

The QC records will be available for review or inspection by the client at any time during this contract. QC records will be retained in the project office for the life of the contract. At the conclusion of the contract, a complete set of QC records will be established at the corporate office where they will be retained for an additional two years.

2.2.4. Reporting Availability & Access

The data will be made available electronically via our website. Hard copies can be made on request. ATM has a home on the internet at <http://www.atminfor.com> and all correspondence can be made through atm@atminfor.com. We have now completed our communication portal via our website, and clients will have secure access to their documents and reporting.

ATM operates under a work order system. All work orders can be submitted via email, phone call, and fax. We have a 24 hour emergency call number to respond to all urgent requests. Once a work order is received, it will immediately be sent to a response team and followed up by supervisory staff until completed. The client will be contacted by the supervisor via email or phone call to ensure the job has been completed satisfactorily. All correspondence is tracked and recorded for later reporting. Any escalation can be made directly through supervisory staff all the way up to the president.

We are set apart from most because our company provides a customized online solution (**Egnyte Cloud Access**) that streamlines the work order process. Customers will have a unique login account on ATM's server, which will allow them to enter, view, and update current work order assignments. The access is secure and will be managed by the project manager, as well as the site manager.

Client Login can be accessed via our website at <http://www.atminfor.com>. We can provide temporary access to potential clients upon request if they wish to demo the tool.

Some of the great online integration features include:

- Job and work schedules
- Job and task tracking
- Entering / Closing work orders
- Web view of assignments
- Secure site access
- Customer upload of documents
- Automatic notification of job completion via email

We can give ATM clients 100% visibility to monitor work order progress or any customer issues.

***This tool is also a downloadable free app via the app store, and can be used with a smartphone.**

Requests for any additional reports can be made via e-mail and will be delivered electronically or posted on a secure website for the client.

Internal Information

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2.3. Failed Inspections

2.3.1. Follow – up Action Plan (Correction of Deficiencies)

ATM's quality approach emphasizes the prevention and early detection of all possible deficiencies. This proactive effort has proven to be a very effective tool in the accomplishment of this goal. However, ATM recognizes that some deficiencies may occur. In each case, we will respond to an identified deficiency immediately and completely correct the deficiency to the satisfaction of client personnel.

The primary objective of our QC inspection system is the identification of deficiencies in the quality of service performed before the level of performance falls below acceptable quality levels. By maximizing monitoring efforts for areas that have historically proven troublesome, ATM will produce QC inspection schedules that effectively address the statistical sample with a data bias to these problem areas.

Once detection is accomplished, corrective actions will be taken to eliminate the problem either by "quick-fixes" to ensure short-term performance (with planned solutions for preventing recurrence), or by overall procedural changes for long-term compliance. The project manager and supervisor have the authority to immediately direct reperformance or other measures to correct observed deficiencies.

Each deficiency or defect observed during QC inspections will be corrected and re-inspected. Re-inspection will be performed at completion of the corrective action. In addition, each deficiency or defect noted on the QC checklist will be reviewed by the project manager to determine if further action is required. If the defect or deficiency is the result of a systematic problem (related to training, procedure, or equipment), then a corrective action plan will be developed and implemented to ensure that there are no further occurrences of this deficiency. The corrective action plan will be noted in a QC log and tracked until the plan has been successfully implemented.

The deficiency may have been caused by inadequate performance by the custodian or crew. In that instance, the project manager and supervisor will review the work with the individuals involved to determine the cause for this. Additional training or reassignment of personnel may be necessary.

2.4. Continuous Quality Improvement

ATM is committed to the process of continuous quality improvement at each of its projects. Continuous quality improvement results in higher quality and productivity. It involves continuous evaluation of the processes and procedures that we use to perform our tasks.

The project manager will talk with the supervisors weekly. At these meetings, they will review the previous week's performance, upcoming events, and quality issues. They will develop corrective action plans, as needed, and review progress on corrective actions already initiated.

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