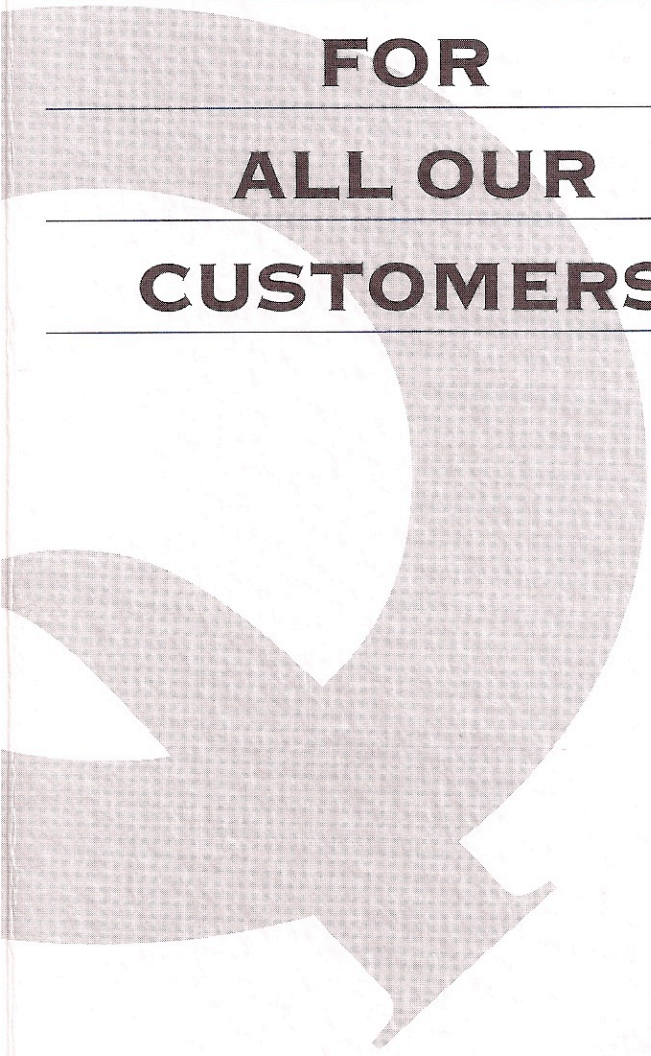




**NBA QUALITY SYSTEMS
LIMITED**

**A QUALITY
CULTURE
FOR
ALL OUR
CUSTOMERS**



Certificate Number 2434

A QUALITY CULTURE FOR ALL OUR CUSTOMERS

Q CUSTOMER NEEDS

Quality for our Customers is the responsibility of all NBA staff.

We all have the responsibility always to provide the right quality of work at all levels of a project. This means having a clear understanding of your requirements, not only at the beginning of a project but also being aware of the variations as the work progresses.

Q PLANNING

All our work is initiated by a Project Management Plan and a Quality Plan specific to you. These define how our staff will approach the tasks, how and when we communicate with you, who is responsible for what, which standards are to be applied and how risks may be minimised.

Q COMMUNICATIONS

From then on we continue to involve you throughout the project. We aim to be a team with you and your colleagues. In the real world - your world - circumstances change and new difficulties arise that may well affect your requirements and yet you still have corporate deadlines to meet and you have your own customers to satisfy.

Q FLEXIBILITY

Therefore we try to be flexible in how we organise and manage your work but we remain focussed and controlled in meeting your changing needs.

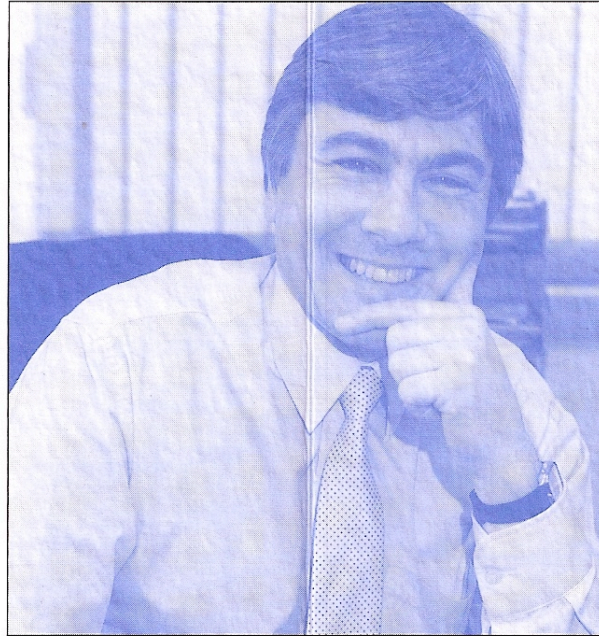
To do this, all our work is underwritten by our Quality Management System, our QMS.

This set of documents covers our policy, our organisation, our standards and our procedures. It provides guidelines, checklists and inevitably some forms for making it all work.

Q STANDARDS AND PROCEDURES

The QMS explains to all our staff - (and you can read it too!) - how to provide a quality service or product in whatever we are doing.

But the QMS is no dusty set of manuals (with the exception of the part covering Customer Complaints!). It is a living reflection of the way we work and the way we strive constantly to improve.



Q CERTIFICATION

The QMS is updated regularly and it is its 'living' nature that has brought us certification to the quality assurance standards BS5750 Part 1, ISO9001 and TickIT.

These standards insist on seeing a QMS "in action" consistently and effectively.

Q QUALITY IN ACTION

The customer's needs are paramount and must be reviewed regularly. Each stage of our work must be reviewed and approved in the proper sequence. If problems do occur (and they occasionally do!) there is a procedure for sorting them out.

The QMS itself must be reviewed by us regularly and, as a company, our performance to the standards is monitored independently every six months.

Q EXECUTIVE RESPONSIBILITY

So it is all of our staff who are responsible for Quality but, at the end of the day, the buck stops with the Managing Director.

I believe totally that an investment in Quality for our Customers is an investment in the future of this company and its staff.

Q COMMITMENT

Such investment means building relationships, building teams and building customer confidence by delivering the right product to you time and time again.

As an NBA team we promise to do just that. Of course if you have any concerns at all I would like to hear them. You are always welcome to contact me.

Nigel Biggs
Managing Director
NBA Quality Systems Limited

"Software is invisible, untouchable and practically unfathomable. We owe it to our customers to make it clear, accurate, understandable, maintainable and affordable.

It is called Professional Software Engineering"



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