

## ISO 9001 Registered Since 2003

DHI has been recognized for its innovative products, expert project management techniques, and attention to detail. DHI has been ISO 9001 registered since 2003. Our QMS requirements cover all aspects of our business including engineering, project management and manufacturing and ensure the consistently high quality of DHI's products and services.



## Significant Recognitions:

- 2006** Anne Arundel Tech Council Innovator of the Year Award
- 2003** Principal® 10 Best Award
- 2003** Virginia Fantastic 50
- 2002** DoD Nunn-Perry Award
- 2001** SBA (Richmond) Minority Firm of the Year
- 2000** SBA Tibbetts Award

## Who is Defense Holdings, Inc.®?

DHI® is a dynamic small business dedicated to helping customers – in government or industry – insert and manage new technology. The DHI staff enjoys a reputation earned over many years for technical, managerial and manufacturing excellence. We support our customers with innovative and timely solutions to the complex problems of implementing and managing technology in a demanding and rapidly changing procurement environment.

Customer questions or concerns can be addressed to:

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## Arlington Corporate Headquarters:

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## Presents Quality Management System



## Say What We Do

- At DHi, we document what we do in:
  - Manuals
  - Procedures
  - Forms
  - Work Instructions
  - Presentations
- We keep this on our Quality Intranet Site
  - The sole repository of all DHi Quality Management System (QMS) Quality Documents, Schedules, Information, and System Level Records (e.g., audit schedules, qualified auditor list, audit reports, Quality Management Review Minutes, etc.)
- The Employee Quality Responsibility Matrix is a color-coded listing of all DHi Quality documents.
  - The color-coding guides our employees on what documentation must be complied with by all employees (yellow), and what documentation employees must have an awareness of, but not necessarily memorize (orange).
  - Employees are required to review the matrix to see which procedures apply to them.
  - Whenever our primary quality documentation changes, the EQRM is updated and transmitted to all employees along with a description of the change.

## Do What We Say

- We say we do it, so we do it!
- How will we know?
  - Frequent Internal Audits
  - Compliance with each procedure is audited internally at least once per year.
  - Independent External Audits
  - An ISO 9001:2000 Registration Audit every 3 years
  - Follow-on ISO 9001:2000 Surveillance Audits (yearly) to maintain our ISO Registration.



## Continually Strive to Improve

- We'd be really good if we developed perfect processes on the first try!
- We won't always be able to do this, so we:
  - Develop and put the procedure in place **(PLAN)**
  - Follow the procedure **(DO)**
  - Collect data on how well it's working **(CHECK)**
  - Make changes if warranted **(ACT)**
  - Start the cycle over again!
  - This applies to anything we deliver, whether it's a SIMPLE product or a COMPLEX product

## This is Plan-Do-Check-Act Processing

PRODUCT is defined as a tangible/deliverable result of a contractual effort. Products include: hardware, computer software including databases and websites, training courses, analyses, special studies, research and technical and programmatic advice and recommendations.

SIMPLE PRODUCTS are those products requiring 60 days or less to design and develop or a longer effort where the products consist of a series of short-term tasks embedded in a longer term effort directed by the customer.

COMPLEX PRODUCTS are those products requiring more than 60 days to design and develop except where the products really consist of a series of short-term (simple) tasks embedded in the long-term effort and where the overall direction of the long-term effort is performed by the customer.