SRI International’s Quality Management System for SeaPort-e

SRI has developed and implemented a Quality Management System (QMS) that is fully compliant with AS9100 Revision B and ISO9001:2000 standards. As part of the ongoing improvement of its QMS, SRI emphasizes the importance of understanding and meeting customer requirements; the need to consider processes for added value; and continual improvement of processes based on objective measurement. SRI has a Quality Assurance Plan (QAP) complete with associated procedures and documents. The system results in continuous improvement of SRI effectiveness in the operation of the QMS and in the ability to satisfy customer requirements.

This QMS focuses on

- Establishing and maintaining good customer relations, which helps to ensure the appropriate amount of rigor as the program evolves through various stages
- Ensuring the product or service meets or exceeds implied and explicit customer expectations
- Continual Improvement of the products and processes, both with respect to customer satisfaction and value added
- Control of products (changes and non conformance)
- Control of suppliers

SRI's implementation approach focuses on a set of standardized processes and procedures that recognize the variety of projects on which we work; products and services that we deliver, and the wide range of customers that we support. As a program progresses from developing Proof of Concept Systems to delivering actual products, as would be expected, the amount of controls required will increase. This process is described in the ESD Quality Manual, QAP001-C, and in the supporting processes and procedures. These documents provide guidance to the Project Team to assist them in determining the proper amount of rigor required to satisfy or exceed the unique requirements of each contract.

Certain elements of the QMS are applicable to all projects. These include fundamental Good Business Practices, such as establishing strong customer relations, Documentation Control, Control of Quality Records, Procurement Control, Continual Improvement, and Control of Nonconforming Product. Other elements may be applicable, depending on the unique requirements of the project.

The SeaPort-e Quality Manual is available upon request to seaport@sri.com.