

SECTION 7

QUALITY ASSURANCE / QUALITY CONTROL (QA/QC) PLAN

RADIO COMMUNICATIONS SYSTEM

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QUALITY ASSURANCE / QUALITY CONTROL (QA/QC) PLAN

7.1 QUALITY ASSURANCE AND COORDINATION

It is Motorola’s policy to produce and provide products and services of the highest quality that meet or exceed the needs of our customers (Figure 7-1). Motorola has a well-established reputation for designing and developing high quality products and systems on schedule and within budget.

Motorola will perform all work consistent with high-quality commercial practices, in accordance with Motorola’s quality standards for fixed equipment installations and all applicable manufacturer installation and maintenance manuals.

7.1.1 Quality Philosophy

Motorola leverages the ISO 9001 Quality Management System (Figure 7-1) as the quality management system standard to control our business activities. We have developed a quality manual that includes the scope of our quality management system, the documented procedures established for the quality management system, and a description of the interaction between the processes of the quality management system.

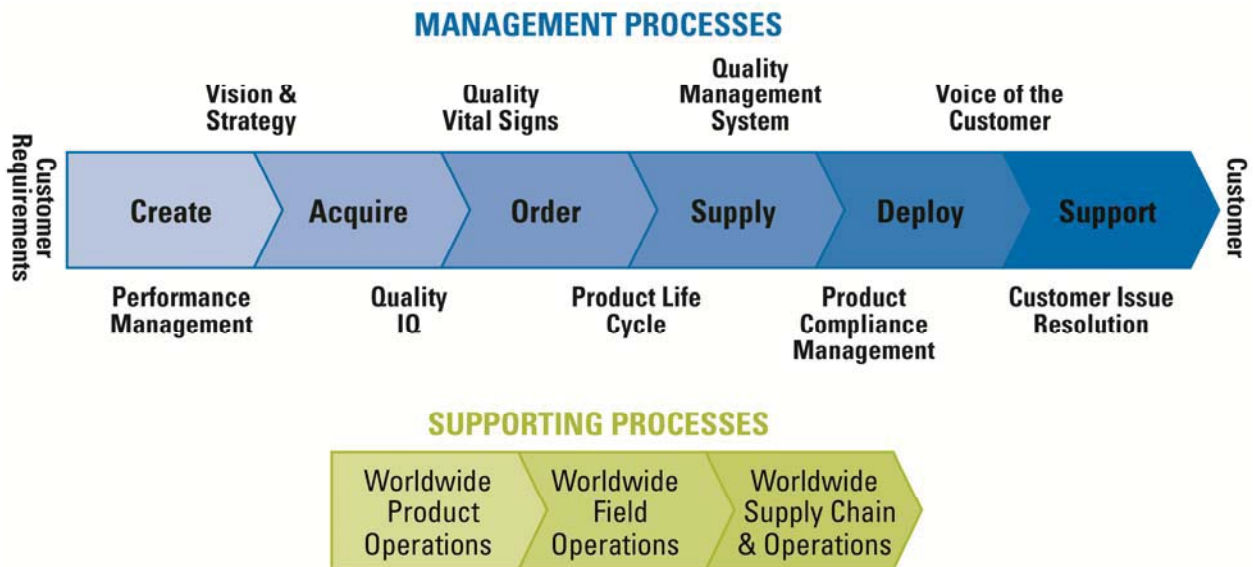


Figure 7-1: Motorola’s customer-focused quality processes

In addition to our ISO 9001 Quality Management Certification, Motorola has a robust Environmental, Health, and Safety policy. Our stated vision for EHS is for it to be a globally-recognized benchmark within our industry for the successful integration of environmental, health, safety, and corporate responsibility principles in our company's day-to-day operations, in order to ensure superior business performance.

