

**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
FEDERAL SUPPLY SCHEDULE FSS PRICE LIST**

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SCHEDULE NAME MULTIPLE AWARD SCHEDULE

CONTRACTOR NAME QUALITY MANAGEMENT INTERNATIONAL INC. dba QMII

FEDERAL SUPPLY GROUP: Professional Services

CONTRACT NUMBER: 47QTCA20D0050

CONTRACT PERIOD: January 27, 2020 TO January 26, 2025

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Business Size: 8a Small Disadvantaged

For more information on ordering on ordering go to the following website:
<https://www.gsa.gov/schedules>.

Price list current as of Modification #PS-0008 effective November 1, 2022.

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Quality, Environment, Safety and Security. Since 1986, QMII provides custom auditing, training and consulting for improving business management systems.

Found on the web at <https://www.qmii.com/>

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I. Executive Summary

Quality Management International, Inc. is one of the original management systems consulting firms in North America and Europe.

We provide training, auditing and consulting services to empower commercial and governmental organizations to master the continual improvement of their management systems. This allows our clients to meet the needs of their customers, employees, shareholders and other stakeholders faster and more efficiently.

QMII's insights are based on experience gained in assisting organizations to upgrade their business management system, improve IT networks and processes, redesign processes and improve teamwork. This, along with our wealth of international experience in Europe, Africa, Asia, Far East and the

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Middle East using our process-based systems approach make us an industry leader in management systems. Many of the successful consultants and auditors practicing today were originally trained by QMII.

QMII has an outstanding team of Consultants, Trainers, Project Managers, Solution Architects, and Analysts, and highly skilled management and technical project team. Together we are committed to providing reliable and quality solutions.

Since our foundation in 1986, QMII has served organizations in many different industries including manufacturing, transportation, engineering, aerospace, maritime, oil and gas, professional services, food processing, medical devices, defense, construction, government, education and others.

II. Process Management Systems

Your enterprise has a system, even if it is not defined. Unless you intervene, one or more of the four essential parts of your process management system may become ineffective:

1. Policy and objectives to guide the organization
2. Responsibilities defined so that people know what is expected
3. Defined processes linking people to business objectives
4. Data shared and analyzed to improve the performance of the company

Here are some questions to consider:

- How does your organization know it will always collect and meet the needs of its customers?
- How does your organization control the risk of product liability, damaging the environment, and endangering the health and safety of employees?
- Does your organization have a formal methodology for driving continual improvement through preventive action?
- When problems happen, how is the root cause identified, removed, controlled and communicated so the problem never happens again?

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A defined and continually improved process management system is the tool that enables some organizations to answer these questions with confidence. Driven by your business objectives, a system conforming to our American national System standards, ISO 9001 and ISO 14001, is capable of delivering assurance (confidence) and continual improvements in:

- System: the parts that work together - see the four parts listed above
- Processes: work to convert inputs into outputs by adding value
- Products: services and tangible products that result from processes
- Quality: fulfilling objectives including yield and cycle time
- Loss prevention: removing unacceptable risks and avoidable costs
- Environment: preventing pollution and waste to improve the new bottom-line

These apply to any enterprise that is relentless in its determination to do better.

A management system designed specifically for your business can hasten the rate at which the core process (Get work>Do work>Get paid™) adds value. With the systems key processes clearly defined, well-trained and persistent teams can secure never-ending improvements in the rate their core process adds value.

The users of a system need to feel that they own their procedures to be enthusiastic for using their system vigorously. This sense of ownership is strengthened if the process teams are involved in defining their part of system.

When leaders give their process teams (for each key process) an appreciation of their wider system, "system-thinking" can prevail and the organization learns that the system is the source of most solutions.

III. Introducing Quality Management International, Inc.

An American corporation, Quality Management International, Inc. originated

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in the United Kingdom in 1986. QMII brings a wealth of international experience from Europe and Asia with insights from helping hundreds of companies to upgrade their business management systems, redesign processes and improve teamwork.

QMII is one of the original management systems consulting firms in North America and Europe and is widely respected as an industry leader. In fact, many of the consultants and auditors practicing today were originally trained by QMII. Since our inception, QMII has served many organizations in disparate industries including manufacturing, transportation, engineering, aerospace, chemical processing, professional services, food, medical device, construction, government, education and others.

QMII is certified by Exemplar Global and Probitas Authentication to train management system auditors. QMII provides management systems training that teach people to understand the business processes and management systems, system standards, how to effectively audit management systems and how to improve their overall system performance.

IV. SIN 541611: Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

Consulting

Our consulting services are summarized as follows:

- Developing a Process Management System
- Improving a Process Management System

QMII clients achieve first time and certified registration to ISO 9001 and ISO 14001 and their derivatives (including IATF 16949, ISO/IEC 17025, ISO 13485, ISO 22000, ISO 45001, ISO 28000 and AS9100) with effective business management systems that are essential for competitive organizations. These management systems focus on how the company converts stakeholder needs into satisfied stakeholders and revenue, while fulfilling many other internal

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and external requirements. We work with our clients to make their systems effective.

Developing a Process Management System

There are many ways to develop a management system. Some ways help your business and while others hurt it. We use the People>Processes>System™ approach to develop the system you already use to run your business while ensuring that system naturally conforms to any applicable systems standards (ISO) and regulations. This leads to a system that is embraced by employees and the lowest implementation and maintenance costs. We do not add or impose new systems just to meet the standard.

These systems naturally meet the requirements of system standards so certified registration is a quick option--if beneficial for marketing purposes. After carefully managed project, our clients can add value faster for their stakeholders, measured by bottom-line performance, as their systems focus processes on converting needs into cash. Their system is self-improving ready for driving continual process and system improvement using tools such as lean and six sigma. The involvement of our consultants can vary, too. We have designed our training and consulting to provide you with flexibility for planning and executing your project. Use the graphic below and let available resources determine which option is best for you:



A: Project leaders and key managers attend a “Management Systems and Lead Auditing” class and learn the skills needed to plan and execute your system development and certification project. Use our website to manage your project.

B: Additionally, we run this class in-house for up to 10 key players, incorporating your existing business processes, thus expediting your project planning.

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C: Additionally, we assess your system, identify gaps and key processes, report and plan the project and provide in-house training for leaders, system developers and auditors. We also facilitate teams on process analysis or value stream mapping and conduct the pre-assessment to advice on readiness for certification.

D: Additionally, we work as a member of your Task Force analyzing your processes, conducting the aspects and impacts analysis, developing the system documentation, assist in selecting a registrar valued by your customers, and assist management with the communication plan for launching the system.

For options “**C**” and “**D**”, we guarantee certification, if required. For all options, we provide free support via phone and email so your team has expert advice and you can control your costs.

Please contact us with your system development objectives.

Improving a Process Management System

Our consultants will work with your team to apply quality management techniques, including lean and Six Sigma, to analyze your processes and system. Our services include:

- Analyzing processes to determine process capability and opportunities for improvement
- Process and design FMEA
- Applied lean methodology to remove process and system waste
- Design of experiments
- Analyzing and improving process measurement systems
- Database development to support process measurement systems

Every management system is different and organizations have different needs. Please contact us with your project objectives.

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These rates for personnel involved in these offerings may be found in our price guide under the "SIN 541611, 541611RC (Integrated Consulting Services)" section.

Auditing

Our auditing services are summarized as follows:

- Conducting a Process and System Audit
- Leading a Process and System Audit

When assigned to projects, our auditors assess the systems and processes of the project team. They initiate actions to reinforce the project management system, so it works effectively in meeting the objectives of the project as a whole.

Our auditors also conduct thorough impartial assessments to determine when our consulting clients are ready for certified registration. Using these services, some of our clients choose public declaration of conformity with chosen system standards instead of registration.

All of our auditors are certified management systems Lead Auditors. Our audit experience includes:

- Gap analyses against system standards and regulations
- Due diligence audits, linking people, processes and the system to the results of financial due diligence audits
- Process audits assessing effectiveness against management and system requirements
- Contract and product audits

We can conduct assessments independently or as a member of your team. Please contact us with your audit objectives.

These rates for personnel involved in these offerings may be found in our price guide under the "541611 (Consulting)" section.

