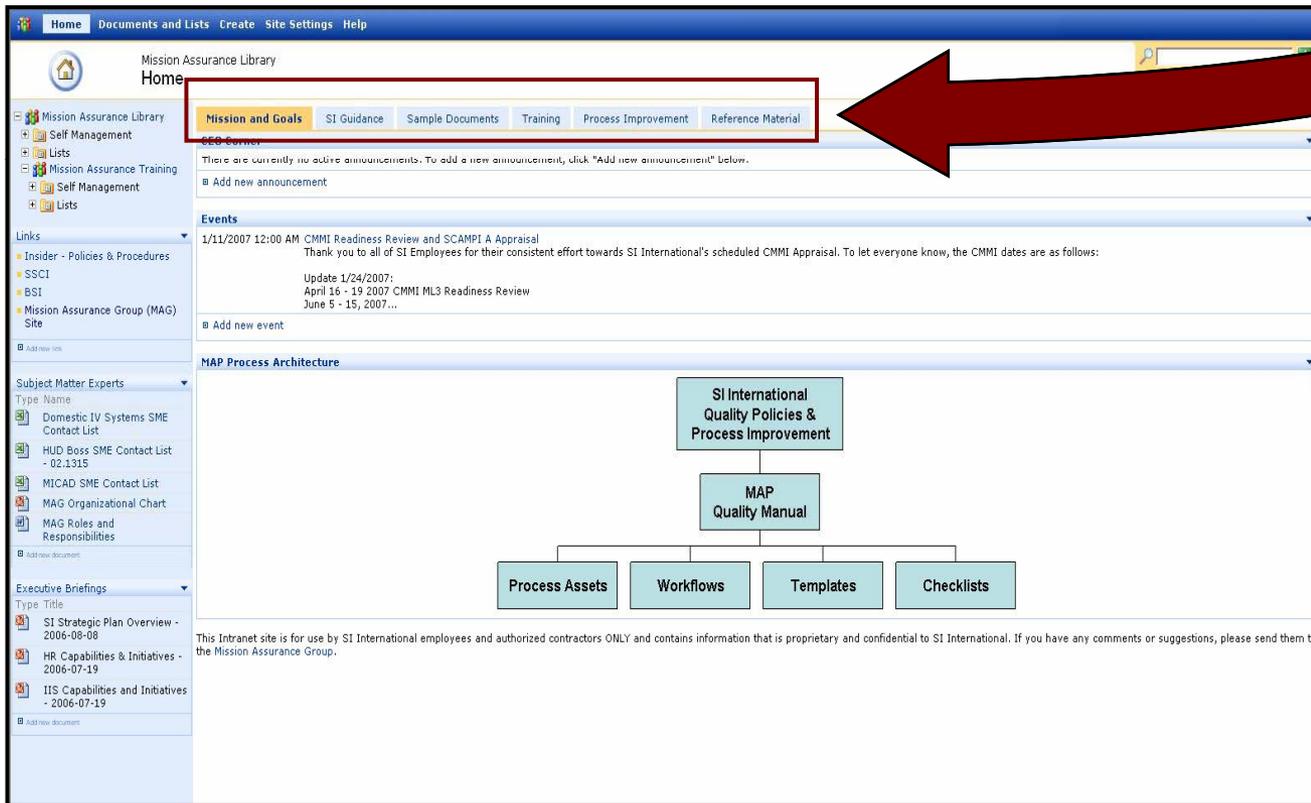


SI International's Quality Management System

- Accomplishments to-date:
 - International Organization for Standardization (ISO 9001:2000) certification for 5 sites covering 7 programs
 - Capability Maturity Model/Integration (CMM/I) Level 3 Rating for Applications Development Business Unit
 - Certification of over 60 IT Infrastructure Library (ITIL) professionals
- Benefits:
 - Organizational structure identifies industry ‘ best practices’
 - Higher quality product, reduced cost
 - Improved performance on programs
 - Increased customer satisfaction
 - More predictable results.

SI International's Quality Management System

A central repository of *SI International Policies, Sample Documentation, Templates, Checklists, Lessons Learned, Process Improvements, and Reference Material* - Available to all employees!!



The screenshot displays the Mission Assurance Library intranet interface. The navigation menu at the top includes: Home, Documents and Lists, Create, Site Settings, and Help. The main content area features a search bar and a navigation bar with tabs for Mission and Goals, SI Guidance, Sample Documents, Training, Process Improvement, and Reference Material. A large red arrow points from the text box above to the 'Mission and Goals' tab. Below the navigation bar, there are sections for Announcements, Events, and MAP Process Architecture. The MAP Process Architecture section contains a hierarchical diagram:

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graph TD
    A[SI International Quality Policies & Process Improvement] --> B[MAP Quality Manual]
    B --> C[Process Assets]
    B --> D[Workflows]
    B --> E[Templates]
    B --> F[Checklists]
  
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At the bottom of the page, a disclaimer states: "This Intranet site is for use by SI International employees and authorized contractors ONLY and contains information that is proprietary and confidential to SI International. If you have any comments or suggestions, please send them to the Mission Assurance Group."



MAG Point of Contact

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