



Quality Management at STRATCOM & Army National Guard

Quality Innovation’s management and staff have held senior Quality positions within industry, bringing directly related experience in planning, documenting, implementing, executing, measuring and improving business processes across a wide array of disciplines. Leadership team members have actually led internationally accredited auditing and certification organizations. As a result we have access to a virtually unlimited pool of available experts in business and process management and improvement.

Our Team’s Quality Capabilities

We have first-hand knowledge and experience in evaluating and implementing processes compliant with internationally recognized standards and criteria ranging from the Malcolm Baldrige National Quality Award to the ISO set of Standards, CMMI and ITIL. The organization is familiar with well-known tools and techniques, such as Lean Six Sigma and Benchmarking to identify best practices, and assists organizations in implementing process improvements.

Here Are Key Project Details

Army National Guard Installations Division Strategic Planning and Program Evaluation

Revised Strategic Plan to reflect updated mission and vision statements, and integrated it with documented branch processes and revised scorecard measures. Provided subject matter expertise to refine the Balanced Scorecard.

Strategic Business Analyses

Conduct on-site Internal Assessments to provide audit reports documenting compliance to documented requirements, summarizing results of reviews with any observations and recommendations.

Process and Performance Improvement

Documented all deficiencies assisted internal representatives to resolve all requests. Participated in Quarterly Management Review meetings to review conformance to the requirements and identify any additional actions needed.

Communications and Change Management

Conducted interviews with key personnel in order to develop and maintain documentation of all branch processes. Provided subject matter expertise on organizational design and change management. Assisted the organization with creation and administration of the Customer Satisfaction Survey.

DUNS - 830665613
CAGE - 5HDC9
SIC - 7371, 8742, 8748

- QUALITY MANAGEMENT NAICS CODES**
- 541330 - Engineering Services
 - 541512 - Computer Systems Design Services
 - 541519 - Other Computer Related Services
 - 541611 - Administrative Management And General Management Consulting Services
 - 541618 - Other Management Consulting Services
 - 541620 - Environmental Consulting Services
 - 541990 - All Other Professional, Scientific, And Technical Services
 - 561110 - Office Administrative Services
 - 561990 - All Other Support Services

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Training, Certification and Recognition

Developed and conducted training for personnel as required. Topics included root-cause analysis, using the Management System tools, and quality management system principles.

STRATCOM J6 Information Technology Capabilities Contract

As a key subcontractor, Qi2 is responsible for Quality Management initiatives including meeting with CSRA's organization representatives, documenting required processes, conducting Internal Audits, preparing for External Audits and target areas for USSTATCOM's process to continually improve.

Other Key Performance Milestones

Establish and assist in maintaining internationally recognized management practices. (ISO 9001:2008)

- Meet with CSRA's quality management organization representatives, to discuss the approach to prepare the ITCC program for the third party ISO 9001:2008 Surveillance Assessment.
- Review current work practices and documentation of ITCC program prior to the third party Surveillance Assessment.
- Conduct on-site Internal Assessment for ITCC in preparation for the third party Surveillance Assessment.
- Provide audit reports documenting compliance summary and results of reviews with any observations, recommendations, and assistance for corrective actions within 1 week (five business days) after completion of Internal Assessment for ITCC.
- Provide on-site assistance during the third party ISO 9001:2008 Surveillance Assessment.
- Compile a monthly report

Establish and assist in developing and maintaining an IT Service Management System (ISO 20000:2011)

- Review of Existing Documentation & Develop a Scope Statement.
- Listing of Required Documentation and CSRA ITCC Status with regard to that documentation.
- Review of the Service Management Plan which the team has drafted using an existing SMP from another CSRA ISO 20000 compliant facility (Stennis Data Center)
- Scope Statement for certification
- GAP Assessment & Project Planning.
- Revised Gap Assessment Report
- Develop & Maintain Microsoft Project Plan with Milestones
- Planning & Deployment of Phase 1 – Service Center Certification.
- Additional required documentation and subordinate Plans
- Enhancements to the Internal Audit Program
- Internal Preliminary Assessment with Report
- Closing All Open Issues and Final Preparations.
- Initial Plan for future implementation
- Assist with application to formal Audit Agency
- Provide on-site assistance during third party External ISO 20000 Audits
- Closing External Audit ISO 20000-1:2011 Findings