

AAMCORE, INC. QUALITY CONTROL PLAN

1.0 CURRENT QUALITY CONTROL POLICIES, PROCEDURES, AND PROGRAMS

The following is the AAMCORE Inc. approach to Quality. Our Quality Program (QP) is at the heart of all our business and technical activities and is a pervasive feature of our performance on each of our contracts. Our company's QP is based on the following essential elements:

- A total commitment by corporate management and professional staff to this training services program. This commitment transcends the personnel and resource commitments normally associated with this type of effort to include a pledge of effective management involvement and the delivery of on time, quality, and cost effective services and products.
- Comprehensive knowledge of our customers' requirements for current and future professional support services
- A clear understanding of the special management issues that must be addressed to successfully support the specific requirements of each facility
- A sound quality approach to delivery of professional products and services.
- Proven quality control plans and procedures
- Fully operational and proven management techniques to ensure effective personnel and subcontractor management
- A well-defined reporting structure and workload control system to provide effective time management and cost control
- Program management, task leadership, and instructional services by individuals with directly related air traffic experience
- A corporate commitment to continuous improvement in each task area
- Incorporation of best business practices and lessons learned.

The Seaport-e program is fully supported and managed under our company's Quality Program.

APPLICABLE DOCUMENTS

Our QP follows pertinent federal (FAR 52.246-4, Inspection of Services—Fixed Price) and commercial standards associated with quality program requirements and inspection guidelines for delivery of professional support services. Further, our QP is based on the guidelines of the American National Standards Institute/International Standards Organization (ANSI/ISO) 9000 (referred to as "ISO 9000") and its family of standards that includes ISO 9000-1, 9000-2, 9000-3, and 9000-4 that provide quality assurance models for the delivery of products includes hardware, software, processed materials, and professional services. Our QP incorporates the guidelines established in ISO 10011 regarding the establishment and conduct of an internal audit program.

The application of our QP provides the controls and methods for the timely delivery of products and services to our customers that exceed the stated requirements. Our QP presents the corporate philosophy on quality and establishes the overarching environment under which each of our tasks will be executed. The policies iterated in our QP are applied on a company-wide basis and are binding on all organizational units. Our QP defines our quality philosophy and policies in broad terms that are, in turn, applied on specific terms at the facility and task level according to applicable standards.

OUR COMPANY'S QUALITY SYSTEM FRAMEWORK

Our QP functions within a defined quality system framework that includes the responsibilities that we assume and those that the customer must assume. The nature of this contract requires that our team and the Client Representative and Overall Task Monitor work together jointly on various phases of a task to ensure its success. Our QP is applied corporate-wide, and also is applied to our subcontractors and vendors to ensure the quality of each aspect of contract support.

OUR COMPANY'S MANAGEMENT RESPONSIBILITY

The first element of our QP is an unequivocal statement from the AAMCORE Inc. President and CEO, which establishes the quality tone for providing professional services. This commitment from our top level is essential to the success of the QP. AAMCORE Inc. written guidance reflects the following principles:

- We are dedicated to providing professional services that are recognized by our customers as quality standards. Our mission is to meet our customers' needs by continually improving our services, thereby assuring our long-term prosperity as a business.
- Continuous improvement is essential to our success. Never-ending process improvement is fundamental to providing services that consistently satisfy our customers.
- Our customers are the focus of everything we do. Our long-term success depends on constantly providing services that are recognized as industry quality standards.
- Every employee is an integral part of our team. We will treat each other with trust and respect, eliminate fear, break down barriers to effective communication, encourage contributions to decision-making, and continually improve our system of training and self-improvement so that everyone can take pride in their work and work effectively toward serving our customers.
- Our subcontractors and our suppliers are our partners. We will maintain a cooperative, mutually beneficial relationship with them based on a shared commitment to continuous quality improvement.
- Our integrity will never be compromised. Our conduct will be honest, ethical, non-discriminatory, and socially responsible. We must command respect in the community and in our industry.

CORPORATE MANAGEMENT STRUCTURE.