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V. SIN 611430: Professional and Management Development Training

Challenge old paradigms and find new ways to understand and improve your business.

Course Types

As a certified training organization, our goal is to provide professionals with learning opportunities for understanding processes and systems as they relate to any organization.

Students from all backgrounds, including managers, engineers, accountants, lawyers and others, learn how systems are used to coordinate people and processes toward fulfilling common objectives.

Some students are very experienced quality, environmental and health and safety professionals. They use our training to advance their credentials, solve a problem, or simply improve their business. Others are completely new to process and system management and want to learn about how systems work to add value.

Select from our course types below to learn about specific classes that may be of interest to you:

- [Management Systems and Lead Auditing](#)
- [Executive Overview: Management Systems](#)
- [Problem Solving / Root Cause Analysis](#)
- [Process Management Systems Briefing](#)
- [System Leader and Builder Workshops](#)
- [Internal Auditing](#)
- [Metrology and Calibration](#)
- [ISM Auditor](#)
- [ISPS Auditor](#)
- [Designated Person Ashore \(DP/DPA\) Training](#)

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Locations

Our public training courses are available across the United States. While we cannot run a course in every city, we aim to provide courses in or convenient to most major cities.

If you cannot travel or you have 4 or more team members requiring training, please contact us regarding our in-house training. All of our courses are available in-house.

What makes our training unique?

Many reasons, but here are a few:

- As Systems Engineers, our courses reflect our focus on overall system effectiveness instead of localized process improvement
- We have taught, practiced and continually improved the “Process Approach” since 1986, the same methodology now advocated by our national and international quality management system standard, ISO 9001
- Our independence - we are not a registrar or affiliated with a registrar and we teach you what the registrars will not (or cannot)! Because of our independence, you can bring your particular process and system concerns to class and the instructor will work to answer your questions.
- We teach managers and auditors how to understand processes and systems whether or not they are documented
- Our instructors average over 30 years’ experience working as process, systems and auditing professionals

Significant differences exist between training organizations including competence of instructors, professionalism of course materials, alumni services, and management system and audit philosophy. By understanding these differences you can find the best match for you.

We encourage you to invest your time to learn management systems from lifelong students and practitioners of systems thinking.

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Management Systems and Lead Auditing

Learn how the success of processes depend upon the system they work within.

These five-day courses prepare you to develop, maintain and audit management systems in accordance with international system standards AND focus on how your business operates. Short lectures, teamwork and role-play will deepen your understanding of management system principles and the structure of systems and processes.

These courses have been developed by system engineers to teach how management systems are currently used and will be used in the years to come – not how they have been used in years past. Consequently, our courses incorporate material directly addressing concepts applicable to all professionals today, including:

- Business process analysis
- Combined and integrated management systems
- Integrating ISO, Lean and Six Sigma
- Operational risk analysis

Courses (by system standard used)

- [ISO 9001](#)
- [ISO 14001](#)
- [ISO 28000](#)
- [ISO/IEC 17025](#)
- [ISO 27001](#)
- [ISO 45001](#)
- [AS9100 / AS9110](#)

ISO 9001 Quality Management Systems Lead Auditor

This course teaches how management systems convert customer needs into

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satisfied customers, how to interpret and apply the requirements of ISO 9001, and how to conduct and lead a process and system audit.

This course is certified by Exemplar Global. Successful completion of this course fulfills the training requirements for becoming an Exemplar Global certified QMS Lead Auditor.

Who should attend?

- Quality professionals
- VP/Directors of Quality
- ISO Managers/Management Reps
- Individuals who want to become EG certified lead auditors
- Process owners
- Systems professionals or people who want to understand how management systems work
- Improvement Specialists
- Buyers/Procurement professionals

What will you learn?

How to:

- Plan and execute QMS development or transition projects ensuring conformity to ISO 9001
- Identify and implement the controls necessary for ensuring the QMS translates customer needs into satisfied customers
- Relate fiduciary concerns to the performance of the QMS
- Develop reliable and pliable systems, particularly effective for organizations where process objectives are constantly changing
- Determine and communicate the resources necessary to enable the system
- Communicate the roles and responsibilities within the QMS to the organization
- Conduct and lead 1st, 2nd and 3rd party audits, particularly on undocumented systems and audit for process effectiveness against measurable objectives

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- Relate the capabilities of the organization to the expectations of customers, top management and shareholders
- Use the QMS to work proactively and not reactively
- Explain to customers how the organization plans to fulfill its promises and show evidence that it has done so in the past

Because of our independence, you can bring your particular process and system concerns to class and the instructor will work to answer your questions as best as possible.

Related Requirements

This course is also taught using related management system requirements, including:

- ❑ ISM Code
- ❑ Hazard Analysis and Critical Control Points (HACCP)
- ❑ ISO/IEC 17025
- ❑ AS9100
- ❑ 10 CFR Appendix B
- ❑ Requirements specific to your industry segment Please contact us for details.

This course section may be found in our price guide under “ISO 9001 Quality Management Systems Lead Auditor”.

[Visit our website for our current public training schedule.](#)

ISO 14001 Environmental Management Systems Lead Auditor

This course teaches how environmental management systems convert stakeholder needs into realized requirements, how to interpret and apply the requirements of ISO 14001, and how to conduct and lead a process and system audits.

This course is certified by Exemplar Global. Successful completion of this

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course fulfills the training requirements for becoming an Exemplar Global certified EMS Lead Auditor.

Who should attend?

- Environmental professionals
- VP/Directors of Regulatory Affairs
- ISO Managers/Management Reps
- Individuals who want to become EG certified lead auditors
- Systems professionals or people who want to understand how management systems work
- Improvement Specialists

What will you learn?

How to:

- Plan and execute EMS development projects assuring conformity to ISO 14001 and compliance to applicable regulations
- Conduct an environmental aspect and impacts analysis
- Identify and implement the controls necessary for an effective EMS
- Relate fiduciary concerns to the performance of the EMS
- Develop reliable and pliable systems (particularly effective for organizations where process objectives are constantly changing)
- Determine and communicate the resources necessary to enable the system
- Communicate the roles and responsibilities within the EMS to the organization
- Conduct 1st, 2nd and 3rd party audits, particularly on undocumented systems, and audit for process effectiveness against measurable objectives
- Relate the capabilities of the organization to the expectations of customers, top management and shareholders
- Use the EMS to manage environmental risk and continually reduce waste

Because of our independence, you can bring your particular process and

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system concerns to class and the instructor will work to answer your questions as best as possible.

This course section may be found in our price guide under “ISO 14001 Environmental Management Systems Lead Auditor”.

[Visit our website for our current public training schedule.](#)

ISO 28000 Supply Chain Security Systems Lead Auditor

This class delivers the skills and knowledge required by the Security Management System team to achieve and keep certification. It also prepares attendees to independently assess conformity of any SCMS to ISO 28000.

This course is certified by Exemplar Global. Successful completion of this course fulfills the training requirements for becoming an EXEMPLAR GLOBAL certified Supply Chain Management Systems Lead Auditor.

The team learns how to develop the SCMS while managers can learn how to use, evaluate and improve the SCMS so it works effectively. The management representative (and deputy) learns to fulfill the roles and responsibilities with competence, confidence and authority.

This class particularly addresses organizations operating combined management systems (one business management system conforming to multiple system standards beyond ISO 28000, for example: ISO 9001, ISO 14001, ANSI Z-10 & ISO 45001).

Who should attend?

- CEO/VP/Top Management of any organization
- Directors of Quality
- Quality professionals
- Security professionals including Maritime Security Professionals/CSO
- All personnel having a stake in the security of the supply chain

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- ISO Managers/Management Reps
- Individuals who want to become EXEMPLAR GLOBAL certified lead auditors
- Process owners
- Systems professionals or people who want to understand and appreciate the supply chain security management systems
- Improvement Specialists

What will you learn?