7.1.2 Quality Assurance and Quality Control Plan

Motorola's quality methods for projects start with the Quality Control Plan (QCP), quality monitoring, and monthly quality reports and reviews to determine the effectiveness of the quality plan. Once feedback has been reviewed, changes may be made to the plan, including the processes to respond to the dynamic nature of the project. Reporting, monitoring, and correcting according to the Quality Control Plan enables Motorola to tailor the project's processes to meet the needs of the Owner.

Since Motorola's QCP is an end-to-end quality management system, the entire span of the project will be monitored vigilantly and continuously in order to ensure quality deliverables. The QCP for the project will identify processes and activities that are monitored and actively managed in order to ensure compliance with quality metrics, from proposal through final acceptance, as represented below in Table 7-1.

Table 7-1: Processes in place to verify quality in specific implementation and deployment activities

Deployment	System	Assurance
System Design	<ul style="list-style-type: none"> ▪ System Requirements ▪ Design Review ▪ Site Design ▪ Coverage Design 	<ul style="list-style-type: none"> ▪ Compliance to Requirements ▪ Joint approval
Project Management	<ul style="list-style-type: none"> ▪ SI-Gates ▪ Status Reports ▪ Status Meetings ▪ Project/Milestone Schedule ▪ Issue Tracking Log ▪ Risk Analysis ▪ Shipping, storage, receiving ▪ Change orders 	<ul style="list-style-type: none"> ▪ Supervision ▪ Sample Inspection ▪ Audits ▪ Project Reviews ▪ PMO Governance ▪ Dedicated Master Schedule
Site Preparation	<ul style="list-style-type: none"> ▪ Drawings/Site Plan ▪ Motorola R56 Standards 	<ul style="list-style-type: none"> ▪ Supervision ▪ Sample Inspection
Network Equipment Installation	<ul style="list-style-type: none"> ▪ Motorola R56 Standards ▪ System Design Diagrams/Documentation ▪ Optimization Procedures 	<ul style="list-style-type: none"> ▪ Supervision ▪ Sample Inspection
Mobile/Portable Installation	<ul style="list-style-type: none"> ▪ Programming Templates ▪ Installation Guides 	<ul style="list-style-type: none"> ▪ Supervision ▪ Sample Inspection ▪ Installation Logs

Deployment	System	Assurance
System Acceptance	<ul style="list-style-type: none"> - Equipment Verification - Feature/Functionality Testing - Coverage Testing - System migration and cut-over - Customer Training 	<ul style="list-style-type: none"> - Sample Inspection - Contract Review

7.1.3 Project Manager Quality Duties

The role of the Project Manager is to assist the technical staff to continuously improve the quality of their work products and services. The PM is responsible for establishing processes and procedures that accurately verify and validate the adherence to applicable standards, guidelines, and procedures.

The PM will participate in the development of the Project Management Plan (PMP) to establish his function within the project and to provide input into the project’s schedule and Work Breakdown Structure (WBS) to identify and allot time for QA activities.

During the project, our PM will audit the project team to ensure processes are being followed, as shown in Table 7-2. These quality audits will be used to verify that the project team is following prescribed processes/procedures and to develop corrective/preventative actions. The following audit information will be monitored and reported on a regular basis to the project team by the PM:

- Manage and track daily progress of team members and subcontractors.
- Identify potential risks or issues that may cause delays and assure that mitigation plans are identified.
- Monitor risk items and determine the status of action plans, if any.
- Conduct “lessons learned” reviews at prescribed points during the project to improve the project performance.
- Monitor the training plans.

The audit takes into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits.

Table 7-2: Quality audits and review opportunities

Project Quality Audit Review	Purpose
Documentation Reviews	Review of the projects’ management plans and other project documentation to determine if the project’s documentation standards are being followed.
Quality Audits	Project deliverables subject to quality audits and reviews: <ul style="list-style-type: none"> - Master Project Plan. - Risk Management Plan. - Communication Management Plan. - Document Management Plan. - Configuration Management Plan. - Cost Management Plan.

Other reviews and audits may be held throughout the course of the project. Such reviews will be held on an as-needed basis and may include reviews of contractor plans and processes.