GALAXY GAZETTE

THE OFFICIAL NEWSLETTER OF ASI

December 2019

By Samantha Rager + Thomas Mulgrew

HOLIDAY ISSUE

Welcome to the **DECEMBER 2019** issue of the Galaxy Gazette. We are proud to bring this back and hope to have a new one to you as often as possible. We have a lot of news to share and hope you all take the time to read through. As always, we are open to recommendations and any input you want incorporated in the next issue.

Please send all emails to thomas.mulgrew@androsysinc.com or samantha.rager@androsysinc.com. We hope you all have an amazing holiday season and give thanks not only to friends and family, but to your co-workers. We don't always realize it, but we spend a lot of time with each other. We're thankful for each and every one of you!

Human Resources

Stephanie Danti – Director of Human Resources
Jessica Oberg – Human Resources Assistant
Jasmine Leitner – Human Resources Assitant

Social Activities

We have had some FUN this past year with social events in and out of the office.

Some of our activities include:
  • Hockey and baseball games
  • Earth Day trash pick up
  • Halloween costumes
  • Blood Drive
  • Taco Tuesday and Friendsgiving potlucks

We are looking forward to more opportunities to spend time with our co-workers in 2020!

Steve Sizemore – Kuwait Deployment

First off, thank you for all who participated in Steve's care package and card signing. Here is his letter of appreciation:

"I just received the world's biggest and best care package! Thank you for your generosity. This is a solid care package that had a ton of things I needed/wanted! Well done. I especially like the F-35 stress balls and ASI swag. Really miss being at ASI and its awesome to have some reminders of my ASI family in my office.

I also enjoyed the cards and all the personal touches. I knew the Crème de Coco came from Margarita even before I found the card.

Finally, thanks for the Amazon Gift Cards! I use Amazon out here to treat myself or my family back home from time to time. A well timed amazon package goes a long way to lifting the spirits. So thanks for that!

Today marks 4 months since I arrived here in Kuwait. This deployment is 2/3 of the way done, and it feels like we have turned a corner. I am really looking forward to returning home and applying my experiences at ASI.

I'm attaching the Flight Photo we took last week. If you zoom in you'll see a really bad mustache I'm growing for Movember.

Thanks again and I'll see you soon!

STEPHEN R. SIZEMORE, Capt, USAF
Flight Commander 386 ECS/SCP

Open Enrollment

All,

Please don't forget that Open Enrollment submissions will need to be completed in Paycor by December 5th.

Contact hr@androsysinc.com if you have any questions.

Human Resources
Continued

Let's Celebrate!
HAPPY ANNIVERSARY

5 Year

Amy Walden
Bill Zaller
Carlos Benavides
Curtis Chew
Earl Snyder
Harry Reinitz
Kyle Rausch
Laurie Albarino
Mark Leverette
Melissa Gostage
Michael Dugger
Ray Mcgee
Rob McCutcheon
Ron Kaulfers
Stephen Jones
Tom McKay
Vernon Hinson

10 Year

Patti Lindblad
Albert Wilkerson
Chris Rooksberry
Greg Thompson
Jennifer Otero
Jerry Robertello
Kathy Leverette
Kevin O'Shaughnessy
Phil Stafford
Randy Swartz
Robert Van Ommeren

Welcome!
NEW HIRES

We added quite a few new team members since the last Gazette. The significant growth in several divisions has increased our employee count to over 375!

Division	New Hires
A&PM	41
Corporate Admin	5
Engineering	22
Finance + Accounting	2
Financial Services	7
Human Resources	2
Industrial Ops	4
INPD	2
IS&S	30
RM&S	50

Huge Congrats!
PROMOTIONS

We have watched our team members learn and grown since the last newsletter. And some of them have taken on new roles!