We designate a Senior Program Manager for each specific Task Order, Dr. Aaron Amacher as our corporate quality director (QD). Each of our PMs is a very experienced with a strong background in program design and implementation. The PM is charged with development and application of the TO Support Services QP initiatives and the delivery of the highest level of service to each of our customers. Our quality manager (QM) serves as chairperson of the quality council that is an integral part of our corporate structure. The quality council is composed of each of the vice presidents of our operational divisions, in addition to each of the program contract directors (CD) who directly manage our company's contracts and representatives from each Directorate. The QC meets on a semi-annual basis to review the level of quality performance delivered to our customers as captured through periodic audits; evaluate the quality of our products; refine existing policies that comprise our QP; and to define additional policies to ensure consistent delivery of high quality products and services to our customers. The discussions of the QC take into account the specific standards, policies, and procedures that are iterated in the individual Quality Control Plans (QCPs) that are associated with each of our contracts. The result of each QCP meeting is a corporate philosophy and QP that govern the development and delivery of all products. Our quality director (QD) is assisted by a quality team leads who monitors contract execution in terms of budget, allocated hours, customer feedback, and major deliverables.

CONTRACT MANAGEMENT STRUCTURE.

The implementation of our QP requires that line management be responsible for the implementation of the quality system as defined in our corporate QP, and that each individual is responsible for the quality of all products delivered to our customers. In general, the management responsibility for the quality system process is fixed at the CD level that has responsibility for the specific contract. This level of management has sufficient resources to implement, sustain, change, and improve the quality process for the services that are being provided under this contract. This manager is knowledgeable of the project needs and is responsible for project results. The program director ensures that a quality assurance manager (QAM) and quality control manager (QCM) are designated as applicable at either the contract or task level. The QAM establishes the library of standards, policies, and other guidelines that are applicable to the contract, in addition to tracking the status of each contract deliverable. The QCM provides configuration management and validates each deliverable through the conduct of appropriate test cycles or reviews to ensure conformance with stated requirements. For large efforts, dedicated individuals will perform in these roles, while individuals who have been assigned other additional duties may perform smaller efforts. In either case, the same level of quality performance is expected.

SUB-CONTRACTOR QUALITY MANAGEMENT.

Our implementation of our QP also requires that our subcontractors have an established corporate quality program. Each of our subcontractors designates a corporate executive who assumes responsibility for execution of each subcontract and the delivery of quality products. We view our subcontractors as partners and significant contributors to overall contract performance, and we include their representatives as part of audit teams that examine and evaluate the quality of services and deliverables on a periodic basis as defined in each contract QCP.

METRICS.

We have established a baseline set of metrics that we use to measure our performance at both the contract task order, and/or facility level, as appropriate. The following figure summarizes our contract-level metrics, while our Seaport-e Support Services QCP addresses project-level metrics. These metrics are designed to assure that our customers' goals for high-quality performance, subcontracting opportunities, and customer satisfaction are achieved on every contract.

Contract-Level Metrics
Metric: Customer Satisfaction Goal: Customer satisfaction rating of not less than 100%.
Metric: Execution to Budget Goal: Completion of contract within 5% of ceiling.
Metric: Subcontractor Management Goal: Zero reported defects attributable to subcontractor support.
Metric: Annual Personnel Turnover Goal: Corporate personnel turnover rate of less than 15%.
Metric: Employee Satisfaction Goal: Every other year, employee surveys are sent to employees to assess their satisfaction. An outside agency designs the surveys and compiles the results. Results are released to management who review results and respond with action plans if deficiencies are noted.
Metric: Innovation Goal: Identification of strategic partnerships, procedures, techniques, and products that add innovation and effectively contribute to cost management, process improvement, and/or labor efficiencies.

FIGURE 1. CONTRACT LEVEL METRICS

CORPORATE GUIDELINES.

The following policies are the foundation for corporate-level guidelines for the review of task order performance: master contract, *Policies and Procedures Manual* and *Corporate Quality Program Plan*.

The QM ensures that all metrics are measurable, optimal as to overall results, all-inclusive, maintainable and sustainable, and economic. The QM further ensures that our personnel, customers, subcontractors, and vendors perceive all metrics as legitimate, understandable, applicable, worthwhile, attainable, and equitable.