- Process Analysis for Identifying Resources and Critical Controls
- Understand the processes necessary in assessing security threats and perceptions
- Prepare plans based on security assessment to meet the needs of supply chain security
- Analyze operational and security risk
- Evaluate a Business System Manual
- Prepare an Audit Schedule
- Prepare Checklists from Process Analysis
- Gather factual evidence
- Run an Audit Investigation
- Create Nonconformity Statements
- Run an Audit Closing Meeting
- Report an Audit
- Handle Corrective Action

Because of our independence, you can bring your particular process and system concerns to class and the instructor will work to answer your questions as best as possible.

This course section may be found in our price guide under “ISO 28000 Supply Chain Security Systems Lead Auditor”.

[Visit our website for our current public training schedule.](#)

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ISO/IEC 17025 Laboratory Management Systems Lead Auditor

This course teaches how management systems work with respect to laboratories, how to interpret and apply the requirements of ISO/IEC 17025, and how to conduct and lead a process and system audits.

This course is intended particularly for laboratories or organizations that work closely with laboratories to develop effective management systems that also conform to ISO/IEC 17025.

Who should attend?

- Laboratory professionals
- Quality professionals working in or with laboratories
- ISO Managers/Management Reps
- Auditors (internal, 3rd party, and supplier)
- Process owners
- Systems professionals or people who want to understand how
- Management systems work
- Improvement Specialists
- Buyers/Procurement professionals

What will you learn?

How to:

- Identify and implement the controls necessary for ensuring the QMS translates customer needs into satisfied customers
- Interpret and apply the requirements of ISO/IEC 17025
- Relate fiduciary concerns to the performance of the QMS
- Develop reliable and pliable systems, particularly effective for organizations where process objectives are constantly changing
- Determine and communicate the resources necessary to enable the system
- Communicate the roles and responsibilities within the QMS to the organization
- Conduct and lead 1st, 2nd and 3rd party audits, particularly on

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undocumented systems and audit for process effectiveness against measurable objectives

- Relate the capabilities of the organization to the expectations of customers, top management and shareholders
- Use the QMS to work proactively and not reactively
- Explain to customers how the organization plans to fulfill its promises and show evidence that it has done so in the past

This course section may be found in our price guide under “ISO/IEC 17025 Laboratory Management Systems Lead Auditor”.

ISO/IEC 27001 Information Security Management Systems Lead Auditor

QMII’s ISO/IEC 27001 Lead Auditor training gives students an understanding of the requirements of ISO/IEC 27001 and how to relate the requirements to your Information security management system. Understand how process-based management systems conforming to ISO/IEC 27001 ensure that Information Security (Infosec) requirements are accurately determined and consistently fulfilled.

Gain the tools necessary to conduct and lead ISO/IEC 27001 audits to determine conformity to the standard. This course is certified by Exemplar Global. Successful completion of this course fulfills the training requirements for becoming an Exemplar Global certified ISMS Lead Auditor.

Who should attend?

- VP/Directors of IT and IS
- ISO Managers/Management Reps
- Individuals who want to become Exemplar Global certified Information security management system (ISMS) lead auditors using ISO/IEC 27001
- Process owners
- Systems professionals or people who want to understand how information security management systems work
- Improvement Specialists

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- IT professionals
- Top managers who want to reap the benefit of conforming to ISO/IEC 27001 requirements

What will you learn?

How to:

- Plan and execute ISMS development or ISO/IEC 27001 transition projects.
- Identify and implement the controls necessary for ensuring the ISMS effectively meets ISO/IEC 27001 requirements
- Determine and communicate the resources necessary for the system to work as planned
- Communicate the roles and responsibilities within the ISMS to the organization
- Conduct and lead 1st, 2nd and 3rd party ISO/IEC 27001 audits, particularly on undocumented systems and audit for process effectiveness against measurable objectives including ISO/IEC 27001
- Relate the Information Security capabilities of the organization to the expectations of customers, top management and shareholders
- Use the Information Security Management System to work proactively and not reactively
- Explain to customers how the organization plans to fulfill its Information Security promises and show evidence that it has done so in the past
- Because of our independence, you can bring your particular process and system concerns to class and the instructor will work to answer your questions as best as possible.

This course section may be found in our price guide under “ISO/IEC 27001 Information Security Management Systems Lead Auditor”.

[Visit our website for our current public training schedule.](#)

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ISO 45001 Occupational Health and Safety Management Systems Lead Auditor

Learn the requirements of ISO 45001 and how to relate the requirements to your OHS management system. Understand how process-based management systems are responsible for ensuring customer requirements are determined and consistently fulfilled over time. This course is certified by Exemplar Global. Successful completion of this course fulfills the training requirements for becoming an Exemplar Global certified OHSMS Lead Auditor.

Who should attend?

- Health and safety professionals
- VP/Directors of Regulatory Affairs
- ISO Managers/Management Reps
- Individuals who want to become Exemplar Global certified lead auditors
- Systems professionals or people who want to understand how management systems work
- Improvement Specialists

What will you learn?

How to:

- Plan and execute OHSMS development projects assuring conformity to ISO 45001 and compliance to applicable regulations
- Use an OHSMS to ensure regulatory compliance
- Identify and implement the controls necessary for an effective OHSMS
- Relate fiduciary concerns to the performance of the OHSMS
- Develop reliable and pliable systems (particularly effective for organizations where process objectives are constantly changing)
- Determine and communicate the resources necessary for the system to work as planned
- Communicate the roles and responsibilities within the OHSMS to the

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organization

- Conduct First, Second- and Third-party audits, particularly on undocumented systems, and audit for process effectiveness against measurable objectives
- Relate the capabilities of the organization to the expectations of customers, top management, and shareholders
- Use the OHSMS to manage environmental risk and continually reduce accidents and incidents

This course section may be found in our price guide under “ISO 45001 Occupational Health and Safety Management Systems Lead Auditor”.

[Visit our website for our current public training schedule.](#)

AS9100 Aerospace Quality Management Systems Lead Auditor

QMII’s AS9100 Lead Auditor Training course is an in-depth course that provides the skills to manage first, second and third party AS9100/AS9110 audits. You will learn the requirements of AS9100 and how they relate to your aerospace quality management system. Even though AS9100 is used as the model for teaching systems and audit, this course enables students to develop and apply auditing skills using any applicable management system standard.

This course is certified by PROBITAS Authentication. Successful completion of this course fulfills the training requirements for becoming PROBITAS Authentication certified AQMS Lead Auditor.

Who should attend?

- Management Representatives
- Quality Assurance Directors/Personnel
- Quality Managers
- Individuals interested in conducting aerospace audits
- Engineers

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➤ Consultants

This course also benefits a range of professionals including quality managers and directors, business process owners/managers, supply chain/purchasing managers, chief executives, and directors.

What will you learn?

How to:

- Interpret the requirements of AS9100
- Understand additional aerospace requirements including AS9101 and AS9104
- Recognize AS9101 process-based auditing model and required documents
- Identify IAQG sector scheme requirements
- Understand the AQMS auditing process
- Plan, perform and report audits
- Take effective corrective action
- Monitor, report and improve system performance
- Understand the registration and certification process

This course section may be found in our price guide under “AS 9100 Aerospace Quality Management Systems Lead Auditor”.

[Visit our website for our current public training schedule.](#)

AS9110 Aerospace Quality Management Systems Lead Auditor

QMII’s AS9110 Lead Auditor Training course is an in-depth course that provides the skills to manage first, second and third party AS9110 audits. You will learn the requirements of AS9110 and how they relate to your aerospace quality management system. Even though AS9110 is used as the model for teaching systems and audit, this course enables students to develop and apply auditing skills using any applicable management system standard.

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This course is certified by PROBITAS Authentication. Successful completion of this course fulfills the training requirements for becoming PROBITAS Authentication certified AQMS Lead Auditor.

Who should attend?

- Management Representatives
- Quality Assurance Directors/Personnel
- Quality Managers
- Individuals interested in conducting aerospace audits
- Engineers
- Consultants

This course also benefits a range of professionals including quality managers and directors, business process owners/managers, supply chain/purchasing managers, chief executives, and directors.

What will you learn?

How to:

- Interpret the requirements of AS9110
- Understand additional aerospace requirements including AS9101 and AS9104
- Recognize AS9101 process-based auditing model and required documents
- Identify IAQG sector scheme requirements
- Understand the AQMS auditing process
- Plan, perform and report audits
- Take effective corrective action
- Monitor, report and improve system performance
- Understand the registration and certification process

This course section may be found in our price guide under “AS 9110 Aerospace Quality Management Systems Lead Auditor”.

