

Quality and MYNAH Technologies

Quality is a guiding principle of business at MYNAH Technologies LLC. Because our customers rely upon our products to operate their plants and test their process automation systems, we are committed to provide the highest-quality, highest-performance software and process simulation solutions available.

To ensure that we are meeting the needs of the marketplace that we serve, we are committed to comply with our customer requirements. This includes all aspects of running our business from designing and manufacturing products that meet industry accepted standards to shipping products per the agreed upon timeframe.

MYNAH Technologies' management team communicates the quality policy within the organization on a regular basis throughout the year and periodically reviews the company quality policy to ensure that it is appropriate to the purpose of the organization as dictated by the needs of our customers and marketplace. In addition, management annually reviews the Quality Management System to determine whether process modification is appropriate.

MYNAH Core Values and Business Definition

MYNAH Technologies operates in accordance with the following core values, in fulfillment of our business definition.

- INTEGRITY – Unmatched honesty, Responsibility, and Commitment
- ATTITUDE – Positive energy; Respect for each individual
- INNOVATION - Desire for knowledge; Open to new ideas
- EXCELLENCE – Motivation to be the best individually and corporately

What We Do

We help minimize the Cost, Risk, and Complexity of Connecting the Digital Plant.

How We Do It

We do it with Innovative and Flexible Connections for Process Automation and Simulation.

MYNAH Organization and Quality Team

MYNAH Technologies LLC is an ISO 9001:2008 certified business. The MYNAH Technologies organization chart is shown in Appendix 1. The quality team consists of the Quality Coordinator, Vice-President Technology, Vice-President Operations and the President and COO. The Quality Coordinator has audit responsibility to ensure that quality procedures and documentation have been followed and completed for all approved processes. The Vice-President Technology has responsibility for the quality process within the software development group. The Vice-President Operations and the President and COO have responsibility for the quality process within the sales and operations group.

MYNAH Products Use in the Validated Industries

We are proud of the successful use of our products in the Pharmaceutical and Biotechnology Industries. A list of users of MYNAH Technologies' products in these and other industries is shown in Appendix 2.

Personnel Qualification and Testing

The success of our company is dependent upon the capabilities of the MYNAH Technologies' staff. All personnel have an annual Performance and Development Appraisal with their supervisor. This process allows the supervisor to evaluate the employee's performance and plan activities for future growth.

All MYNAH personnel are trained in the quality procedures they are required to perform by the Vice-President Operations and the Quality Coordinator.

Customer Service and Software Support

All customer service requests received via phone or email are logged into the CRM call tracking system. A unique call tracking ID number is assigned to each request. The Application Engineers handle software validation registration and technical support. Technical issues that cannot be resolved within one working day by the Application Engineers are escalated to the Vice-President Technology. The Vice-President Technology directs resolution of all product problems and software defect fixes.

To follow are the customer service standards for MYNAH Technologies LLC:

- All *commercial* inquiries receive a response in one working day.
- All *technical* inquiries receive a response in one working day.
- Standard delivery of released product is 5 working days after receipt of purchase order.

Security Policy

Access to MYNAH Technologies LLC office in Chesterfield, Missouri, is restricted to MYNAH employees only outside of the hours of 7:30 AM to 6:00 PM CST during the work week. Entryways to the office space are key locked and distribution of the key is restricted.

Electronic documentation is kept on a dedicated share drive managed by Experitec Company's IT department. This drive is permissions restricted to MYNAH personnel and network management only. The network drive uses RAID5 technology, is backed up nightly, and back-up media is stored off-site. All servers are kept in a locked room with access restricted to network management personnel only.

Our web site is hosted by LNH Inc. dba HostMySite.com. Access to site documents and updates are password restricted by LNH Inc.

Source Code Management and Security

All source code is managed using Subversion version 1.6.5. The Subversion system maintains audit trails. Revision history, incorporating detailed description of all changes, is included in each source module. All source code is backed up on a daily basis and the back-up media is stored off site. All servers are kept in a locked room with access restricted to network management personnel only.

Escrow source code beneficiary agreements are available as an optional mimic Software Support service. MYNAH Technologies LLC source code escrow is managed by NCC Group, Inc., a professional software escrow service company.

Software Product Development Standards

Product Development Methodology

The MYNAH Technologies Product Development Methodology is documented in Appendix 3.

Product Release Planning

The Vice-President Technology and the President and COO complete a product release plan on a quarterly basis. Product releases are planned based upon customer and sales force requests and marketing direction and planning. Major software releases include new software functionality and are distributed for general use. Maintenance releases include bug fixes and customer specific features and are initially released only to designated users. Major releases incorporate all bug fixes and customer specific features.

Programming Standards and Guidelines

Programming standards and development guidelines are set by the Vice-President Technology and defined in the MYNAH Technologies LLC Programming Standards and Guidelines Document. This includes standards for source code documentation, acceptable technology, and system management.