AUDITS AND INSPECTIONS.

Our company's QM establishes the frequency and scope of periodic quality audits and inspections. The QM assigns a specific contract and delegates responsibility for contract and project level review to the division vice president and program director. These individuals use the results of in-progress reviews, quality program reviews, customer satisfaction surveys, cost accounting reports, visits to the work site, and inspection of individual deliverables to assess the overall quality of performance on specific contracts. Each program director personally visits contract work locations to conduct formal audits and inspections. The results of each audit are

incorporated into revisions to the QP and other guidelines that apply to the contract. The QM conducts corporate-level internal program reviews on an annual basis that carefully examine overall contract status in regards to execution of the budget, management of labor hours, personnel satisfaction, subcontractor performance, and customer satisfaction. These reviews are in addition to monthly operations reviews conducted between the division vice president and each program director. The QM ensures that these program reviews are combined with minimum quarterly visits to each contract work site by the appropriate division vice president. We use the services of our subcontractors to assist in the development of the metrics and the conduct of physical audits and inspections.

PERFORMANCE FEEDBACK AND REPORTING.

The QM ensures that all records of audits and inspections are maintained by the appropriate entity within our company. The results of customer reviews are maintained by the program director, while the results of internal program reviews are maintained by the division vice president and the QM. It is the responsibility of the division vice president and program director to provide performance feedback to line managers and functional staff, and to ensure that lessons learned are incorporated into operational policies and procedures. The QM prepares an annual report for our leadership team that summarizes the results of internal and external audits and inspections, which provides an assessment of the overall level of quality achieved by our team in the delivery of products to our customers. The recommendations included in the report will serve as the basis for the deliberations at the next quality program council proceedings.

2.0 CURRENT QUALITY CONTROL ORGANIZATION

The quality philosophy of our Company is based on the belief that quality is the responsibility of every individual in the Company, and it is inherent in every product and service that we provide to our customers.

The Corporate organization for quality is depicted in **Figure 2**. Our vice president of systems engineering is the director of our quality program. The QD's role is to lead in the development and evaluation of quality guidance and policies as well as the establishment of quality status reporting requirements and standards practices for the Company.

Quality starts at the top. The QD reports directly to the President of the Company—the same level as the departments and organizations we are charged with evaluating.

The QD leads the quality council that includes every member of senior management and representatives from each directorate and/or contract. The quality council meets twice a year, at a minimum, to collectively discuss and determine corporate quality policy, establish goals, set priorities, and review progress against the metrics they set for themselves.