[Visit our website for our current public training schedule.](#)

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Executive Overview: Management Systems

This one-day overview explains to top management their responsibilities within a management system, why systems are vital and how system standards such as ISO 14001 and ISO 9001 can help a company grow and continually improve.

Many organizations are introduced to management systems because they are forced to consider ISO certification. This overview shows how system development can happen many different ways, but the best approach is to analyze your existing processes and system and align them with your business objectives.

Who should attend?

- Top management
- Process Owners
- Functional Managers
- ISO project managers

What you will learn

- Understanding of quality, value and system
- Importance of process and requirements
- How systems work
- Leadership requirements for developing the management system
- Leadership requirements for running and continually improving the management system

This course section may be found in our price guide under “Executive Overview: Management System.”

Problem Solving (Root Cause Analysis Workshop)

This workshop teaches a team-based approach to eliminating root causes through effective preventive and corrective action using the Eight Disciplines

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Problem Solving (8D) methodology. At the heart of any management system is an engine for finding problems within the system, prioritizing problems based upon stakeholder needs (including financial impact), identifying root causes, eliminating the causes and putting the controls in place to make sure they never happen again.

Using a hands-on approach, this workshop prepares the team to jump-start any preventive and corrective action process—whether your system is new or has been in place for years.

Who should attend?

- Preventive and Corrective Action Teams
- Quality Managers
- Improvement Specialists/Teams
- Auditors
- Process Owners
- Functional managers

What you will learn

- Preventive and corrective action process (meeting the requirements of ISO 9001 and ISO 14001)
- Selecting preventive and corrective action teams
- How nonconformity statements affect the preventive and corrective action process
- Prioritizing nonconformities and preventive and corrective actions using Pareto analysis and based upon stakeholder requirements
- Root cause analysis
- Planning and executing preventive and corrective action
- Keeping the gains
- How this methodology meets the requirements of IATF 16949

This course section may be found in our price guide under “Problem Solving (Root Cause Analysis) Workshop”.

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[Visit our website for our current public training schedule.](#)

Process-based Management Systems Briefing

This half-day overview explains to large groups within your organization how to manage processes within the context of a management system for the purposes of system development and continual improvement.

All organizations have a management system. Learn how the system is proactively used to fulfill business objectives.

Who should attend?

- Top Management
- Functional or Process Managers
- Anyone in a process driven organization

What you will learn

- How a process management system works
- Achieving ISO standards conformity without “recreating” a system
- Developing stable processes for reduced variability
- Using multiple improvement methodologies (e.g. ISO, lean and six sigma) within one business management system
- Linking system performance to financial performance
- Using the management system to drive continual improvement

DDMS Workshop (Developing and Documenting a Process-based Management System)

This two-day workshop is vital training for teams creating their management system to conform to system standards (such as ISO) AND reduce operating costs up to and beyond registration.

Designed to be interactive, participants go well beyond understanding what is

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required of them. This seminar presents and discusses the importance of working systematically to manage processes, growth and continual improvement so teams are coordinated and customers are assured of promised results.

Learn how to develop a system around how you currently do business, not around system standards. Learn how to document systems so they are used every day by people throughout the organization to manage improvement - not just by the system manager and when the system is audited.

Develop a management system that goes far beyond writing manuals and procedures. Invest the time to learn why and how to develop a system that reflects how your business operates—not some standard—while still meeting the requirements necessary for first time ISO certification.

Workshop Options by System Standard
Combined (one system conforming to multiple standards)
ISO 9001
14001
IATF 16949
ISO/IEC 17025
ISO 13485
AS9100/AS9110
ISO 45001
Other (you specify)

Who should attend?

- System Managers
- Management Reps
- ISO Managers
- Process Owners
- Any member of the system development or “ISO” team

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What you will learn

- How systems work
- Quality management principles
- Understanding of the appropriate system standards (e.g. ISO 9001)
- Establishing measurable process and system objectives
- Policies and objectives
- Process analysis for identifying resources and critical control points
- Performing an aspect and impacts analysis (ISO 14001)
- How to best document a system
- Defining a core process
- Determining the interactivity of processes
- Planning a system development project
- How to assess system performance

This course section may be found in our price guide under “DDMS Workshop (Developing and Documenting a Process-based Management System)”.

ISO 9001 Quality Management Systems Internal Auditor

Learn how to audit for both process/system effectiveness as well as conformity.

These three-day courses prepare you to audit processes and/or management systems against any requirements, including:

- ISO 9001
- Published and unpublished management requirements
- Laws and regulations
- Contracts

You will learn with short lectures, teamwork and role-play to deepen your understanding of the audit process and how to use audit criteria.

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Who should attend?

- Internal auditors
- Quality Managers
- Internal audit program managers
- Experienced auditors looking for refresher training

What you will learn

- Process analysis for identifying resources and critical control points
- Implementing and managing an internal audit program
- Audit scheduling
- Process review and checklist preparation
- Audit investigation (obtaining evidence)
- Audit investigation (evaluating evidence)
- Writing nonconformity statements

These courses are designed both for individuals new to auditing and for experienced professionals looking for auditor refresher training.

This course may be found in our price guide under “ISO 9001 Quality Management Systems Internal Auditor”

[Visit our website for our current public training schedule.](#)

ISO 14001 Environmental Management Systems Internal Auditor

Learn how to audit for both process/system effectiveness as well as conformity.

These three-day courses prepare you to audit processes and/or management systems against any requirements, including:

- ISO 14001
- Published and unpublished management requirements
- Laws and regulations
- Contracts

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You will learn with short lectures, teamwork and role-play to deepen your understanding of the audit process and how to use audit criteria.

Who should attend?

- Internal auditors
- Environmental Managers
- Internal audit program managers
- Experienced auditors looking for refresher training

What you will learn

- Process analysis for identifying resources and critical control points
- Implementing and managing an internal audit program
- Audit scheduling
- Process review and checklist preparation
- Audit investigation (obtaining evidence)
- Audit investigation (evaluating evidence)
- Writing nonconformity statements

These courses are designed both for individuals new to auditing and for experienced professionals looking for auditor refresher training.

This course may be found in our price guide under “ISO 14001 Environmental Management Systems Internal Auditor”

[Visit our website for our current public training schedule.](#)

ISO/IEC 27001 Information Security Management Systems Internal Auditor

Learn how to audit for both process/system effectiveness as well as conformity.

These three-day courses prepare you to audit processes and/or management

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systems against any requirements, including:

- ISO/IEC 27001
- Published and unpublished management requirements
- Laws and regulations
- Contracts

You will learn with short lectures, teamwork and role-play to deepen your understanding of the audit process and how to use audit criteria.

Who should attend?

- Internal auditors
- Information Security Managers
- Internal audit program managers
- Experienced auditors looking for refresher training

What you will learn

- Process analysis for identifying resources and critical control points
- Implementing and managing an internal audit program
- Audit scheduling
- Process review and checklist preparation
- Audit investigation (obtaining evidence)
- Audit investigation (evaluating evidence)
- Writing nonconformity statements

These courses are designed both for individuals new to auditing and for experienced professionals looking for auditor refresher training.

This course may be found in our price guide under “ISO/IEC 27001 Information Security Management Systems Internal Auditor”

ISO 45001 Occupational Health and Safety Management Systems Internal Auditor

Learn how to audit for both process/system effectiveness as well as

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conformity.

These three-day courses prepare you to audit processes and/or management systems against any requirements, including:

- ISO 45001
- Published and unpublished management requirements
- Laws and regulations
- Contracts

You will learn with short lectures, teamwork and role-play to deepen your understanding of the audit process and how to use audit criteria.

Who should attend?

- Internal auditors
- Safety Managers
- Internal audit program managers
- Experienced auditors looking for refresher training

What you will learn

- Process analysis for identifying resources and critical control points
- Implementing and managing an internal audit program
- Audit scheduling
- Process review and checklist preparation
- Audit investigation (obtaining evidence)
- Audit investigation (evaluating evidence)
- Writing nonconformity statements

These courses are designed both for individuals new to auditing and for experienced professionals looking for auditor refresher training.

