

## Quality and MYNAH Technologies

Quality is a guiding principle of business at MYNAH Technologies. 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 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, Director of Technology, Director of Operations and the Director of Business Development. The Quality Coordinator has audit responsibility to ensure that quality procedures and documentation have been followed and completed for all approved processes. The Director of Technology has responsibility for the quality process within the software development group. The Director of Operations and the Director of Business Development 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 Director of 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 Product Support Specialists handle software validation registration and technical support. Technical issues that cannot be resolved within one working day by the software Product Support Specialist are escalated to the Director of Technology. The Director of Technology directs resolution of all product problems and software defect fixes.

To follow are the customer service standards for MYNAH Technologies:

- 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 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 Experitex 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 1.4.3. 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 source code escrow is managed by IG2 Data Security, 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 Director of Technology and the Director of Business Development 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 Director of Technology and defined in the MYNAH Technologies Programming Standards and Guidelines Document. This includes standards for source code documentation, acceptable technology, and system management.

MYNAH Technologies software products are developed with MFC (Microsoft Foundation Classes) and FCL (Framework Class Library). MYNAH Technologies 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 Lead Software Developer. The control documents used during programming are the Detailed Design and Data Model and the Programming Standards and Guidelines. The Director of Technology has the responsibility to review and audit samples of all source code developed. All products are tested, by the software developer, for completeness and functionality in support of the detailed design document. The Director of Technology reviews all testing, performed by the software developer.

### **Functional Product Testing**

Functional tests are performed per the product use case requirements by a product support specialist. The Director of Technology reviews all testing, performed by the product support specialist.

### **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 Lead Software Developer supports beta release users. During the Beta testing period, final product documentation is completed by the Lead Software Developer with support from the Communications Manager.



## How to Contact Us

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

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### DOCUMENT APPROVAL

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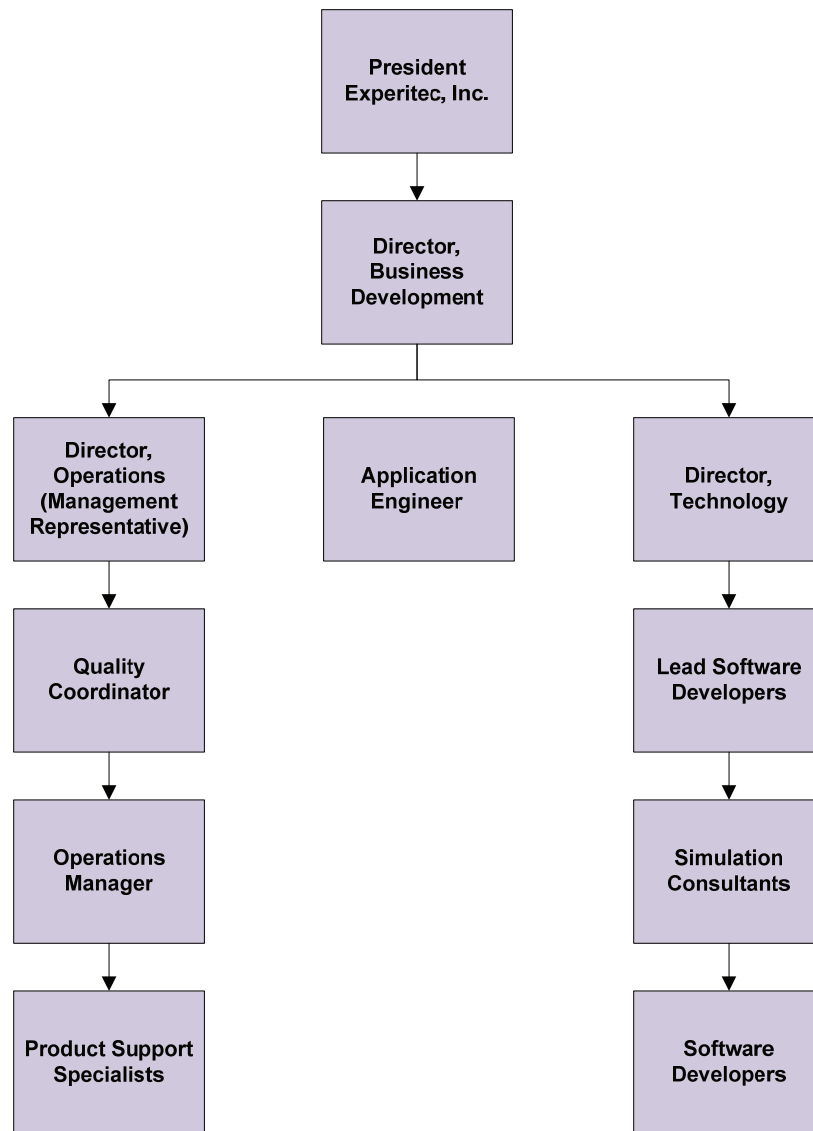
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**Appendix 1: MYNAH Technologies Organizational Chart**