Name	Title	Name	Title
Amy Burton	Senior Logistics Analyst	Marcus Hand	Director of Software Development
Carolanne Wolfe	Logistics Analyst	Margarita Laplaza	Director of Data Architecture
CJ Andrews	Reliability Engineer	Melinda Picciuolo	Management Analyst
Harrison Lindblad	Director of System Administration	Melissa Gostage	Project Lead
Jason Johnson	Senior Logistics Analyst	Nick Sartor	Software Development Manager
Jeff Kelly	F-35 Director of Operations	Ray McGee	Department Head – Pax River Site Lead
John Martin	Software Development Manager	Richard Scott	Logistics Manager
Johnny McCray	Senior Logistics Analyst	Russ DeSalvo	Vice President, Commercial Sales + Marketing
Josh Bookstore	Acquisition Logistics Manager	Scott Fick	Senior Logistics Analyst
Josh Johnson	CAD Department Manager	Scott Tice	Logistics Manager
Joshua Loe	Senior Software Developer	Scott Yarberry	Logistics Manager
Kai Nichols	Junior Engineering Technician	Shannon Bryant	Software QA Manager
Kendira Perez	Logistics Manager	Vijay Chachra	Department Head – Product Support Analysis Services

Cyber Security

William Zaller – CSFWL AVCAL Support/FSO
Harrison Lindblad – Director of System Administration

The 10 Days of Cybersecurity Christmas

1. You Are A Target. Realize that you are an attractive target to hackers. Don't ever say "It won't happen to me."

2. Eight Characters Is Not Enough. Practice good password management. Use a strong mix of characters, and don't use the same password for multiple sites. Don't share your password with others, don't write it down, and definitely don't write it on a post-it note attached to your monitor.

3. Lock It Up. Never leave your devices unattended. If you need to leave your computer, phone, or tablet for any length of time—no matter how short—lock it up so no one can use it while you're gone. If you keep sensitive information on a flash drive or external hard drive, make sure to lock it up as well. NEVER leave devices in an unattended vehicle.

4. Practice Safe Clicking. Always be careful when clicking on attachments or links in email. If it's unexpected or suspicious for any reason, don't click on it. Double check the URL of the website the link takes you to: bad actors will often take advantage of spelling mistakes to direct you to a harmful domain. When in doubt report it to William.zaller@androsysinc.com and Harrison.linblad@androsysinc.com

5. Beware Of Browsing. Sensitive browsing, such as banking or shopping, should only be done on a device that belongs to you, on a network that you trust. Whether it's a friend's phone, a public computer, or a cafe's free WiFi—your data could be copied or stolen.

6. Back It Up. Back up your data regularly, and make sure your anti-virus software is always up to date.

7. Physical Cyber Safety. Be conscientious of what you plug in to your computer. Malware can be spread through infected flash drives, external hard drives, and even smartphones.

8. Share Less Sensitive Information. Watch what you're sharing on social networks. Criminals can befriend you and easily gain access to a shocking amount of information—where you go to school, where you work, when you're on vacation—that could help them gain access to more valuable data.

9. Cut Out The "Middle Man". Offline, be wary of social engineering, where someone attempts to gain information from you through manipulation. If someone calls or emails you asking for sensitive information, it's okay to say no. You can always call the company directly to verify credentials before giving out any information.

10. Stay On Top Of Your Accounts. Be sure to monitor your accounts for any suspicious activity. If you see something unfamiliar, it could be a sign that you've been compromised.

Contracts

Stephen Toloczko – Contracts Manager
Michael Page – Contracts Analyst

WAITING ON CONTRACTS

WAITING ON CONTRACTS

Accounting

Erin Ownby – Accountant + Travel
Heather Miller – Contracts Accounting Manager
Laura Lawrence – Accounting Manager

Ashton Barnes – Management Analyst I
Katherine Goyer – Accountant
Samantha Rager – Financial Analyst II
Treva Ross – Accounts Payable Specialist

Microsoft Dynamics Summit

Accounting and Contracts attended the Microsoft Dynamics Summit 2019 in Orlando, FL in October. They met with leaders in the Dynamics Navision community to learn about new advancements and add-ons to enhance our financial platform. Summit also offered many breakout sessions to learn tips, tricks and leadership skills. Accounting and Contracts are looking forward to implementing this information in Dynamics Navision to help make ASI more efficient in data distribution.