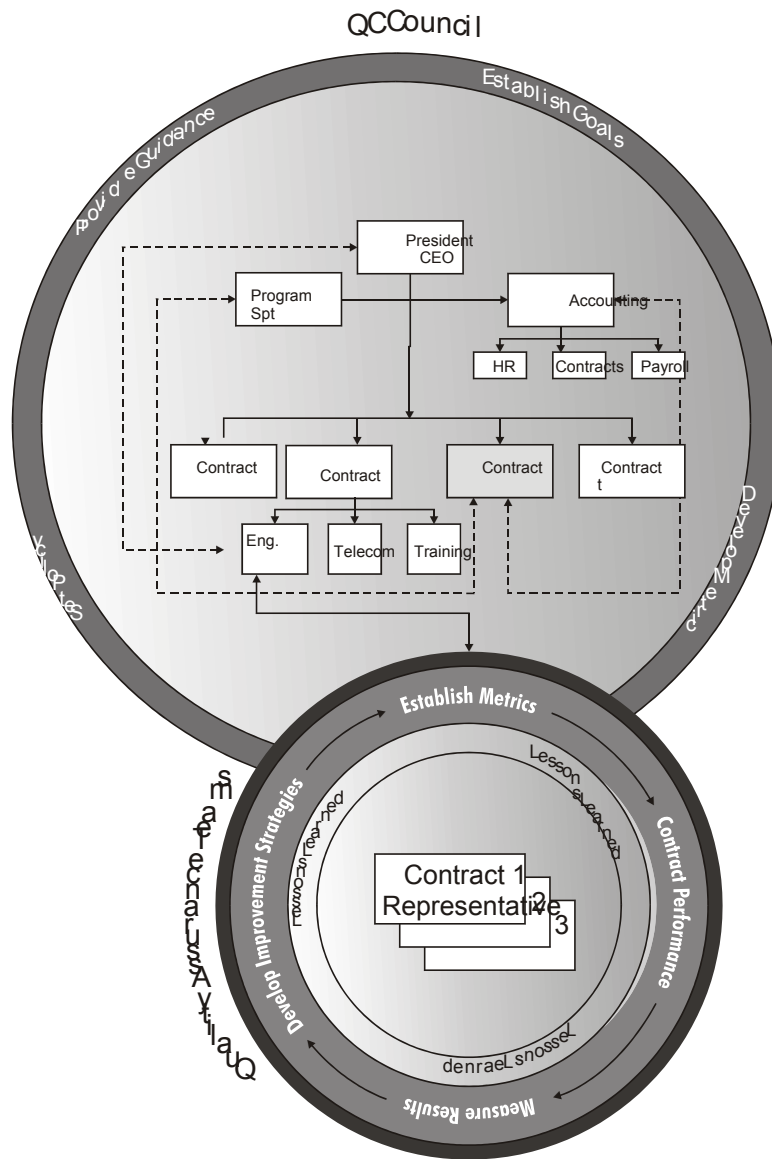
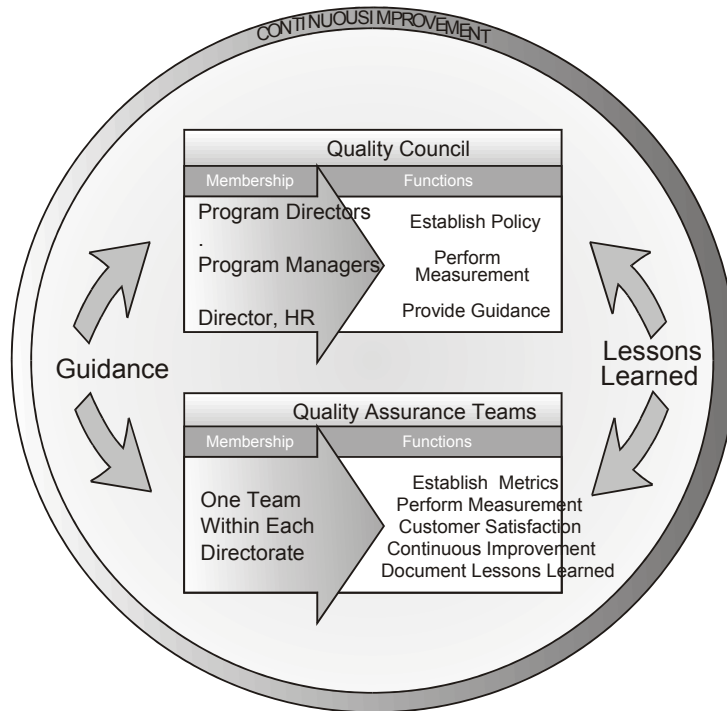


FIGURE 2. THE QUALITY ORGANIZATION

The QD works closely with every directorate and organization to develop contract and customer specific metrics serving as quality measures. These specific metrics are then developed and expanded by the quality team responsible for performing the service and are coordinated with the customer and reported both to the quality council and the customer. Our quality process is depicted in Figure 3.

Our QP includes every employee of the Company. The focal point is the QD, however, the responsibility resides with each individual from the President to all contract support.

FIGURE 3. QUALITY PROCESS.



3.0 SEAPORT-E SUPPORT SERVICES QUALITY CONTROL PLAN

Our Company’s quality control (QC) organization for this effort is both a formal and informal organization. Each employee is provided clear guidance on how they are to operate within their particular work environment. While every employee has responsibility for the quality of the product they provide to their customer, the Company provides a formal structure of QC that is formulated around the service being provided. (See Figure 2, Quality Organization.)

Our company has a formal organizational structure that sustains every area of QC. It consists of our:

- President
- Program Directors/Program/Project Mangers
- Support staff –HR, finance/accounting, contracting, administrators
- On-site Support Leadership
- Supervisors
- Employees.

