



Our Commitment to Quality

“Through continual improvement, Kizano is committed to meet or exceed our contractual requirements for delivery, quality and service.”

The management team is fully committed to meeting our quality goals and objectives. David Young, the President of Kizano, and David Jennings, Vice President of Quality Management & Support, are personally involved in managing and maintaining the Quality Management System.

All employees are asked to share our commitment to quality and take an active role in ensuring that Kizano produces the highest quality of products and services possible.

ISO 9001-2015 Certified Quality Management System

To ensure consistent customer satisfaction, Kizano Corp. has established a quality management system that is certified to ISO 9001-2015. The effectiveness of the quality management system is maintained by:

- Setting and reviewing measurable quality objectives and working to achieve them.
- Monitoring and reviewing the effectiveness of key processes.
- Providing the necessary resources for employees to effectively perform their duties.

Quality Manual

Our Quality Manual contains policies relating to consulting and hands-on operational management for strategic planning, information technology, operations, logistics, training and administrative support to government and commercial clients.

This manual includes processes relating to Quality Management, Human Resource Recruitment, Supplier Management, and Project Management.

Control of Nonconformance

Kizano ensures that service, which does not conform to service requirements, is identified and controlled to prevent its unintended use or delivery.

Continual Improvement

Kizano continually improves the effectiveness of the quality management system using the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

Corrective Action Report (CAR)

Kizano takes action to eliminate the cause of nonconformities in order to prevent their recurrence or, as appropriate, determines action(s) to eliminate the causes of potential nonconformities in order to prevent their occurrences.

What can you do?

All employees are encouraged to be fully committed to providing the best quality products and services possible.

We ask that you continually look for ways to improve the processes and procedures, and to identify products or services that are not of the best quality or that may lead to poor quality in the future.

We ask that you notify your supervisor or the Kizano Quality Manager directly at djennings@kizano.com of any issues that could result in less than a total quality product or service.