Dateline: Orange Park, FL. Artificial intelligence (AI) has now become part of our culture whether we use it on smart phone applications or digital media or purchasing products and services. We employ "apps" to assist in our decision making. Andromeda Systems Inc. (ASI) Innovative New Products Division (INPD) from the Orange Park, FL office has brought this new technology to aircraft maintenance and is expanding use to several new technologies. It is called Artificial Intelligence Prognostic Steering™ (AIPS).

Historically, Fault Detection & Isolation has been dependent on in-depth maintainer training and experience as well as extensive engineering and technical data. Progress over time has provided the maintainers with electronic, interactive technical manuals for troubleshooting with minimal fault isolation assistance but lacked embedded fault analysis and prioritized solution recommendations. Failure analysis is performed off-line using service specific software tools making enterprise-wide data collaboration difficult. Sharing of successful resolution results and maintenance procedures outside of an individual location is limited. ASI INPD's new product – AIPS – provides the user with a prioritized set of solutions ranked by success rate and maintenance time (down time) – improving availability and reducing supportability costs.

Robert McCutcheon, the AIPS Project Manager, and his team are delivering the AIPS solution to the F-35 Joint Strike Fighter program to improve maintenance response times, reduce costs, and improve safety. Early results of AIPS testing demonstrated the ability to improve readiness by reducing maintenance times of the F-35 aircraft while lowering sustainment costs. The first trials were conducted last year by ASI's Field Engineer, Richard Scott, at Luke AFB in actual F-35A active squadrons. The outcome was tremendous and has sparked an enhanced development program at INPD to expand AIPS to other industries, so says Ron Wagner, ASI's Chief Technology Officer (CTO); "Virtually any maintenance environment where point of performance data is collected, AIPS can optimize maintenance."

An intuitive algorithm has been designed by the ASI INPD and NLP Logix teams to actively process practical solutions based on real-time data and information. Another feature of AIPS is the ability to identify False Alarms (FA) that contribute to unnecessary maintenance time, leading to asset down time. AIPS has the capability to avoid the costly removal of good components by analyzing previous repair records.

AIPS can be embedded in existing legacy systems, function as a stand-alone application or integrated with ASI's OptiAM software package. Its ease of use is remarkable and provides that "wow" factor to the aviation maintenance personnel. It is one of those components that improves everything around it, e.g. supply, training, and operations.

AIPS also uses Artificial Intelligence (AI) to address data quality issues, has the ability to self-correct or generate recommendations for adjudication in real time. It is self-learning (gets smarter the more you use it, just like your smartphone) and will eventually predict ways to mitigate corrective maintenance.

Maintenance time and logistical delays drives high sustainment costs across any maintenance environment. Artificial Intelligence/Machine Learning can automate the analysis in order to optimize maintenance time and cost. AIPS provides this automation and is scalable to diverse data structures and advanced optimization. As a Stand-Alone or Integrated within an existing maintenance management system, AIPS provides the most current analysis of the most recent data available.

Congrats Nicole Dickinson!

ASI SPONSORED SCHOLARSHIP

$1,000 Scholarship

This year's ASI sponsored $1000 scholarship was awarded to Nicole Dickinson, who presented at the RAM XII conference on Weapons Stockpile Management. She has a Bachelor's of Science in Systems Engineering and is pursuing a Master's degree in Management Science-Business Analytics. She states "I've been able to apply my course material to my daily tasks as a reliability engineer and have gained a better understanding of the heavy statistics/quantitative methods used in our program. I am currently working to develop a Stockpile Reliability Program for two other weapon systems, and helping design a new machine learning/Artificial Intelligence (AI) tool to help us monitor reliability trends in real time." Below is a picture of myself handing her the certificate for the newsletter.

