



QUALITY MANAGEMENT CONTROL PLAN

Quality Assurance

It has always been the philosophy of NEBR that Quality Assurance is not something that is performed at the conclusion of a project, but a practice that begins during our extensive employee training program.

NEBR will designate personnel solely to the Quality Assurance (QA) of this project. The QA Manager will be fully versed in the scope of work performed on each vehicle and will be involved in each step of the overhaul process including input for redesigns if necessary.

The QA Manager will be provided with the work order as agreed upon by the MBTA as well as any and all drawings for an individual vehicle. The Manager will be knowledgeable of all products being supplied (whether OEM or aftermarket) and will be consulted on any and all change orders.

This individual will keep records on each vehicle which are available at any time to provide to MBTA personnel. These records will include any and all inspections performed, all spot checks performed, and names of individuals who performed the task being inspected. These records will also list any and all equipment used to perform inspections and test. This individual will be given the authority to halt any and all work that is not up to the standards that NEBR requires for this project.

This individual will have the ability to redirect or instruct technicians on tasks provided to them. The QA personnel will oversee that tooling and equipment used during this project are in full working order and that they are calibrated to OEM specs. The QA employee has the authority to remove any and all equipment not up to OEM standards.

Quality of the Supplier Base:

- An evaluation is conducted by the procurement team to confirm that the supplier is valid
 - All licenses are verified
 - All insurance certificates must be in place
- References are checked
 - Warranty terms are negotiated and confirmed
 - Periodic monitoring of performance is conducted