This course may be found in our price guide under “ISO 45001 Occupational Health and Safety Management Systems Internal Auditor”

[Visit our website for our current public training schedule.](#)

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AS9100 Aerospace Quality Management Systems Internal Auditor

Learn how to audit for both process/system effectiveness as well as conformity.

These three-day courses prepare you to audit processes and/or management systems against any requirements, including:

- AS9100
- Published and unpublished management requirements
- Laws and regulations
- Contracts

You will learn with short lectures, teamwork and role-play to deepen your understanding of the audit process and how to use audit criteria.

Who should attend?

- Internal auditors
- Quality Managers
- Internal audit program managers
- Experienced auditors looking for refresher training

What you will learn

- Process analysis for identifying resources and critical control points
- Implementing and managing an internal audit program
- Audit scheduling
- Process review and checklist preparation
- Audit investigation (obtaining evidence)
- Audit investigation (evaluating evidence)
- Writing nonconformity statements

These courses are designed both for individuals new to auditing and for experienced professionals looking for auditor refresher training.

This course may be found in our price guide under “AS9100 Aerospace Quality

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Management Systems Internal Auditor”

[Visit our website for our current public training schedule.](#)

AS9110 Aerospace Quality Management Systems Internal Auditor

Learn how to audit for both process/system effectiveness as well as conformity.

These three-day courses prepare you to audit processes and/or management systems against any requirements, including:

- AS9110
- Published and unpublished management requirements
- Laws and regulations
- Contracts

You will learn with short lectures, teamwork and role-play to deepen your understanding of the audit process and how to use audit criteria.

Who should attend?

- Internal auditors
- Quality Managers
- Internal audit program managers
- Experienced auditors looking for refresher training

What you will learn

- Process analysis for identifying resources and critical control points
- Implementing and managing an internal audit program
- Audit scheduling
- Process review and checklist preparation
- Audit investigation (obtaining evidence)
- Audit investigation (evaluating evidence)
- Writing nonconformity statements

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These courses are designed both for individuals new to auditing and for experienced professionals looking for auditor refresher training.

This course may be found in our price guide under “AS9110 Aerospace Quality Management Systems Internal Auditor”

[Visit our website for our current public training schedule.](#)

ISO/IEC 17025 Laboratory Management Systems Internal Auditor

Learn how to audit for both process/system effectiveness as well as conformity. These three-day courses prepare you to audit processes and/or management systems against any requirements, including:

- ISO/IEC 17025
- Published and unpublished management requirements
- Laws and regulations
- Contracts

You will learn with short lectures, teamwork and role-play to deepen your understanding of the audit process and how to use audit criteria.

Who should attend?

- Internal auditors
- Quality Managers
- Internal audit program managers
- Experienced auditors looking for refresher training

What you will learn

- Process analysis for identifying resources and critical control points
- Implementing and managing an internal audit program
- Audit scheduling
- Process review and checklist preparation
- Audit investigation (obtaining evidence)
- Audit investigation (evaluating evidence)

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- Writing nonconformity statements

These courses are designed both for individuals new to auditing and for experienced professionals looking for auditor refresher training.

This course may be found in our price guide under “ISO/IEC 17025 Laboratory Quality Management Systems Internal Auditor”

Measurement Systems Analysis

This two-day class has been designed and improved over 10 years by professional calibration engineers and metrology technicians. Learn the origins of metrology and calibration and how to develop an effective calibration program for your organization that conforms to ISO 9001.

Who should attend?

- Metrology and calibration professionals and technicians
- Laboratory managers and professionals

What you will learn

- Origins of calibration
- Analyzing calibration processes
- Monitoring and measuring device requirements per ISO 9001
- Estimating measurement uncertainty
- Developing calibration system documentation
- Sources of error
- What to calibrate
- Measurement system analysis, including Gauge R&R
- External calibration services
- Software packages to help manage the calibration process

This course section may be found in our price guide under “Measurement Systems Analysis”.

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ISM Auditor

Our training provides practical examples of real-life situations and prepares the trainees to develop and implement the management system on board and ashore.

The ISM Code requires establishment of safeguards to ensure mitigation of risks in safety and pollution in shipboard operations. The Code places responsibility for this squarely on the companies charged with the ship's management. We offer ISM training with various options to meet the industry requirements.

Who should attend?

- Safety Internal Auditors
- ISM Lead Auditors
- Designated Persons Ashore (DPA)
- Owners and Operators
- Agents
- Maritime Management Teams
- Safety, Security and Quality professionals needing introduction to maritime management systems
- Maritime Academy Attendees and Administration Staff (ask for our in-house training)

What you will learn

- Plan and execute ISM development or transition projects ensuring conformity to ISM Code
- Identify and implement the controls necessary for ensuring the SMS (Safety Management System) ensures safety and prevents pollution
- Relate fiduciary concerns to the performance of the SMS
- Develop reliable and pliable safety systems, particularly effective for ship and shore operations where process objectives are constantly changing
- Determine and communicate the resources necessary for the system to

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work as planned

- Communicate the roles and responsibilities within the SMS to the ship / shore operations
- Conduct and lead 1st and 2nd party audits (3rd party auditing covered in QMS Lead Auditor and EMS Lead Auditor training)
- Relate the capabilities of the organization to the expectations of customers, top management and shareholders
- Use the SMS to work proactively and not reactively (including using preventive and corrective action)
- Explain to customers how the organization plans to fulfill its promises and show evidence that it has done so in the past

This course section may be found in our price guide under “ISM Auditor.”

[Visit our website for our current public training schedule.](#)

ISPS Auditor

Our training is based on real life situations, with workshops designed to offer practical experience and preparation. QMII students learn to develop, implement and audit the security of the complete supply chain including processes on board and ashore (including in port).

The ISPS Code requires establishment of ship and port facility security plans. The Code places responsibility for the ship security squarely on the companies charged with the ship's management. We offer ISPS training with various options to meet our client's needs. This three-day course covers the requirements of ISPS Code.

For Vessel and Company Security Officers we provide a combined VSO/CSO course certified by USCG and MARAD.

We also offer custom-tailored in-house Quality Management Systems and Environmental Management Systems lead and internal auditor courses with

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an ISPS Maritime Focus. An intensive 3-day ISPS Code course is recommended for VSOs, CSOs, mariners, auditors and other interested parties involved in maritime security.

Who should attend?

- Security Internal Auditors
- ISPS Lead Auditors
- Owners and Operators
- Agents
- Maritime Management Teams
- Safety, Security and Quality professionals needing introduction to maritime management systems
- Maritime Academy Attendees and Administration Staff (ask for our in-house training)

What you will learn

- Plan and execute maritime security projects ensuring compliance to the ISPS Code
- Identify and implement the controls necessary for ensuring maritime security
- Understand Ship Security Plans (SSP) and Ship Security Assessments (SSA)
- Develop reliable and pliable security systems, particularly effective for ship and shore operations where process objectives are constantly changing
- Communicate security roles and responsibilities
- Conduct and lead 1st and 2nd party audits (3rd party auditing covered in QMS Lead Auditor and EMS Lead Auditor training)
- Use the security plans to work proactively and not reactively (including using preventive and corrective action)

This course section may be found in our price guide under “ISPS Auditor.”

[Visit our website for our current public training schedule.](#)

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ISM & ISPS Auditor

This course combines the knowledge of the ISM Auditor course and the ISPS auditor course and is delivered over 5 consecutive days.

This course section may be found in our price guide under “ISM & ISPS Auditor.”

VSO/CSO/PFSO training

Vessel Security Officer/Company Security Officer/Port Facility Security Officer combined training

Learn the knowledge and skills required for fulfilling the roles of vessel security officer, company security officer and port facility security officer. This USCG approved course satisfies the requirements for mariners seeking VSO/CSO/PFSO endorsements. Our training is based on real life situations, with workshops designed to offer practical experience and preparation for maritime security duties.

The ISPS Code requires establishment of ship and port facility security plans. The Code places responsibility for this squarely on the companies charged with the ship’s management and on the Contracting Governments where the port facilities are located.