I presented on H-1 Modeling and Simulation. Adam Mills and Dave Nelson gave a T-45 FMECA Case Study and demonstrated IRCMS. They also presented on RCM Concepts and Terminology. If you have any questions, email rachel.boydston@androsysinc.com

By Rachel Boydston

Reliability Engineer

Quality

Sarah Rollins – Business Development + Proposal Manager

WHAT DO I NEED TO KNOW BEFORE OUR ISO AUDIT

DECEMBER 16 - 17, 2019

Quality is the responsibility of every employee of Andromeda Systems, Incorporated. The management personnel are committed to comply with the requirements of our quality management system and continually improve its effectiveness. Program/Project Leaders are tasked with the responsibility to collect data relative to our quality objectives as it pertains to their programs. Customer satisfaction is our number one priority and will be measured by the NAVAIR CPAR's/Customer Satisfaction Surveys that we receive in addition to the number of customer initiated kudos and complaints. Our success in this area will be measured by the number of resolved/unresolved complaints and by ensuring we deliver all deliverables on time without exception. We will use best business practices to continually improve our product and our growth will be measured in terms of the revenue we generate and the number of new delivery orders we receive each year. Employee welfare and development is vital to the accomplishment of our quality objectives. It will be measured by information obtained from interaction with employees on a daily basis and the continued participation of employees in various training programs.

This document will assist ASI employees in preparing for an internal or external audit. It emphasizes key points that are frequently checked during an audit:

- The ISO 9001:2015 version of the standard
- Other processes that employees should be familiar with
- Typical questions an auditor may ask

All ASI Quality documentation is located on the S drive under QMS. Your ability to navigate to the S drive is an element that will be verified during the audit process.
The basic elements of ISO 9001 are to:

Plan: Have approved procedures, policies, work instructions, desktop instructions, program plans, etc.

Do: Follow the procedures, policies, work instructions, desktop instructions, program plans, etc.

Check: Monitor and measure processes with records, trackers, management reviews.

Act: The Corrective Action/Preventative Action/Process Improvement Report system is one method of continuous improvement.

WHAT DO I NEED TO KNOW BEFORE OUR ISO AUDIT
CONTINUED

Structure

1.   **Know:**   who your supervisor is and whom he/she reports to.

2.   **Know:**   who your site Quality Management Representative (QMR) is. (Sarah Rollins)

3.   **Know:**   where to locate the most current ASI Quality policy:

      I**SO Element 5.2 – Policy:**   Is the ASI Quality Policy communicated and understood within the organization?

      On the ASI home page (http://www.androsysinc.com/) under "Company" is a Quality Policy tab which has the Quality Policy.

      Also, ensure that the policy is posted your area.

      Where to locate the most current ASI Quality Objectives:
      On the share drive under QMS – Quality Objectives and Policy – also posted above all printers.

4.   **Know:**   how to express, in your own words, your role in the success of Quality as you perform your job. (Remember, there is no "canned" answer)

Some Key Elements

ASI has to undergo a periodic audit to remain compliant with ISO standards. While unlikely, each employee is subject to be interviewed by an auditor. Some of the key elements are listed below, along with an example of an appropriate response (please note that the person being interviewed is not required to commit these responses to memory but they should be aware of the subject matter enough to answer any question an auditor would have). Also please note that not every element will apply to every person. However awareness of all the elements will only enhance our understanding of ISO and the audit process.

WHAT DO I NEED TO KNOW BEFORE OUR ISO AUDIT

CONTINUED

Element 5- **Leadership:** Are authorities and responsibilities communicated and defined within the organization?
Where are the authorities and responsibilities for your job documented?

Response:

Task Statement of Work – They are briefed to each employee by their respective Program/Project Leader. SOW's are located on the share drive under Statements of Work.

Element 7.1.4-**Work Environment:** How is the work environment determined and managed with regard to conformity to product requirements?

Response:

Our product for the most part is represented by individuals possessing specific areas of expertise and levels of competency that customers need to augment their activities. These skills are generally applied in an integrated fashion with the customer as they execute their responsibilities. Therefore, many of the processes, procedures, operating arrangements, etc., are within the purview of the customer we support.
In fact, a key ingredient in our services being desired is the extensive familiarity and experience we possess of their processes.

Element 7.2 –**Competence:** What actions are being taken with regard to the competence, awareness, and training of personnel?

