

SCHEDULE 18 QUALITY PLAN**1 Definitions**

- 1.1 Without prejudice to Schedule 1 (Definitions and Interpretations), for the purposes of this Schedule 18, the term Quality Plan shall also mean Training Quality Manual (TQM).

2 Scope

- 2.1 This Schedule 18 together with clauses 80 and 81 provides the quality directives to be used by the Contractor when:
- a. delivering this Contract;
 - b. satisfying the Authority that adequate controls exist to manage the delivery of the Training Services to the required performance and standards specified in this Contract; and
 - c. synchronising Contractor and Authority quality processes.

3 Management of Training System

- 3.1 The Contractor shall develop and implement by Service Commencement Date (SCD) an MTS that describes how the Contractor will govern, manage and assure its obligations under this contract. When delivered correctly, the MTS combined with the DSAT QMS deliver a Training System that meets the required Quality Standards.
- 3.2 The POTS MTS shall therefore consist of three parts:
- a. the Contract Quality Standards in accordance with clause 81;
 - b. the DSAT QMS in accordance with Schedule 2 (Statement of Requirements); and
 - c. the Deliverable Quality Plan in accordance with clause 82
- 3.3 The POTS MTS shall interface with the Contractor's corporate management systems which define the corporate processes and procedures necessary to support the delivery of this Contract.
- 3.4 The content of the POTS MTS and its relationship with this Contract and Authority documents is shown in figure 0 (POTS (Training) Contract and Authority Documentation Relationship).

4 Deliverable Quality Plan

- 4.1 The Deliverable Quality Plan is the overarching document, contained in the POTS MTS, which identifies the processes and procedures that describe how the Contractor shall meet and discharge the requirements of this Contract.
- 4.2 The Contractor shall ensure that the processes identified in the Deliverable Quality Plan are ready for implementation at SCD.
- 4.3 Six months following the Service Commencement Date, the Contractor shall review the Deliverable Quality Plan and incorporate any necessary changes

to reflect the experience of the first six (6) months of delivery of the Training Services.

4.4 The Deliverable Quality Plan shall:

- a. comply with DEFCON 602A, Edition 12/06;
- b. comply with AQAP 2105, Edition 2;
- c. comply with AQAP 2110, Edition D Version 1;
- d. comply with the requirements and obligations of this Contract

ISO 9001:2008/2015

4.5 The Deliverable Quality Plan shall comply with and be certified in accordance with ISO 9001:2008 at SCD and comply with and be certified in accordance with ISO 9001:2015 within nine (9) months of SCD.

4.6 The TQMS is an iterative mechanism to ensure that the Training Services are being delivered in accordance with this Contract. As such the Deliverable Quality Plan shall be reviewed in accordance with paragraph 7 below.

5 Access to the Deliverable Quality Plan

5.1 The Contractor shall make available electronically the POTS Deliverable Quality Plan to Authority personnel. Where Authority personnel do not have electronic access to documents, the Contractor shall make the POTS Deliverable Quality Plan available by other means.

6 Relationship with Establishment Orders

6.1 Both Parties recognise that where the Contractor has output responsibility for the provision of Training Services as set out in Schedule 2 (Statement of Requirements), the Contractor shall be responsible for defining and managing the processes for the delivery of those Training Services.

6.2 These processes shall be identified in the Deliverable Quality Plan. The implementation of the processes shall require an amendment to the Establishment Orders to ensure the compatibility of the Contractor and Authority's processes.

6.3 The Authority and the Contractor shall cooperate fully in the transition from the processes within the Establishment Orders to those defined in the Deliverable Quality Plan.

7 Review of the POTS MTS

7.1 The POTS MTS and related documents and procedures are to be reviewed by the Contractor for accuracy and applicability to this Contract on the following occasions:

- a. annually;
- b. following any change to this Contract which impacts significantly on the POTS MTS; and

- c. periodically as a result of Continuous Improvement where changes cannot wait until the Annual Review.
- 7.2 The Contractor shall be responsible for the production and distribution of all amendments resulting from the review to individuals and organisations that will utilise its content. The Authority shall hold the master copy of the Deliverable Quality Plan and shall authorise its issue.
- 7.3 While the POTS MTS remains the responsibility of the Contractor, the Authority shall include the POTS MTS in its performance measurement in accordance with Schedule 12 (Performance Mechanism).

