

Seaport-e Quality Management System

CSSI Inc (ISO 9001:2000) is an engineering, IT, and applied research company delivering performance improvement in some very tough and high-consequence problem areas faced often by organizations throughout government and industry. We recognize the conflicting needs of our customers, such as meeting the mission objective, being fiscally responsible, delivering improved services, and being responsive to a wide range of stakeholders.

QUALITY POLICY STATEMENT

CSSI's mission is to provide technically superior solutions in partnership with customers by delivering exceptional technical and engineering services in the areas of information technology, professional services, and multimedia, including technical documentation.

- ✦ CSSI consistently delivers products and services that exceed customer expectations by developing superior, innovative, and cost-effective solutions. To accomplish this objective, CSSI develops a comprehensive understanding of customer requirements, priorities, and future needs.
- ✦ CSSI has established standardized internal policies and procedures that ensure consistent, high-quality products and services.
- ✦ It is CSSI's vision to create a diverse customer base enabling the company to *grow and prosper*; thereby creating an environment that provides both job security and opportunities for professional growth.

CSSI has established, documented, and maintains and improves a quality system known as the Quality Management System (QMS) to ensure that products and services conform to specified requirements. The QMS applies to all products and services provided to clients unless the client specifies otherwise. CSSI shall:

- A. Identify the processes needed for the QMS and its application throughout CSSI
- B. Determine the sequence and interaction of these processes
- C. Determine criteria and methods needed to ensure that both the operation and control of these processes are effective
- D. Ensure availability of resources and information necessary to support the operation and monitoring of these processes
- E. Monitor, measure and analyze these processes
- F. Implement actions necessary to achieve planned results and continual improvements of these processes

CSSI's quality objectives are consistent with the organizational goals as well as the expectations and needs of its customers. CSSI shall ensure that quality objectives including those needed to meet requirements for product are established at relevant functions and levels within the organization. The quality objectives shall be measurable and consistent with the quality policy. Metrics will be gathered and provided every six months at the Management Review related to quality objectives.

CSSI's quality objectives are as follows:

- ✦ Ensure high quality products/services are delivered to the customer
- ✦ Exceed Customer Expectations
- ✦ Provide appropriate tools to allow information transfer to CSSI employees