Who should attend?

- Mariners and shore-based personnel seeking USCG endorsements for CSO, VSO or PFSO
- ISPS Lead Auditors
- Vessels Security Officers
- Company Security Officers
- Port Facility Security Officers
- Owners and Operators
- Agents
- Maritime Management Teams

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- Safety, Security and Quality professionals needing introduction to maritime management systems

What you will learn

How to:

- Ensure maintenance, supervisions of implementation of the security plan and amendments to the plan
- Propose modifications to the SSP/VSP to the CSO
- Ensure problems identified in audits and inspections get reported to the CSO and that corrective actions are implemented promptly
- Ensure security awareness and vigilance
- Ensure adequate security training for personnel
- Ensure reporting and recording of security incidents
- Ensure security equipment is properly operated, tested, calibrated and maintained
- Ensure consistency between security requirements and proper treatment of vessel personnel affected by the requirements
- Advise the level of threats likely to be encountered, using appropriate security assessments and other relevant information

This course section may be found in our price guide under “VSO/CSO/PFSO training.”

[Visit our website for our current public training schedule.](#)

Designated Person Ashore (DPA) Training

The Designated Person (DP) or Designated Person Ashore (DPA) is the key link in the safety chain for ship operations. This person has direct access to top management and has the responsibility and authority for monitoring safety and pollution prevention of each ship in the company’s fleet. It is the duty of the DP to ensure that adequate resources and support are readily available to the fleet.

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With such heavy responsibility resting on the shoulders of the DP, it is critical that she/he understand the role and duties of this position. Our intensive two-day training will meet the IMO guidance per circular MSC-MEPC.7/Circ.5 and MSCMEPC.7/Circ.6. With nearly 50% hands-on workshops, you will learn how to apply the knowledge gained to real life situations.

Upon passing this course, participants will be issued with a certificate of successful completion indicating the course was conducted per IMO guidelines.

Who should attend?

- DPs
- Owners and Senior Management
- Shore-based Managers
- Masters
- Ship Officers
- Port State Control
- Maritime Auditors & Consultants
- Academicians requiring a clear understanding of safety management systems

What you will learn

- Principles and benefits of management systems
- Implementation of safety management systems
- Review and continual improvement of the safety management system
- Knowledge and good understanding of the ISM Code
- Role of the Designated Person (DP)
- Necessary qualifications, training and experience of DP
- Safety and environmental protection policy
- IMO Circular MSC-MEPC.7/Circ.5
- IMO Circular MSC-MEPC.7/Circ.6
- Internal audits, verification and monitoring
- Management Review & Operational aspects of safety management
- Shipping and Shipboard operations as applicable to DP

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- Hazard analysis
- Reporting and analyzing nonconformities and near misses & Taking corrective action
- Effective communication with shipboard staff and senior management including team building
- Coordination of shore and shipboard operations
- Document of Compliance (DOC) & Safety Management Certificate (SMC)
- Mistake proofing

This course section may be found in our price guide under “Designated Person Ashore (DPA) Training”

[Visit our website for our current public training schedule.](#)

Leadership Training

Even with a well-developed process-based management system in your organization, you still need your team to use and improve it. Our leadership training enables leaders to become experts in the successful interaction between their personnel and the system. Learn to be an aware leader, effectively and powerfully aligning individual objectives with organizational objectives and bridging the gap between team and system.

Who should attend?

- Top management of any organization
- Department managers across industries
- Management representatives, quality professionals
- Supervisors
- Process owners
- Systems professionals or those wanting to understand how to effectively implement a management system
- Improvement specialists

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What you will learn

The course focuses on development in these key areas:

- Collaboration across organizational boundaries
- Leadership in crisis
- Conflict resolution skills
- Engaging and motivating employees
- Management communication skills
- Building strong and resilient teams
- Problem solving/root cause analysis

This course section may be found in our price guide under “Leadership Training”.

Team Building

Our team building training enables leaders to become experts in the successful interaction between their personnel and the system. Learn to create a collaborative environment as well as build resilient teams. Through our role play workshops, your team learns strategies and skills for collaboration enabling shared resources and ownership of the system. QMII uses the Myer-Briggs Assessment to facilitate this workshop.

Who should attend?

- Top management of any organization
- Department managers across industries
- Management representatives, quality professionals
- Supervisors
- Process owners
- Systems professionals or those wanting to understand how to effectively implement a management system
- Improvement specialists

What you will learn

The course focuses on development in these key areas:

- Collaboration across organizational boundaries

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- Leadership in crisis
- Conflict resolution skills
- Engaging and motivating employees
- Management communication skills
- Building strong and resilient teams
- Problem solving/root cause analysis

This course section may be found in our price guide under “Team Building.”

Introduction to Project Management

QMII’s 3-day Introduction to Project Management training is designed for personnel looking to get an introduction (or perhaps a refresher) to project management up to an intermediate level.

If you are looking for a project management training for lower/middle management and/or non-project managers moving into roles of leadership to provide them with the basic project management framework to support the successful planning, execution, and management of any project, then this course will be a perfect fit.

This project management essentials training includes exercises and quizzes that reflect the concepts included within PMI PMP® Certification Exams.

Who should attend?

- All those looking to learn how to manage projects and other similar activities in a structured manner.
- Team Leaders
- Administrators

What will you learn?

How to:

- Manage projects more effectively and efficiently
- Differentiate between the 4 general stages of every project

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- Apply and associate tools and techniques to all processes
- Learn risk analysis to decrease negative effects to project scope, schedule and costs
- Demonstrate project leadership in various roles
- Setting and measuring project objectives
- Evaluating stakeholder needs and meeting them
- Developing an action plan
- Manage Project constraints
- Identify risk and create risk response plans

This course section may be found in our price guide under “Introduction to Project Management.”

[Visit our website for our current public training schedule.](#)

FMEA Training

This two-day workshop prepares teams to analyze processes to identify risk and take action to manage it. Failure Modes and Effects Analysis (FMEA) is the tool students learn and then apply to assess products and processes to improve performance. This course is particularly suited for managers that want to use FMEA to manage operational risk and meet the requirements of any system standard such as ISO 9001, IATF 16949, AS9100 or ISO 27001.

Who should attend?

- Process Owners
- Functional Managers
- Process Engineers
- Improvement Specialists

What you will learn

- How systems work
- Importance of process and requirements
- FMEA and system standard requirements

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- Team building and working in teams
- Product analysis (building block diagrams)
- Process analysis (developing deployment flowcharts)
- Product (design) potential FMEA
- Process (manufacturing) potential FMEA
- Documenting potential FMEA
- Assessing results, taking action and driving continual improvement

This course section may be found in our price guide under “FMEA Training”.

[Visit our website for our current public training schedule.](#)

Mistake Proofing

One of the simplest ways to decrease costs is to prevent mistakes before they happen. Learning the theory and application of mistake proofing can help your organization prevent defects and improve the bottom line. After learning the causes and classifications of mistakes, students will learn about how Mistake Proofing is used in items as mundane as keys and outlets and washing machines. Then students will identify a potential Failure Mode and apply Mistake Proofing.

Who should attend?

- Process Owners
- Functional Managers
- Process Engineers
- Improvement Specialists

What you will learn

How to:

- Understand causes and classifications of mistakes
- Apply the concepts of Mistake Proofing
- Build Mistake Proofing skills through practice

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This course section may be found in our price guide under “Mistake Proofing”.

VI. SIN ANCILLARY: Ancillary Supplies and/or Services

Resit Service with Post Exam Coaching

Fee for taking second attempt with coaching.

Resit Service

Fee for taking second attempt of exam.

These services may be found in our price guide under “Resit Service” and “Resit Service with Post Exam Coaching”.

VII. Pricing

[See Exhibit A](#)

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VIII.Labor Categories

Service Contract Labor Standards Matrix:

SCA/SCLS Matrix		
SCLS Eligible Contract Labor Category/Fixed Price Service	SCLS Equivalent Code Title	WD Number
Administrative Assistant (Project)	01020 - Administrative	2015-4281

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

Pricing

Descriptions of Labor Categories offered include minimum training, certifications, educational and experience requirements.