Initial policy guidance is transmitted directly from our human resources (HR) department to each employee at the time of hiring. Areas of general information are:

- HR policies

- Communications
- Employee development
- Security and safety
- Operational standards
- Financial responsibilities
- Position description.

First line supervisors provide a more in-depth overview of policies and procedures relating to each employee's particular function and overall responsibilities:

- Equal employment opportunity
- Drug-free work environment
- Position and customer expectations and responsibilities
- Awards and recognition
- Communication
- Standards of employee conduct – corrective actions
- Leave and attendance
- Policies and procedures relating to work on a Government contract
- Security and safety
- QC policy and responsibilities

QUALITY CONTROL RESPONSIBILITIES

Clearly defined responsibilities are key to a successful QC program. The QC responsibilities discussed in this section provide the essence of our Company's QC Plan and the commitment we are making to the Seaport-e Support Services project to provide quality installation, training, and maintenance at each post, camp, or station covered by this contract.

Quality performance is every employee's responsibility, whether through their individual efforts or through teamwork. Our employees and supervisors are accountable to the US Navy, its employees, the taxpayers, and our Company as a whole. It is our goal to ensure a professional and cooperative environment, which is the embodiment of our day-to-day performance. Our quality control efforts will reinforce and measure our success and identify any areas requiring corrective actions. The timely and comprehensive accomplishment of each task will reinforce our client's responsibility to provide effective support to the Seaport-e effort.

While quality is every employee's responsibility, it is important to have the personnel with appropriate authority responsible for ensuring that all quality control standards are achieved.

CONTRACT DIRECTOR (CD).

Our CD has direct responsibility for overseeing the implementation and application of the various requirements contained in our Seaport-e Support Services QC Plan. He/she is directly accountable to the CEO for ensuring the accomplishment of the Plan's goals and objectives. That individual will work directly with each location in the implementation, follow-up, and reporting of accomplishments of individual and corporate QC activities.

The CD will implement the following initiatives to ensure that our QC efforts are consistent with facility training needs and with the needs of our employees:

- Internal and external facility evaluations are conducted in accordance with US Navy/SEAPORT-E directives and corporate policies.
- Conduct facility visits by members of Seaport-e Support Services management team to measure and validate each sites QC accomplishments.
- Solicit feedback from various Point of Contacts (POCs), the Contracting Officer Technical Representative (COTR), and Contracting Officer (CO).
- Hold ongoing informal/formal interaction with the SEAPORT-E COTR/program office/CO.
- Lead monthly teleconferences between various representatives and our management team.
- Seek and incorporate employee input and involvement in Seaport-e Support Services QC efforts.
- Oversee an annual review and update as necessary of our QC plan.
- Ensure management team support to address unplanned or unusual circumstances.
- Annually review each site's internal QC evaluation and ensure that effective follow-up actions are implemented.
- Provide written responses regarding corrective actions.
- Perform reviews and analysis of instructor evaluations.
- Develop corrective action plans based on site evaluation or the identification of any employee performance indicators that fall below acceptable standards.
- Conduct monthly program reviews with the COTR to assess performance, including:
 - Resource expenditures
 - POC comments – positive/negative
 - Financial reviews
 - Facility evaluations
 - Future requirements

- Perform a QC evaluation of each new site at various intervals after start-up, to measure the success of the proposed plan
- Timesheet reviews at the site locations and Headquarters, to validate correctness and accuracy of data
- Review weekly progress and cost reports for accuracy and completeness.

Independent Quality Control Manager. One of our company's subcontractors provides consulting services to improve the quality of services and products. This Consultant will assist with maintaining, tracking, and measuring quality control activities. That individual will bring an independent perspective to QC and ensure that there is consistency of QC at all facilities.

HEADQUARTERS ADMINISTRATIVE ASSISTANT (HAA).

