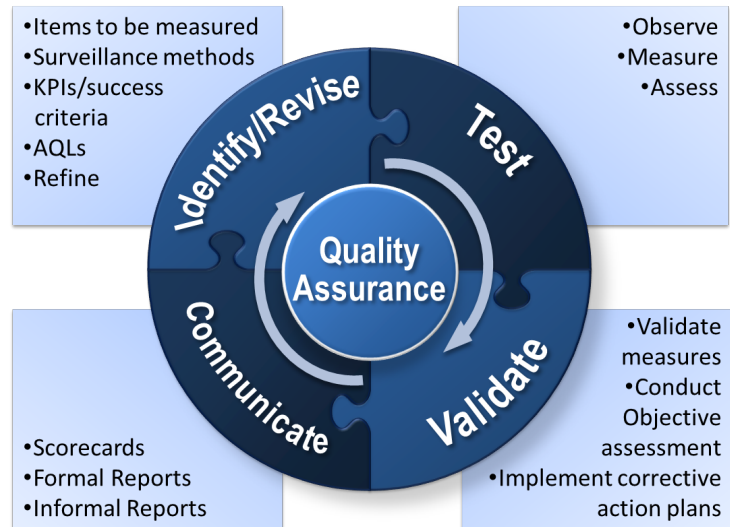


ProSphere exhibits an effective Quality Assurance System (QAS) through our ISO 9001:2008 certification which is critical to us and our customers. Companies certified under this standard have quality assurance systems and processes which have been reviewed and approved by independent auditors, certified by the International Organization for Standardization. The underlying values of the ISO 9001 standard – excellent products, customer satisfaction, and continual improvement – are applied internally and to all projects executed by ProSphere. ProSphere manages and maintains our QAS to ensure consistent, frequent, and quality communication and management execution.

Our QAS enables us to monitor and maintain the quality of products and services delivered, increase efficiency, and manage risk while supporting informed decision making. The QAS also helps maintain cost and schedule, and improves technology solutions and services through sound contract performance metrics that enable continual results assessment and services improvement. Our applied metrics measure progress and project health, and identify potential issues while helping to ensure that customer investments are made prudently and with clearly documented success.

ProSphere's Quality Assurance System



ProSphere's QAS defines objectives for technical performance and project management as measurements for providing quality services and products. For each project, the ProSphere Project Manager has overall responsibility for the quality of performance and deliverables. This enables our PM to manage projects through technical direction and programmatic oversight of all Team ProSphere resources and activities. ProSphere's QAS enables stakeholders with different roles and divergent performance-level responsibilities to track and assess performance results against plans, cost, schedule, and technical requirements. Our Quality Manager (QM) focuses on implementing and executing our QAS and independently assessing results.

ProSphere's QAS was developed in accordance with the ISO 9001:2008 standard for Quality Management to ensure that service quality and Service Level Agreements (SLAs) are met on all projects. This standard describes in detail the applicable parameters for a quality management system whereby an organization demonstrates its ability to continually improve its processes and consistently provide services that meet customer and applicable statutory and regulatory requirements. The QAS determines the pattern for every quality plan produced within the organization, and guides the development of comprehensive, evidence-based plans and processes for both our customers and our employees. Our plan includes the systematic implementation of performance requirements and allows us to continually improve processes. Our commitment to continuous process improvement allows us to ensure that we provide industry best practices and stellar quality on every project we undertake.