# MYNAH Organization



## 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  
Voridian, Kingsport, TN  
Voridian, West Columbia, SC

#### Refining

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

#### Hydrocarbon Production

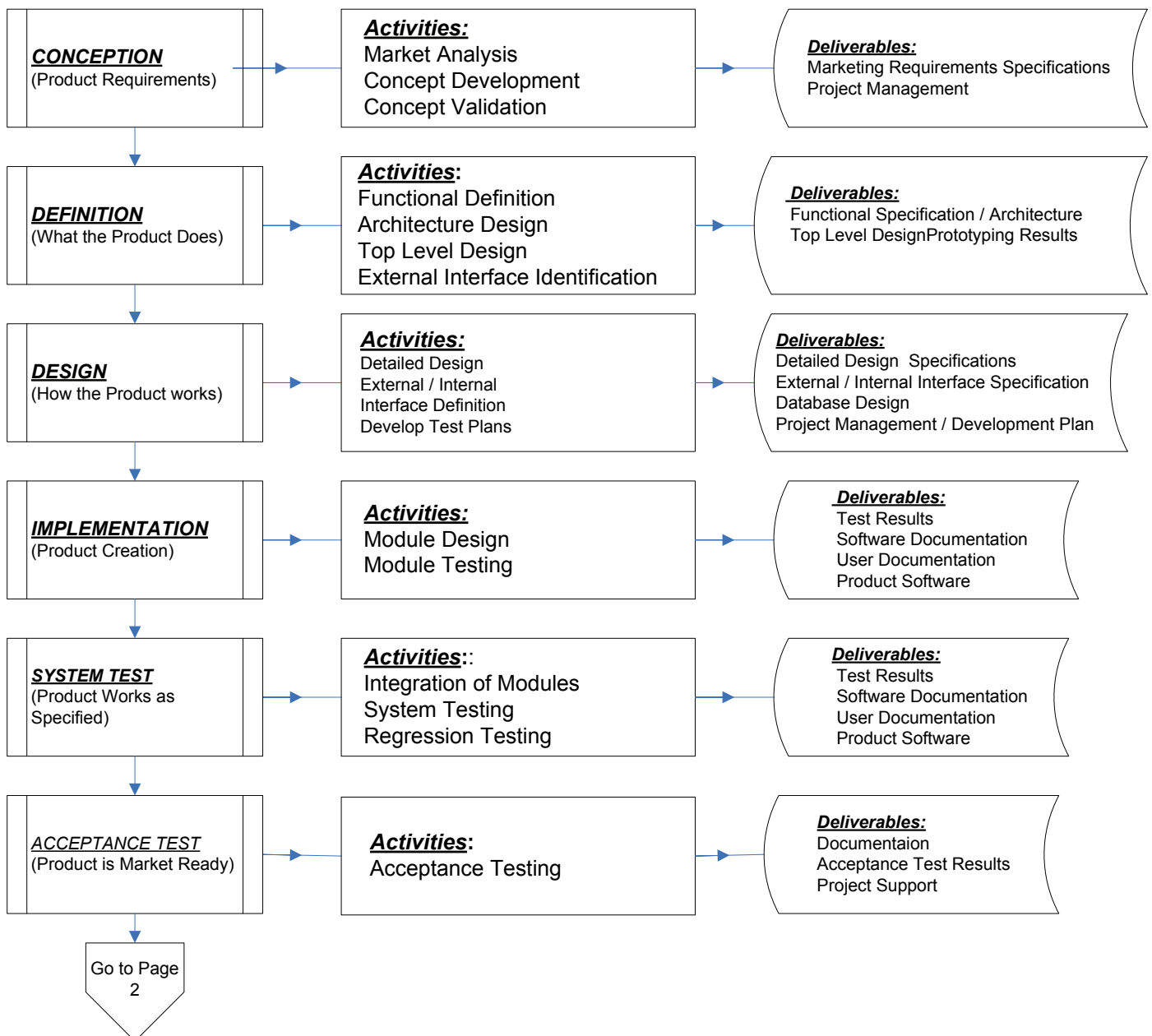
Amoco Production  
Arco (multiple packages and installations)  
BP Exploration  
Shell

## **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  
Pharmacia, 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 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

