



# VNIIA'S QUALITY ASSURANCE POLICY AND GOALS

FSUE "VNIIA" considers as the top priority of its activities unconditional fulfillment of contractual and guarantee commitments to customers and consumers. VNIIA takes all measures to implement in advance consumers' expectations related to the level of technical characteristics of the manufactured products, their reliability and serviceability, quality of presale maintenance and after-sale service, and other services and works.

## VNIIA'S QUALITY ASSURANCE (QA) POLICY IS AIMED AT

**1 in defense sphere:** the development and production of goods, execution of works and rendering services entirely meeting the requirements/expectations of customers, and having the best technical characteristics assuming maximum efficiency and reliability of goods and meeting safety requirements, including environmental safety at every stage of product life, including its development;

**2 in civil sphere:** the development and production of science-intensive hi-tech competitive goods, execution of works and rendering of services characterized by consumption properties formed based on comprehensive exploration of continuously varying demands/expectations of domestic and foreign consumers;

**3 in certification testing area:** guaranteeing to customers/consumers high quality of testing in compliance with the accreditation area, and unbiased, reliable, and reproducible results of testing;

**4** maximum use in the developments of fundamental and applied scientific achievements;

**5** implementation of process and system approach to the enterprise management;

**6** establishment and maintaining of mutually beneficial relations with suppliers and contractors, thorough selection, according to the established order, of outside suppliers, and partners rendering hi-tech services at optimal cost;

**7** permanent enhancement of quality management system (QMS) efficiency, assuming the most complete QMS compliance with the up-to-date principles and requirements of international, interstate, and national standards in the field of quality management, such as ISO 9001:2008, GOST ISO 9001-2011, GOST RV 0015-002-2012, GOST ISO/IEC 17025-2009, and other regulative documents elaborated to be their development.

## THE VNIIA'S LEADERSHIP UNDERTAKES TO APPLY STATE-OF-THE-ART METHODS OF ENTERPRISE MANAGEMENT AND CONTINUOUSLY IMPROVE QMS EFFECTIVENESS BY MEANS OF:

**1** timely prediction and development of strategic targets adequate for the Institute activities, seeking for new methods of production, process control, and new areas for products application;

**2** use of balanced system to manage all the activities of the Institute based on:

- application of advanced methods for activities arrangement and introduction of up-to-date methods of quality management;
- application of process approach, network planning and management system, introduction of electronic archive and electronic document management, modern control and accounting systems;
- introduction of state-of-the-art information technologies for corporate information-management system (CIMS) of the Institute being a basis for subdivisions interaction;

**3** informing the staff on the values related to process and products quality, creation of environment facilitating effective information exchange and all possible involvement of staff in active interaction while deciding issues related to enhancement of enterprise management and introduction of innovations;

**4** enhancement of QMS effectiveness by means of unconditional and complete analysis of any nonconformity of products and processes, and development of preventive actions excluding recurrence of such nonconformity;

**5** Improvement of quality of the developed and manufactured products and services based on research and analysis of customers'/consumers' expectations by means of:

- application of cutting-edge circuit technologies, engineering and technological solutions;
- execution of complete engineering of all the solutions prior to serial production based on the introduction of overall R&D cycles assuming application by all engineers and researchers of the state-of-the-art design methods and products testing techniques;
- systematic decrease of labour-intensiveness and production price based on organizational, circuit engineering, design, and technological solutions;
- systematic execution of fundamental and applied research in order to lay scientific and technical groundwork for new developments, and its use while designing new products;
- persistent advanced training of personnel, increase of a number of higher degrees specialists, expediting adaptation of engaged young specialists and assistance to them in displaying and applying their abilities as completely as possible, systematic education of personnel reserve for executive positions;
- products and services conformity to customers'/consumers' requirements and expectations, functional indices, legislative, regulative and other mandatory requirements;

**6** Maintaining positive image of the organization in the area of manufactured products and rendered services quality, including:

- participation in exhibitions, theoretical and practical conferences, workshops, and competitions;
  - publication by the Institute's specialists of books, science and research papers, industry methodologies;
- forming and development of safety standards as the principal component of corporate culture.

Realization of the QA policy by the Institute's management and staff will ensure achievement of current and long-term (for 2014 to 2025 period) goals, and fulfillment of plans and tasks. Growth of basic indices in comparison with the year 2013, keeping average total number of employees, will be:

- Sales proceeds – 2.1 times;
- Net Income – 2.3 times;
- Average monthly wage – 2.2 times;
- Productivity of labour – 2.0 times.

The policy is approved by Decision No. PT166/002-2014 dated May 15, 2014 issued by coordinating board for quality.

The Policy is introduced by Order No. 1071 dated May 21, 2014.

Director, FSUE "VNIIA"

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