POTS DOCUMENTATION RELATIONSHIP

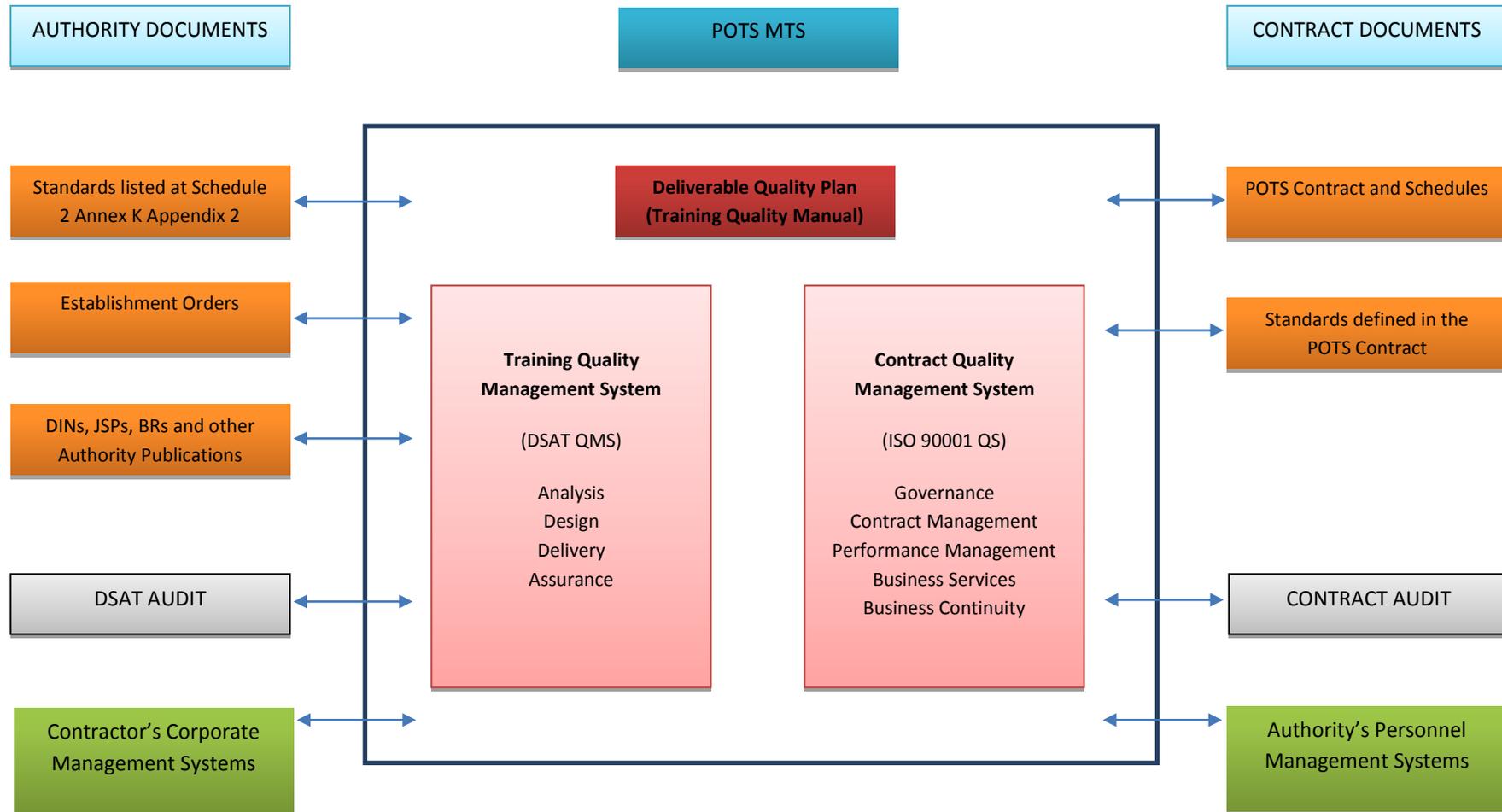


Figure 1