Response:

Being principally a professional services firm, ASI recognizes the individual members as professionals, each possessing unique aptitude, talent, and areas of expertise that can lead to accomplishing specialized tasks. Their specific competency can be described as a composite of demonstrated skill, education, experience, and training. In most cases, this competency is compared to a specific contract labor category qualification to ensure compliance with
contractual requirements. As a professional, each ASI employee assigned "direct" customer tasking is expected to perform as a competent representative of his or her respective field. ASI's role is to appropriately and successfully attract, retain, and employ those professionals that meet our values and can satisfy customer needs.

WHAT DO I NEED TO KNOW BEFORE OUR ISO AUDIT

CONTINUED

Element 8.1–Operational Planning and Control: What are the processes required for product realization?

Response:

Since the ultimate purpose of the QMS is to optimize the product realization process, then the centerpiece process of the ASI QMS is product realization, which is composed of two complementing processes: project staffing and project management. Project staffing prepares the capability needed to satisfy the customer requirement, while the project management process guides that capability to best serve the customer's interest. In addition to the product realization component, there are two other major components that are required to consistently provide appropriate products: (1) Support, and (2) Management. The support component enables the effective execution of product realization, whereas the management component provides the necessary direction, assessment and control. The eight processes within these three components are core processes of the QMS.
These processes are project staffing, project management, T.O. RFQ/RFP response, purchasing, hiring, customer initiated feedback, corrective and preventive action, and internal auditing.

Element 8.2.1–Customer Communication: How is customer feedback handled?

Response:

Although prior documentation provides the foundation for the requirements, the Program/Project Manager will interface with the customer technical–point–of–contact (TPOC) and TOCOR to clarify tasking, address issues, and comprehend expectations.

Based on customer actions and feedback, and our measurements, we continually seek to improve the QMS. This means raising the level of our contribution to the customer, doing things quicker, accomplishing our processes more efficiently, being more consistent in our activities, and reducing the cost. As we continuously learn about our performance and capability, resources are applied and processes altered to enhance ASI's ability to satisfy customer requirements.

Element 8.2.3–Review of Requirements related to the Product: Is there a review of requirements related to the product?

WHAT DO I NEED TO KNOW BEFORE OUR ISO AUDIT
CONTINUED

Response:

Our product is a group of capable technical, administrative, and leadership professionals that is formed in response to the customer order request. Our product is also referred to as our project team.

The project staffing process commences with the identification of a potential customer requirement. Key ingredients of ASI's product, the appropriate types of competence, are identified by senior management who assign a Program Manager/Project Leader to lead the Task Order/Task Order's.

The requirement will ultimately be described by a formal document, either a request for quote (RFQ) or request for proposal (RFP). This states the basis for the Task order (TO). A proposal number is assigned, a group assignment affected, a response prepared that identifies competencies to be provided and associated costs, and a review and approval by those in areas of responsibility. The proposal approval signals that the requirements have been reviewed, any appropriate actions taken, and that the product realization processes and resulting product meet requirements.

5.   **Know:**   how to initiate changes to improve any QMS, or other ASI policy, procedure, or work instruction.

Be able to use the Process Improvement Report system, not just know how to get to it! The PIR system is accessed through the ASI home page (http://www.androsysinc.com/). Under "About" is Quality Assurance and Policy. Here you can find information about our QMS along with our Quality Policy Suggestion Form. Please utilize this form to provide any feedback and be sure to let your customers know about this form as well if they have comments or suggestions.

ASI Auditees should be courteous and positive during an audit.

Be available at the appropriate time and location. Nothing has the potential to turn an auditor sour more than getting to an auditee location and finding the individual not available. Remember, all the while the auditor is conducting the audit; he/she is indirectly measuring management's, and the organization's, commitment. An auditor is likely to take a dim view of commitment if auditees are not available to participate in the audit at pre-arranged time and place.

Be prepared. Anticipate what you might be asked. Know where items are located and have readily accessible.

WHAT DO I NEED TO KNOW BEFORE OUR ISO AUDIT
CONTINUED

Listen carefully to what is being asked. Do not anticipate an auditor's question. You could end up answering the wrong question or giving confusing information that was not intended.

If you do not understand a question, do not answer it. Let the auditor know that you do not understand the question. It is the auditor's responsibility to rephrase the question to get the information they are seeking. It is not your job to anticipate the auditor's questions.