Consulting: Senior Director

Duties: Directing the QMII senior management team, managing and performing consulting projects as required, teaching courses as required.

Education: Master's degree or equivalent

Experience: Have a minimum of thirty (30) years of experience.

Consulting: Director

Duties: Directing QMII consulting or training services (as appropriate), managing and performing consulting projects as required, teaching courses as required.

Education: Master's degree

Experience: Have a minimum of ten (10) years of experience.

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Consulting: Managing Director

Duties: Overseeing and continually improving the QMII management system, managing and performing consulting projects as required, teaching courses as required.

Education: Master's degree

Experience: Have a minimum of ten (10) years of experience.

Consulting: Consultant

Duties: Managing and performing consulting projects as required, teaching courses as required

Education: Bachelor's degree

Experience: Have a minimum of ten (10) years of experience.

Auditing: Lead Auditor

Duties: Conducting and leading audits

Education: Bachelor's degree

Experience: Have a minimum of two (2) years of experience.

Auditing: Auditor

Duties: Conducting audits

Education: Bachelor's degree

Experience: Have a minimum of one (1) year of experience.

Program Manager

Minimum/General Experience: Have a minimum of five (5) years of experience..

Functional Responsibility: Plans, directs, and manages projects/contracts at the program/project level The Program manager consults with the Contracting Officer's Technical Representative (COTR), Contracting Officer's Representative (COR), Contracting Officer (CO), and other Government personnel to minimize costs and maximize efficiency in achieving ordered

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requirements. The Program Manager plans, organizes, and controls the program's overall activities including task order proposals, project status reports, invoices, staffing, project management, technical work, quality of work, schedules, and costs associated with various task orders issued under the contract. He/she ensures that all activities conform to the terms and conditions of the contract and ordering procedures and acts as liaison between the COTR, the CO and corporate management. The Program Manager coordinates activities and seeks resolution of contractual and technical problems while working with the CO, the COTR, and other Government personnel.

Minimum Education: Master's degree.

Quality Assurance Manager

Minimum/General Experience: Have a minimum of five (5) years of experience.

Functional Responsibility: Must be capable of maintaining and establishing a process for evaluating software and associated documentation. Must be able to determine the resources required for information technology quality control. Must be able to maintain the level of quality throughout the software life cycle. Develops software quality assurance plans. Conducts formal and informal reviews at predetermined points throughout the software development life cycle. Applies subject matter knowledge to high level analysis, design, development, modeling, simulation, integration, installation, documentation and implementation. Resolves problems, which require an intimate knowledge of the related technical subject matter. Applies principles and methods of the subject matter to specialized solutions. Includes but not limited to; medical and QMII legal transcription, environmental, scientific, maintenance and repair processes, and logistical support activities.

Minimum Education: Bachelor's Degree.

System Administrator

Minimum/General Experience: Have a minimum of two (2) years of

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experience.

Functional Responsibility: Provide user support, debugging assistance and formulating solutions to program problems. Isolate problem source and effects proper problem resolution course of action. Maintain appropriate security classifications for all end-users. Install and configure all incoming computers and integrate them into the network. Assist in the hardware and software training courses for end-users. Make recommendations and assist in selection of appropriate hardware and software to meet task requirements and provide customer satisfaction.

Minimum Education: Bachelor's Degree.

Client/Server Network Architect

Minimum/General Experience: Have a minimum of five (5) years of experience.

Functional Responsibility: Top-level technical expert responsible for design and development of a client/server environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. It advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. It sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, ect.). Advises of feasibility of potential future projects to management.

Minimum Education: Master's degree.

Software Developer

Minimum / General Experience: Have a minimum of three (3) years of experience.

Functional Responsibility: Creates systems and guides technical decisions for complex. Information systems. Performs engineering studies and provides senior technical mentoring to software engineers and junior technical personnel.

Minimum Education: Bachelor's Degree.

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Administrative Assistant (Project)

Minimum Education: Have a minimum of two (2) years of experience.

Functional Responsibility: The Administrative Assistant coordinates collection and preparation of operating reports, budget expenditures, and statistical records of performance data. He/she may direct services, such as maintenance repair, supplies, mail, and files. He/she may compile, store, and retrieve management data using PCs. Provides a wide variety of administrative and staff support services to an organizational unit. Assists in budget preparation and control activities. Assists in the preparation and control of records, statistics, and reports regarding operations, personnel changes, etc. Administers programs, projects, and/or processes specific to the operating unit served. Serves as liaison within and outside the company for administrative issues, including purchasing, personnel, facilities, and operations.

Minimum Education: Associate degree.

IX. Terms And Conditions Applicable

****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.

Scope

- a) The prices, terms and conditions stated under the awarded SINs apply exclusively within the scope of this Multiple Award Schedule.
- b) The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

Performance Incentives I-FSS-60 Performance Incentives (April 2000)

- a) Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

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- b) The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c) Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

Order

- a) Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003).
- b) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- c) All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

Performance Of Services

- a) The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b) The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c) The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order.

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Services shall be completed in a good and workmanlike manner.

- d) Any Contractor travel required in the performance of services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

Stop-Work Order (FAR 52.242-15) (AUG 1989)

- a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - 1) Cancel the stop-work order; or
 - 2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - 1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - 2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the

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Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

- c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

Inspection Of Services

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212- 4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

Responsibilities of the Contractor

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

Responsibilities of the Ordering Activity

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Professional Services.

Independent Contractor

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

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Organizational Conflicts of Interest

a) Definitions.

- i. “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
- ii. “Contractor and its affiliates” and “Contractor or its affiliates” refer to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.
- iii. An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

- b) To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

Invoices

The Contractor, upon completion of the work ordered, shall submit invoices for Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based

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upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

Payments

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- i. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- ii. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - a. The offeror;
 - b. Subcontractors; and/or
 - c. Divisions, subsidiaries, or affiliates of the offeror under a common control.

Resumes

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

Incidental Support Costs

Incidental support costs are available outside the scope of this contract. The

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costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

Approval Of Subcontracts

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

X.Agency Ordering Information

1a	Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s)	<p>Click below to go to link in document: 541611 Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services // Price</p> <p>611430 Professional and Management Development Training // Price</p> <p>54151S Information Technology Professional Services</p> <p>Ancillary: Ancillary Supplies and/or Services // Price</p> <p>OLM: Order Level materials</p> <p>**Cooperative Purchasing (STLOC) and Disaster Recovery Purchasing (RC) are available</p>
1b	Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume,	See Exhibit A

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	prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply	
1c	If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.	See Labor Categories in conjunction with Exhibit A
2	Maximum order	SIN 541611 - \$1,000,000.00 SIN 611430 - \$1,000,000.00 SIN 54151S - \$500,000.00 Ancillary - \$250,000.00 OLM - \$250,000.00
3	Minimum order	\$100.00
4	Geographic coverage (delivery area)	54151S // Domestic - Points within the 48 contiguous states, Washington DC, Alaska, Hawaii, Puerto Rico, and the US Territories. 541511, 611430, Ancillary // Worldwide
5	Point(s) of production (city, county, and State or foreign country)	Ashburn, Virginia.
6	Discount from list prices or statement of net price	Government Net Prices (discounts already deducted.)
7	Quantity discounts	1% discount for task orders greater than \$250,000 in a single year on a single task order. Quantity discounts are not applicable to task order modifications and Blanket Purchase Agreements (BPAs)
8	Prompt payment terms	Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

