



## **Leader Communications Incorporated – Quality Assurance Program Description**

LCI is an award-winning Service-Disabled Veteran-Owned small business that has received awards for its innovative quality and ethics programs, and holds an industry standard certified Management System in **ISO 9001:2015, ISO 27001:2013 and ISO 20000-1:2018** registration and a **Capability Maturity Model Integration (CMMI)** level 3 rating for its highly flexible and systematic approach to project engineering.

LCI's approach to Quality Assurance (QA) is governed by the LCI Quality Assurance Manual and procedures established therein, as well as through the LCI Quality Assurance instruction which focuses the tenants established in the LCI QA Manual to our Project Engineering Processes and our Software Development processes and procedures. The LCI QA manual establishes compliance with the ISO 9001:2015 Standard, and applies to all corporate departments and work centers including any subcontractor's interface with the corporate staff while they are supplying services on contracts where LCI is the prime contractor.

LCI has established, documented, implemented, and maintains a Quality Management System (QMS) IAW the requirements of ANSI/ISO/ASQ Q9001:2015. LCI continually improves the effectiveness of its QMS.

LCI's Quality Management System, implemented 1 January 2005, is compliant with the requirements and guidelines of ANSI/ISO/ASQ Q9001:2015. If at any time the QMS is found to be deficient in any way, it will be revised via LCI's change control process, to eliminate the deficiency.

LCI's Quality Management System (QMS):

- Identifies the processes needed for its operation and their application throughout the organization;
- Determines the sequence and interaction of these primary processes;
- Determines criteria and methods needed to ensure both the operation and management of these processes are effective;
- Ensures the availability of resources and information necessary to support the operation of these processes;
- Ensures monitoring, measurement, and analysis of these processes; and
- Ensures implementation of actions necessary to achieve planned results and continual improvement of these processes.

The LCI QMS Process Model is shown in *Figure 1* below.

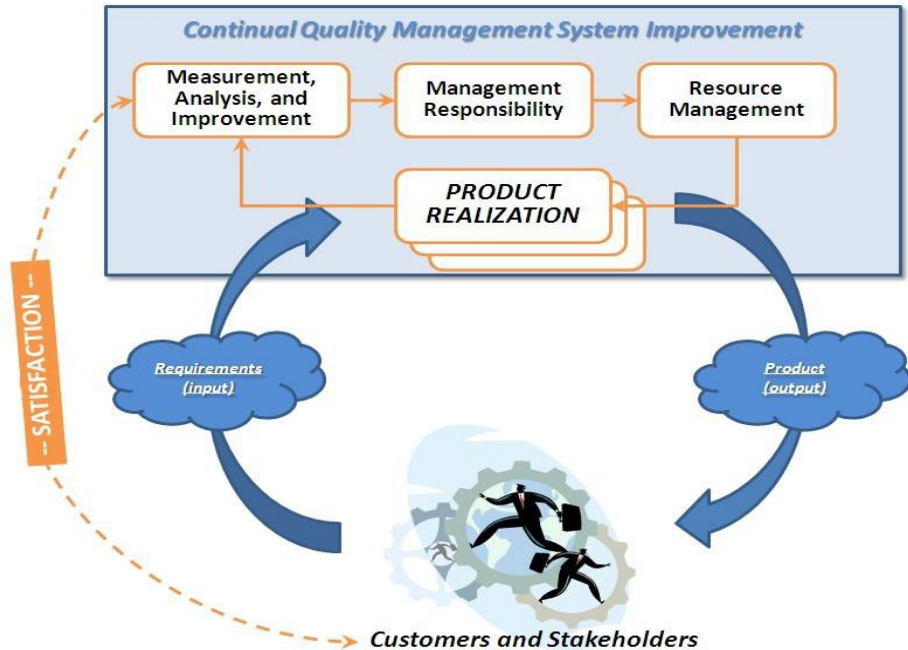


Figure 1: LCI QMS Process Model

Our QMS is that part of our overall management system which establishes documents and implements our quality policy, and related processes for providing products and services which meet or exceed customer requirements, and satisfies QMS requirements of *ISO 9001:2015*.

We have adopted the process approach advocated by *ISO 9001:2015*, by defining and managing:

- process inputs, controls, and outputs to ensure desired results are achieved, and
- interfaces between interrelated processes to ensure system effectiveness is achieved.

Our 'core' business processes are what we call customer processes which are in place to meet the specific needs of our external customers, which directly relate to requirements contained in *ISO 9001:2015*. We have developed appropriate support processes to help implement customer processes in the most effective and efficient manner possible. We also have developed management processes to help meet the specific needs of management and our Stakeholders, and/or to meet management requirements of *ISO 9001:2015* and other external standards and regulatory requirements.

Any questions on LCI Quality Assurance should be directed to the LCI Director of Quality and Risk Management:

Director of Quality &  
Risk Management  
Email: [quality@lcibest.com](mailto:quality@lcibest.com)  
Telephone: (405) 622-2200 x141