MYNAH Technologies LLC software products are developed with MFC (Microsoft Foundation Classes) and FCL (Framework Class Library). MYNAH Technologies LLC is a certified member of the Microsoft Developer Network.

Functional Requirements Definition

All products and product releases are defined with a product direction statement, detailed design document, and use case descriptions. These documents are used with the Programming Standards and Guidelines to develop new products

Software Development and Code Testing

The product is developed under the direction of a MiMiC Product Manager. The control documents used during programming are the Detailed Design and Data Model and the Programming Standards and Guidelines. The Vice-President Technology has the responsibility to review and audit samples of all source code developed. All products are tested, by the Software Development Engineer, for completeness and functionality in support of the detailed design document. The Vice-President Technology reviews all testing, performed by the Software Development Engineer.

Functional Product Testing

Functional tests are performed per the product use case requirements by an Application Engineer. The Vice-President Technology reviews all testing, performed by the Application Engineer.

Software Release Process

Upon completion of the functional test, all products are available for beta release. Beta release is a controlled release of the product to a select group of users who have agreed to test the product under specific conditions. The MiMiC Product Manager supports beta release users. During the Beta testing period, final product documentation is completed by the MiMiC Product Manager with support from the Marketing Associate.

How to Contact Us

For more information about MYNAH Technologies LLC Quality Management Process please contact us at:

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ISO9001:2008 Standards

Appendix 1: MYNAH Technologies Organizational Chart

MYNAH Technologies, LLC

Organization – FY 2011

Larry Tietjen
CEO

Todd Anstine
Vice-President
Operations
(Management
Representative)

Martin Berutti
President & COO

Nobin William
Vice-President
Technology

Melissa Kerr
Operations
Manager

Tom Freiberger
Application
Engineer

Edin Rakovic
Application
Engineer

David Story
Application
Engineer

Lillian Maxey
Quality
Coordinator &
Operations
Coordinator

OPERATIONS

Bob Kelahan
Consulting
Services
Manager

Don Sengur
Simulation
Consultant

Alex Muravyev
Simulation
Consultant

Adisa Shaljani
Lead Project
Engineer

PROJECTS

Marketing

Dean Cook
MiMiC Product
Manager

Eric Childrey
Software
Development
Engineer

Aaron Johnson
Software
Development
Engineer

Wayne Hoxsie
Software
Development
Engineer

MiMiC

Geoff nash
Senior Software
Development
Engineer

**Industrial
Ethernet**

Appendix 2: MYNAH Technologies Users List

Installations in Hydrocarbon Processing, Chemical Industries

Chemical Industries

Borden Chemical
Equistar (multiple packages and installations)
Solutia (multiple packages and installations)
BF Goodrich
Flexsys America
GE Plastics (multiple packages and installations)
Celanese Acetate
ICI
Eastman Chemical (multiple packages and installations)
Dupont
Lyondell Chemical
Rohm & Haas
Oxyvinyls Canada
BP Chemicals
PolyTechnology, Ltd.
Millennium Specialty Chem.
Bayer, Antwerpen, Belgium
Bayer, Kansas City, MO
Vordian, Kingsport, TN
Vordian, West Columbia, SC

Refining

Phillips (multiple packages and installations)
Aramco
Syncrude Canada
Rashid Petroleum Company
BP-Amoco
Flint Hills Resources
Motiva Enterprises