Be direct with all answers to the specific questions asked. The best answer to an auditor's question is a "yes" or "no" answer. Auditors will generally ask open-ended questions, but if they do not, **the preferred answer is "yes" or "no."**

Refer questions that pertain to areas outside of your responsibility to the person who is escorting the auditor or your direct manager. You should never attempt to answer a question outside your direct control/process or QMS areas for which you are expected to be a participant. Refer such questions to the guides that will be accompanying the auditors throughout the audit. The reason for this is that your answer to such a question might put someone else who owns the process in an uncomfortable position.

Concentrate on answering the questions with concise explanations. Conciseness implies understanding and understanding implies conformance.

Reference specific documentation (policies, objectives, procedures, work instructions, forms, external documents, etc.) during an audit. The central source of all current, approved documentation should be on the share drive under QMS. You will most likely be asked to demonstrate usage sometime during the audit, so be prepared to do so.

Auditees: Should not speak until asked a specific question. It's the auditors' show; let them ask the question. Should not speak about issues outside of your direct responsibility. Again, the issue here is that by answering questions about documents or processes that you do not directly control, you may place someone else in an embarrassing situation. Should not offer opinions about anything; stick to the facts and only the facts. Auditors are looking for objective evidence. Opinions have no place in an audit; they only muddy the waters.

REMEMBER: This document presents helpful hints ONLY. It is NOT intended to provide everything you need to know to do your job or to pass an audit. If you have suggested improvements to this document, please email them to your respective QMR.

PAX River Family Day

By Samantha Davis
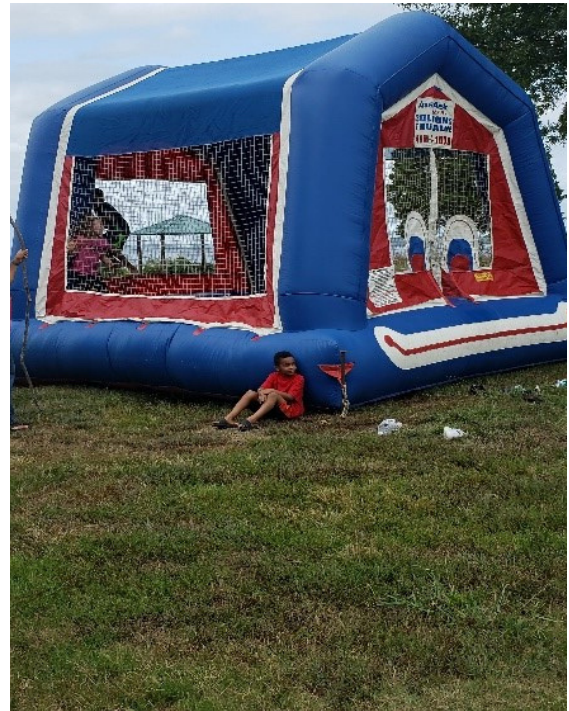
We had a great turnout with most of our employees attending. This is an event that we plan to do year after year here in ASI Pax River!

The idea of an ASI Family Day was cultivated from the positive culture that the Pax River office has established with our team. The culture that exists in Pax River is one that is demonstrated by everyone in the office, regardless of position. Our leaders put the needs of the employees first and demonstrate genuine care and concern for us and for our families.

The employees in Pax River wanted to set aside a day to bring our families together with our co-workers. We wanted to say thanks to our families for supporting us, even when we are away from them.

Once the go ahead was given, planning commenced. Saturday September 14th was the chosen date for the ASI Pax Family Day Picnic with the Solomon's Island Annex as the location. We decided to do a large potluck. Employees brought their dishes and cornhole boards, soccer balls, frisbees and footballs to get in some physical activity before and after all the eating!

HAPPY HOLIDAYS

EMPLOYEES OF ASI

THANK YOU

We are so appreciative of you taking the time to read through the Galaxy Gazette and are so excited to continue to provide these newsletters to you as often as possible. We look forward to seeing you at your location's Holiday party and hope you have a very Happy New Year!

what a great year!