



Cambridge Quality Assurance Program

Cambridge possesses a comprehensive and effective ISO 9001:2015 certified quality assurance program (QAP) to drive quality and continual improvement at the corporate and program levels. It includes the people, environment and infrastructure needed to establish, implement, maintain, and continually improve processes. Program leaders and team members incorporate QAP practices, processes, and standards into their day-to-day job functions and are responsible for exercising sound quality practices, consistent with the following Quality Policy:

Cambridge will apply our core values of commitment, integrity and perseverance to deliver compliant, quality services and solutions. We are committed to continual evaluation and improvement that strengthens our delivery and organization.

To support its QAP, Cambridge maintains a Quality Manual that describes how the QAP is structured, the work for which it is responsible, key roles required, and methods used, including:

- **Process Documentation and Management** - Cambridge maintains a comprehensive set of process maps and supporting documentation including forms and templates to facilitate process repeatability and verification of conformance.
- **Monitoring of Customer Needs and Satisfaction** - Cambridge uses its customer satisfaction monitoring process and tools to identify needs, issues, risks, and opportunities from internal and external customer and interested parties.
- **Monitoring of Risks, Issues and Opportunities** - Cambridge's maintains processes for identifying and managing risks, issues, and opportunities for improvement to ensure delivery of defect-free work products that meet internal and external customer requirements.
- **Corrective and Preventive Action** - In some cases, additional steps will be required to eliminate recurrence of issues and risks. In these instances Cambridge follows its corrective and preventive action (CAPA) process to identify and eliminate the root cause of those issues or risks.
- **Measurement and Analysis** - To monitor alignment with customer expectations, Cambridge has established quality objectives and evaluates progress toward them using metrics generated and reported using its measurement and analysis processes.
- **Internal Audit** – Cambridge conducts internal audits to verify teams are following approved processes, configuration items are properly cataloged, needs of interest parties are being addressed, and risks and opportunities for improvement are identified.
- **Management Review** - To monitor the health of the QAP and to provide guidance, regular management reviews led by the corporate director are conducted at pre-established intervals with the Chief Executive Officer on the status of the QAP and its current issues. Improvement action items are captured and reported on in subsequent reviews.
- **Organizational Training and Communication** - Cambridge maintains processes for the planning, development or acquisition, and delivery of organizational training on quality related topics and follows its strategic communications plan, to communicate quality related topics of interest and importance to the organization.

- **Work Product Verification and Validation** - Cambridge uses verification and validation to ensure that QMS work products meet specified requirements and fulfill their intended use.
- **Control of External Suppliers** - Cambridge maintains a list of external suppliers within scope of the QMS as well as a process for monitoring and evaluating their performance.