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9	Foreign items (list items by country of origin)	Not Applicable
10a	Time of delivery	Contact Contractor
10b	Expedited Delivery.	Contact Contractor
10c	Overnight and 2-day delivery.	Contact Contractor
10d	Urgent Requirements.	Contact Contractor
11	F O B point(s)	Destination
12a	Ordering address(es)	44081 Pipeline Plz, Ste. 115, Ashburn, VA 20147
12b	Ordering procedures	See Federal Acquisition Regulation (FAR) 8.405-3
13	Payment address(es)	44081 Pipeline Plz, Ste. 115, Ashburn, VA 20147
14	Warranty provision	Not Applicable
15	Export packing charges, if applicable	Not Applicable
16	Terms and conditions of rental, maintenance, and repair, if applicable	Not Applicable
17	Terms and conditions of installation, if applicable	Not Applicable
18a	Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices, if applicable	Not Applicable
18b	Terms and conditions for any other services (if applicable)	Not Applicable
19	List of service and distribution points, if applicable	Not Applicable
20	List of participating dealers, if applicable	Not Applicable
21	Preventive maintenance, if applicable	Not Applicable
22a	Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants)	Not Applicable
22b	If applicable, indicate that Section 508 compliance information is available for the information and communications technology (ICT) products and services and show where full details can be found (e.g. contractor's website or other location.) ICT accessibility standards can be found at: https://www.Section508.gov/ .	Not Applicable

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23	Unique Entity Identifier (UEI) Number	E8KYQBSFJ6V6
24	Notification regarding registration in Central Contractor Registration (CCR) database	Contractor registered and active in SAM

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IX. EXHIBIT A

SIN 541611 (Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services)

Commercial Labor Category	GSA Awarded Contract Rates per day	GSA Awarded Contract Rates per hour
Consulting: Senior Director	\$1,494.00	
Consulting: Director	\$1,494.00	
Consulting: Managing Director	\$1,494.00	
Consulting: Consultant	\$1,120.00	
Auditing: Lead Auditor	\$1,494.00	
Auditing: Auditor	\$1,120.00	
Program Manager		\$159.60
Quality Assurance Manager		\$120.91
System Administrator		\$91.89
Client/Server Network Architect		\$140.25
Software Developer		\$116.07
Administrator Assistant (Project)		\$58.04

SIN 611430 (Professional and Management Development Training)

Commercial Product Category	Unit	Students	Duration (days)	GSA Awarded Contract Rates per unit
ISO 9001 Quality Management Systems Lead Auditor	Student	1	5	\$1,356.60
ISO 9001 Quality Management Systems Lead Auditor	Class	4 to 10	5	\$7,630.88
ISO 9001 Quality Management Systems Lead Auditor	Class	11 to 20	5	\$13,566.00
ISO 14001 Environmental Management Systems Lead Auditor	Student	1	5	\$1,356.60
ISO 14001 Environmental Management Systems Lead Auditor	Class	4 to 10	5	\$7,630.88
ISO 14001 Environmental Management Systems Lead Auditor	Class	11 to 20	5	\$13,566.00
ISO/IEC 17025 Laboratory Management System Lead Auditor	Student	1	5	\$1,356.60
ISO/IEC 17025 Laboratory Management System Lead Auditor	Class	4 to 10	5	\$7,630.88
ISO/IEC 17025 Laboratory Management System Lead Auditor	Class	11 to 20	5	\$13,566.00
ISO 28000 Supply Chain Security Systems Lead Auditor	Class	4 to 10	5	\$7,630.88
ISO 28000 Supply Chain Security Systems Lead Auditor	Class	11 to 20	5	\$13,566.00
ISO/IEC 27001 Information Security Management Systems Lead Auditor	Student	1	5	\$1,845.00
ISO/IEC 27001 Information Security Management Systems Lead Auditor	Class	4 to 10	5	\$9,145.00
ISO/IEC 27001 Information Security Management Systems Lead Auditor	Class	11 to 20	5	\$14,995.00
ISO 45001 Occupational Health and Safety Management Systems Lead Auditor	Student	1	5	\$1,645.00
ISO 45001 Occupational Health and Safety Management Systems Lead Auditor	Class	4 to 10	5	\$8,135.00
ISO 45001 Occupational Health and Safety Management Systems Lead Auditor	Class	11 to 20	5	\$14,130.00
AS9100 Aerospace Quality Management Systems Lead Auditor	Student	1	5	\$1,645.00
AS9100 Aerospace Quality Management Systems Lead Auditor	Class	4 to 10	5	\$8,995.00
AS9100 Aerospace Quality Management Systems Lead Auditor	Class	11 to 20	5	\$14,700.00
AS9110 Aerospace Quality Management Systems Lead Auditor	Student	1	5	\$1,645.00
AS9110 Aerospace Quality Management Systems Lead Auditor	Class	4 to 10	5	\$8,995.00

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Commercial Product Category	Unit	Students	Duration (days)	GSA Awarded Contract Rates per unit
AS9110 Aerospace Quality Management Systems Lead Auditor	Class	11 to 20	5	\$14,700.00
Executive Overview: Management Systems	Class	4 to 16	1	\$3,391.50
DDMS Workshop (Developing and Documenting a Process-based Management System)	Class	4 to 16	2	\$5,087.25
Process-based Management Systems Briefing	Class	4 to 20	0.5	\$2,493.75
ISO 9001 Quality Management Systems Internal Auditor	Student	1	3	\$1,017.45
ISO 9001 Quality Management Systems Internal Auditor	Class	4 to 16	3	\$6,359.06
ISO/IEC 17025 Laboratory Management Systems Internal Auditor	Student	1	3	\$1,017.45
ISO/IEC 17025 Laboratory Management Systems Internal Auditor	Class	4 to 16	3	\$6,359.06
ISO 14001 Environmental Management Systems Internal Auditor	Student	1	3	\$1,017.45
ISO 14001 Environmental Management Systems Internal Auditor	Class	4 to 16	3	\$6,359.06
ISO/IEC 27001 Information Security Management Systems Internal Auditor	Student	1	3	\$1,345.00
ISO/IEC 27001 Information Security Management Systems Internal Auditor	Class	4 to 10	3	\$6,595.00
ISO/IEC 27001 Information Security Management Systems Internal Auditor	Class	11 to 20	3	\$10,495.00
ISO 45001 Occupational Health and Safety Management Systems Internal Auditor	Student	1	3	\$1,345.00
ISO 45001 Occupational Health and Safety Management Systems Internal Auditor	Class	4 to 10	3	\$5,580.00
ISO 45001 Occupational Health and Safety Management Systems Internal Auditor	Class	11 to 20	3	\$9,145.00
AS9100 Aerospace Quality Management Systems Internal Auditor	Student	1	5	\$1,345.00
AS9100 Aerospace Quality Management Systems Internal Auditor	Class	4 to 10	5	\$5,580.00
AS9100 Aerospace Quality Management Systems Internal Auditor	Class	11 to 20	5	\$9,145.00
AS9110 Aerospace Quality Management Systems Internal Auditor	Student	1	5	\$1,345.00
AS9110 Aerospace Quality Management Systems Internal Auditor	Class	4 to 10	5	\$5,580.00
AS9110 Aerospace Quality Management Systems Internal Auditor	Class	11 to 20	5	\$9,145.00
Measurement Systems Analysis	Class	4 to 10	2	\$5,087.25
ISM Auditor	Student	1	2	\$761.00
ISM Auditor	Class	4 to 16	2	\$5,525.00
ISPS Auditor	Student	1	3	\$1,016.00
ISPS Auditor	Class	4 to 16	3	\$6,715.00
VSO/CSO/PFSO Training	Student	1	3	\$1,016.00
VSO/CSO/PFSO Training	Class	4 to 16	3	\$6,770.00
ISM & ISPS Auditor	Class	4 to 16	5	\$8,075
Designated Person Ashore (DPA) Training	Class	4 to 16	2	\$5,330
Problem Solving (Root Cause Analysis) Workshop	Class	4 to 16	1	\$3,825
Introduction to Project Management	Student	1	3	\$995.00
Introduction to Project Management	Class	4 to 16	3	\$4,480.00
FMEA Training	Student	1	2	\$852.00
FMEA Training	Class	4 to 16	2	\$5,995.00
Mistake Proofing	Student	1	1	\$425.00
Mistake Proofing	Class	4 to 16	1	\$3,825.00
Team Building	Student	1	1	\$425.00
Team Building	Class	4 to 16	1	\$3,825.00
Leadership Training	Student	1	2	\$852.00
Leadership Training	Class	4 to 16	2	\$5,995.00

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SIN ANCILLARY (Ancillary Supplies and/or Services)

Commercial Labor Category	GSA Awarded Contract Rates per item
Resit Service	\$199.50
Resit Service with Post Exam Coaching	\$399.00