The HAA will serve as administrative support to the Seaport-e Support Services program in the following areas:

- Financial and resource tracking
- Reports development and completion
- Time and attendance accuracy verification
- Coordination with company support personnel
- Coordination of corporate accounting, human resources, contract and communication requirements with SEAPORT-E SUPPORT SERVICES

The HAA will work closely with the CD in the preparation, data gathering, and distribution of reports to support of ongoing QC and performance validation. The HAA will use computer developed tracking systems to ensure that contract records are maintained and completed in a timely fashion to meet SEAPORT-E SUPPORT SERVICES contract requirements. These reports will include as a minimum data relating to monthly progress and cost reporting.

The HAA will also assist the CD in the development of responses to new requirements generated by the COTR in support of tracking and reporting.

CONTRACT SITE SUPERVISORS.

CSSs will be first line supervisors for company employees supporting the SEAPORT-E SUPPORT SERVICES contract. They will be responsible for providing our employees with day-to-day guidance and supervision at the facility level.

- CSSs are directly responsible to warrant that all employees focus on the following quality control areas and ensure that SEAPORT-E SUPPORT SERVICES contract policies are complied within all areas, as they relate to support services:
- AAMCORE Inc. employees are correctly trained and certified
- Support plan development and information covered meet the requirements of the appropriate instructional guides and standards.

- Operation Safety Factors are considered and checked on a routine basis.
- All installation records are properly documented for transfer.
- Contract records are current and accurate
- Review COTR critiques and comments within two work days of receipt and take appropriate action as required
- Immediately notify the CD of any situation that may bring discredit or unfavorable criticism on the SEAPORT-E SUPPORT SERVICES program, the Army or the Company, including:
 - Unsatisfactory job performance
 - Reported employee misconduct or illegal act, on or off the work site
 - Notify the CD as soon as feasible about any personnel problems, issues or complaints that may adversely affect the SEAPORT-E SUPPORT SERVICES contract, the company, or any employee
- Regularly (minimum weekly) meet with the POC for each location to elicit feedback on quality of employee performance, identification of problem areas, share ideas on improved instructional service

CSSs, working through their POCs at each location, will, as a minimum, schedule bi-weekly “how goes it” meetings with operational supervisors/managers and facility quality assurance staff to ascertain that instructional and administrative staff are meeting their needs.

SUPPORT STAFF.

Our support staff works directly with members of the CIO office to provide the necessary support services. The quality of support we provide has a paramount effect on the level and efficiency of operational services being provided on a daily basis at each contract site. Each contract employee has an unequivocal responsibility towards providing professional instructional services that offer the highest level of quality training that meets the challenge of a dynamic operational environment. Each member of our staff will assess their continuous ability to offer quality services. On a daily basis work closely with their CSS to ensure that prior to performing any training task outlined in the SEAPORT-E SUPPORT SERVICES contract:

- Objectives and timelines are clearly stated
- Installation material is current and accurate
- Required installation materials are available and operating correctly
- The opportunity for open and candid feedback and input is provided
- Installation information is posted or readily available
- The supervisor is kept informed of any perceived problem areas and seeks their input on areas of contract emphasis.

STANDARDS, PRACTICES, CONVENTIONS, AND METRICS

STANDARDS.

The standards listed in Section 2 of this document, combined with any additional Screening Information Request (SIR) and SEAPORT-E SUPPORT SERVICES requirements identified after contract award will be used to verify quality compliance on the SEAPORT-E SUPPORT SERVICES program.

For our Company’s internal standards, all employees receive an employee handbook. The handbook contains detailed instruction and guidance on company personnel policies, procedures, and its support for an organizational environment that values diversity and differences individuals bring to the workplace. The handbook also describes in detail Company expectations and directives on personal appearance, employee conduct, security of government property and information, and operational standards.

MEASUREMENT AND STATISTICAL CONTROL.

QC measurement is an integral element of our overall plan to provide our clients with high quality services and meet the day-to-day challenge of meeting contract requirements on a daily basis.

