



QA/QC Management Plan

1. Quality Organization and Management

At ITASCA, our management team is dedicated to providing the necessary resources and support to all employees to achieve the highest standards of quality in our organization. We regularly review and continually improve our management standards to adapt to changes and challenges in the business with the goal of consistently delivering exceptional quality and customer satisfaction.

2. Documented Standards and Specifications

ITASCA works under established standards and procedures for the efficient and effective execution of the projects we complete. These standards are broken down into the following stages of the work cycle.

Proposals

- All proposals are registered in our proposal log and stored on our server. A project folder is created in which specific proposal documents are stored.
- Proposals are drafted to follow a logical and realistic approach to the potential project including further breakdown of phases and activities for the project.
- All proposals are reviewed and approved internally before delivering to the Client.

Projects

- On approval of a project, a project number is registered, and a project folder created on our server. An acceptance letter and/or email is sent to the Client, per specific instructions by the Client.
- A detailed definition of the scope of the project and deadlines are delivered to the work team. This includes any client requirements, applicable legal or regulatory requirements, information from previous similar designs, and any essential elements for the design and development of the project.



- All files received and created in the project are stored in the project folder on the server. The project folder is backed up automatically daily and can be easily retrieved in the event of data loss.
- The Project Manager is responsible for file storage, staff assignments, contacts with the Client, and financial follow-up.
- Upon completion of a project, a project follow-up is conducted. This may also involve contacts with the Client.

Analyses

Numerical modeling / analyses constitute a major portion of our business. The following specific guidelines apply for all analyses.

- Input data files are reviewed by another engineer before calculations commence.
- All analyses are documented through written descriptions, a list of all computer runs, a list of all input data files, etc.
- Input data files, scripts, and result images are stored in the project folder on the server.
- The above procedure ensures that any analysis and any result is traceable and retrievable for future reference.

Reporting

- All deliverable reports and memos are reviewed before delivery to the Client through the application of the relevant technical and editorial document review best practices.
- The appointed reviewer should not be primarily involved in the current project.
- Final approval of a report or memo is to be done by the General Manager or a Principal Engineer.



3. Formal Qualifications of Employees

At ITASCA, we are committed to delivering the highest level of quality in our services. As part of this commitment, we place a strong emphasis on ensuring that all our staff hold the necessary formal qualifications to perform their roles effectively. We have implemented rigorous processes for verifying the qualifications of our team members, including conducting regular audits and checks to confirm their credentials. By maintaining this focus on staff qualification, we can ensure that our team is well-equipped to meet the demands of our clients and consistently deliver exceptional results.