

# Hula Networks Quality Control

## Hula Networks' internal review procedures that facilitate high-quality standards

Hula Networks 12 Point certification process assures Quality. We refuse any products that can not conform to the following tests and procedures.

We physically inspect all equipment for noticeable damage	Port by port diagnostic testing	Clean chassis and modules from dust and debris
Ensure fans are operational	Restore factory default configurations	Remove any passwords
Live network testing	24 hour stability testing	Test all power supplies
Verify all serial numbers are valid	Verify all chassis are error free	Verify all modules and Interfaces are error free

In addition to the above 12 point Certification Process Hula Networks Inc will perform the following for all orders.

- Verify that all cards are recognized in chassis running on specific IOS.
- Verify that the cards are 100% functional while running specific IOS.
- Verify and use the most recent built card if a build date is available and an option.
- Latest revision available
- Power all DC power supplies with -48v
- Power cycle both power supplies 10 times
- Verify that the LED is green and the chassis boots up
- All cards to be run with the specified software version for a minimum of 48 hours

## Packaging/Shipping

- Make sure all equipment is shipped in thick double walled cardboard boxes, wrapped in 4-5 layers of bubble wrap, foam popcorn or foam to elevate any open areas for movement in shipping
- Secure contents so there is absolutely no movement inside the box once sealed up.
- Tip: give a healthy shake to see if contents move within
- Enclose with at least 2 inches of padding around all sides of units.
- Cards need to be enclosed in a static bag prior to being wrapped in bubble or put in a pizza box.
- Any boxes weighing over 75 lbs. please call or email prior to shipment. Make sure equipment is palletized.
- Multiple items in a box need to be wrapped individually.
- Remove and wrap fans and power units separately to avoid bent handles.
- Include any accessories rack mounts, power and console cables needed.
- New equipment needs to be double boxed. DO NOT tape over Cisco tape or labeling.
- Palletized items need to be boxed and padded between before placing on the pallet.

## Hula's Identification of individuals responsible for ensuring quality control

### Shipping/Receiving Manager

The following are duties and responsibilities shall be completely performed by employee

- Keep the warehouse clean and free of all debris and garbage
- Keep all inventory for general sale and inventory for staging in organized, neat, itemized and safe shelf system in warehouse
- Break down all unusable boxes and recycle them daily
- Keep all reusable boxes and packaging materials in organized area for non-insured shipments
- Keep adequate inventory levels of all packaging equipment with vendors
- Record on incoming inventory for engineering to test, and stay on engineering until completed to finalize in sales inventory
- Record all incoming inventory for outgoing customer orders, make sure engineering test all items
- Itemize all items to complete customer orders and package them safe and extremely neat
- Record all out going inventory items and adjust real time inventory accordingly
- Keep a "real time" inventory system for all sales reps and operations to know exactly what is on hand
- Work with freight companies to arrange for pickups and scheduling, always negotiate the most cost effective and reliable source
- Be trained to do basic testing on equipment to verify part number and operation
- All order MUST have Fed Ex tracking number and information sent to customer contact and sales rep

## Testing Engineer

- Engineer is responsible to take certification course on product testing and configuration. Engineer will be expected to continue in educational processes moving forward (technology classes, communication classes and so on). Education is ongoing process and will be address on a monthly review).
- Test Engineer is responsible to test all equipment that is untested in warehouse facilities. Test thoroughly and attach a show version / test report to all equipment. Create a procedure that mandates all equipment to be tested as soon as it comes in to Hula networks. Create an excel spreadsheet that tracks inventory coming in and when it passed or failed testing. Make it so it priorities equipment that is part of an open order and then the most expensive equipment is tested first. Develop a procedure to identify equipment that does not test up to Hula standards, operations is notified immediately in order to help reconcile the issue.
- Test Engineer is responsible to develop a more thorough Q&A policy to test all equipment including verifying part # to referred PO within 6 hours of receipt moving forward. Please refer to 12 point inspection process on all items. Products must be proactively tested and place into inventory same day.

## When Hula subcontractors are used and the quality control measures used to ensure acceptable subcontractor performance.

Hula Networks uses a select team of highly trained subcontractors when it is needed to help meet project timelines or provide additional expertise. In the event we use a subcontractor they follow the same SOPs as Hula Networks employees and follow the stringent scope of work written by our project managers. Subcontractors are trained by Hula Networks to ensure optimal project results and customer satisfaction. Ultimately all work performed under the Hula Networks name is strictly supervised by a Hula Networks project manager and we warranty the work just the same.

## Hula potential problem areas and how solutions are handled

Hula Networks consolidates the best in class maintenance programs of our numerous partners, and gives clients access through the convenience and efficiency of a single point of contact. Our on-line suite of software tools save time and money in the processes of procuring, managing, tracking, and utilizing these “Best in Class” multi-vendor IT services. Equipment information is loaded into the Hula Networks web site where it is accessible through a secure user name (s) and password (s). Hula Networks imports this data for you. <http://www.hulanetworks.com/HulaNetWarrantySupport.html>

Once logged into the system, end-users, technical support staff, or IT administrators can easily access all equipment, and location information through a variety of search fields, including city, address, serial number, service level, and contract number. Here, service calls can be placed by choosing the device by serial number, clicking on the red “Place Service Call” letters. If you need other questions answered, click on the link to your Hula Networks account manager, or give us a call. Once the device in need of repair is chosen, type in a brief description of the problem, along with contact information for the technician, and your service request is directly and immediately sent to the service help desk. Hula Networks then records your service request in the portal to confirmation call placement date, time and work order data. You will always have an electronic record of the call placement. The help desk and/or technician will call you back directly. Callback is within four hours of call.

## How Hula's quality control is managed when completing multiple projects for multiple agencies simultaneously.

A staff project manager will manage multiple accounts. This job position is responsible for ensuring the timely and successful delivery of Hula Networks solutions according to customer needs and objectives as defined by Hula Networks engineering, sales and operations departments. The project manager responsibilities will include, but not limited to the following the following

- Responsible for managing outside contractor relationships and interfacing with outside contractor project managers
- Responsible for writing SOWs (Scopes of Work) designed to establish successful project engagements for both Hula Networks and our customers
- Responsible for meeting with customers on a regular basis to ensure projects are tracking properly according to our SOWs
- Responsible for keeping records of all professional services work contracted through Hula Networks
- Will manage scheduling of all outside contract work
- Will manage scheduling of Hula engineers (internal assets) as related to assigned projects
- Will be trained on all aspects of wireless work performed by wireless engineers so that there is a working knowledge of what is involved
- Will assist engineering department with report generation, presentation, and delivery
- Manage Hula Networks Lab environment and Hula personnel as it pertains to delivering fully configured systems to Hula Customers
- Manage Hula Networks engineers for internal IT requirements, server upgrades, remote firewall config, Microsoft exchange issues
- Attend various training classes as applicable to job requirements
- Assist with Hula special projects as needed i.e. consignment contracts, inventory pickups, testing procedures, etc.
- Manage hardware demo program



Contact your Hula Sales Rep for more details!