Hydrocarbon Production

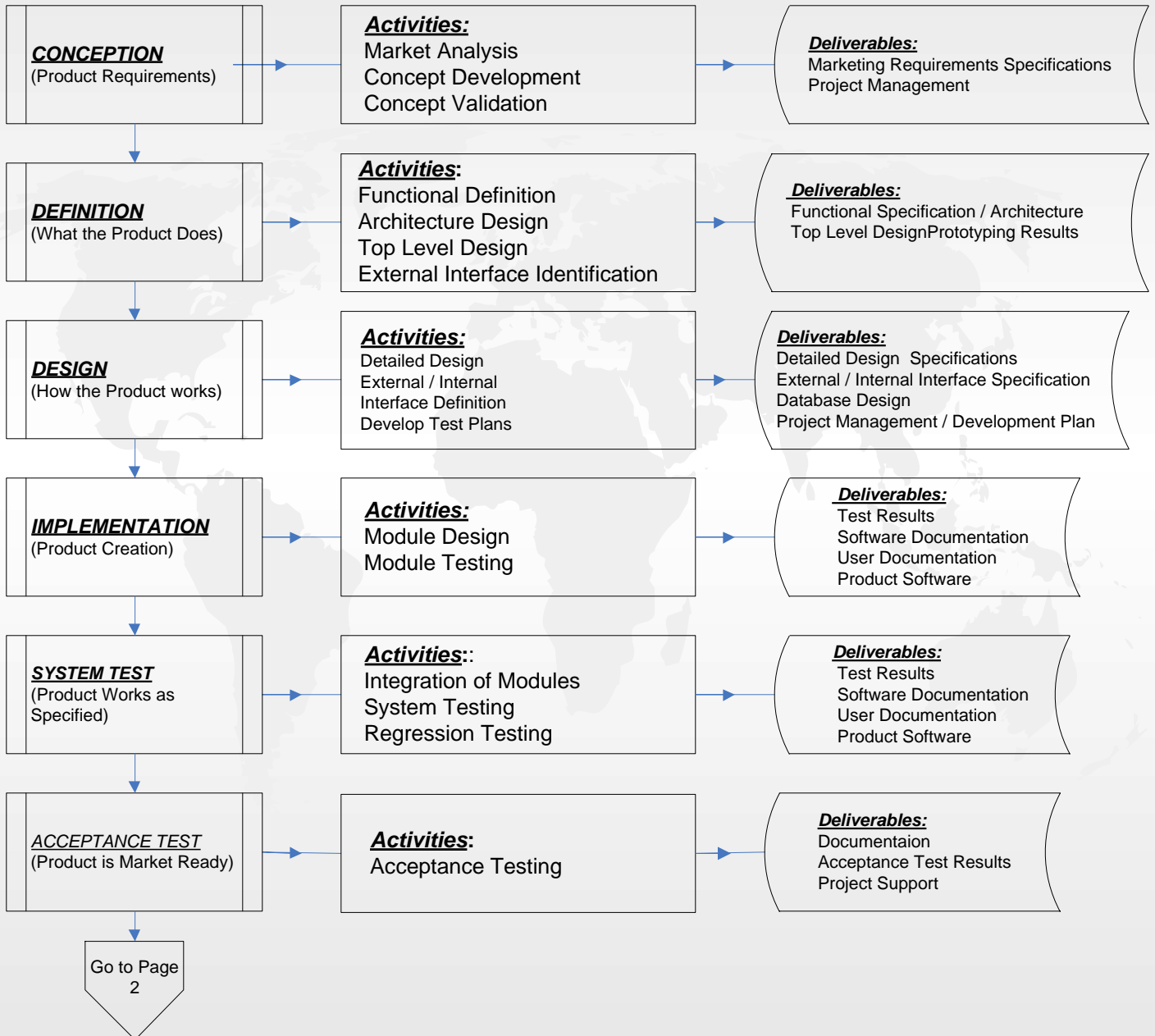
Amoco Production
Arco (multiple packages and installations)
BP Exploration
Shell

Installations in Pharmaceutical / Biotech User's List

Abbott Labs, North Chicago, IL
Abbott BioTech, Puerto Rico
Glaxo Wellcome, West Greenwich, RI
Smithkline Beecham, Irvine, Scotland
Merck & Company, Elkton, VA
Pfizer Pharmaceutical, Barceloneta, Puerto Rico
Nutrasweet Company, Augusta, GA
Eli Lilly & Company, Shadeland, IN
Lonza Biologic, Portsmouth, NH
ISK Bio Science Corp, Houston, TX
Pfizer Ltd., Sandwich, Kent, UK
Life Science International, Philadelphia, PA
Genzyme Corporation, Allston, MA
Janssen Pharmaceutical NV, Geel West, Belgium
Merck Sharp & Dohm Quimic, Barceloneta, Puerto Rico
Smithkline Beecham, Cork, Ireland
Bristol-Myers Squibb Company, Zeeland, MI
Searle Ltd (Quimica), Barceloneta, Puerto Rico
Pfizer, Inc., Groton, CT
Pfizer Pharmaceuticals Productions Corp, Cork, Ireland
IPR Pharmaceuticals, Guayama, Puerto Rico
Farmacia, Augusta, GA
Zeneca, Inc., Grangemouth, Scotland
Biogen, Cambridge, MA
Eli Lilly & Company, Indianapolis, IN
Eli Lilly & Company, Lafayette, IN
Abbott Fermentation Plant, Barceloneta, Puerto Rico
Centacor, In., Malvern, PA
Pfizer, Lee Summit, MO
Wyeth BioPharma, Dublin, Ireland
Wyeth BioPharma, St. Louis, MO
Eli Lilly & Company, Puerto Rico
Wyeth Lederle Vaccines, Sanford, NC
Abgenix, Freemount, CA
Cell Genesys, Foster City, CA
BASF, Hannibal, MO

Appendix 3: MYNAH Technologies LLC Product Development Methodology

7.5.4 – MYNAH PRODUCT PLANNING AND DEVELOPMENT METHODOLOGY



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7.5.4 – MYNAH PRODUCT PLANNING AND DEVELOPMENT METHODOLOGY