Measurement mechanisms will provide each of our employees and our management team with the feedback needed to manage and improve quality. These measures will ensure that our Company as a whole is performing at an acceptable level of performance, which not only meets contract requirements, but that it exceeds requirements. We are acutely aware of the confidence in the alert notification system is often directly attributable to the effort the commanders place in the installation overall security plan. From our President to each installer, administrative assistant, supervisor and manager, we will measure our ability to provide the Army with installation and service that are innovative, timely, accurate, thorough, and meets the technical requirements. QC measurements will include:

- Collecting and analyzing performance data from the individual Task Order performance work statements, Task Leads, and client (if available).
- Conducting Inventories.
- Insuring the D/B specifications are in sync with the Build of Material.
- Providing quality oversight to the technical and documentation functions.
- Preparing and revising the QCP.
- Resolving quality issues with the Task Leads by changing processes(es), by providing additional training, or by changing personnel.
- Ensure the training plan is executed and meets the needs of the customer.

Upon execution of the contract, a session will be conducted to identify additional measures that will be used to manage this program and its associated quality. Control charts will be used to display the results over time of a process and determine if the process is “in control.” Potential uses of the control charts include errors in training documentation, employee retention, and cost performance. Statistical sampling involves choosing part of a population of interest for inspection (such as time sheets).

INSPECTIONS, REVIEWS, AND AUDITS

Our Team will develop written processes, procedures, and checklists for all quality control activities on the SEAPORT-E SUPPORT SERVICES contract to ensure there is consistency for

all locations. The following depicts the known quality control activities/aspects that critical to our overall success. This list is not meant to be all encompassing but rather our starting point:

RETENTION.

Before offering a contract position to an incumbent employee, we will measure the performance of each employee to insure that we are placing the best person on the task.

We are prepared to offer qualified, incumbent employees and CSSs, positions with the Company, effective with contract award. We will notify each candidate as to which SEAPORT-E SUPPORT SERVICES sites they will be supporting.

RECRUITMENT.

Our management team will continue to interview each prospective new employee to verify each candidate's qualifications and requisite experience. We will determine each candidate's suitability for employment, based on matching SEAPORT-E SUPPORT SERVICES requirements against the following characteristics of each individual:

- Experience level
- Type of experience
- Temporal aspect of experience
- Technical knowledge
- Communication skills
- References
- Availability.

SECURITY.

Our Company provides certain Government customers with employees who maintain top-secret clearance for the performance of their work. We have a designated Security Officer and all Government requirements for operating in a secure environment. If necessary we will place the appropriately cleared individual on task. Our security officer will validate annually (or more often as required) that these employees are adhering to Government security requirements.

MEETINGS.

Our CD will meet regularly with the SEAPORT-E SUPPORT SERVICES COTR. In some cases, a telephone meeting will take place to discuss matters of mutual concern and to discuss the overall effectiveness of our instructional services and to develop strategic planning for near and long-term training requirements. All formal meetings will be documented.

The CD will schedule quarterly meetings with the headquarters and other interested parties to insure that all information is being properly presented. Experiences at various installations will provide our SEAPORT-E SUPPORT SERVICES management team with additional knowledge allowing us to modify our QC plan to proactively address dynamic issues facing the SEAPORT-

E SUPPORT SERVICES system before they become operational concern at any of the future SEAPORT-E SUPPORT SERVICES sites.

OTHER INFORMATION SHARING.

SEAPORT-E SUPPORT SERVICES Management Team members will share information and concerns garnered from CSSs, Regional POC's, and the SEAPORT-E SUPPORT SERVICES program office.

Our CD will hold monthly telecommunication conferences with CSSs to discuss operational and personnel issues, and to develop and/or modify QC plans as necessary to address potential items of concern before they become a problem.

COST CONTROL.

Our Company's motto "Providing outstanding service at reasonable price" is a strong indication of our support for maintaining effective cost controls. We will do everything in our power to meet this important commitment by:

- Tracking approved funding documents
- Matching expended hours and dollars against our management plans.
- Validating design build documents at the installation level.
- Validating CD/HAA documents at the corporate level.
- Spot checking employee timesheets.
- Eliminating redundancy of efforts.

PROBLEM REPORTING, CORRECTIVE ACTION AND QUALITY IMPROVEMENT

Problem prevention is always an important part of any QC plan. Our SEAPORT-E SUPPORT SERVICES management team will provide our workforce with the tools and support that will ensure we are meeting our QC plan's goals and objectives. Timely reminders, emphasizing potential problem areas are but one part of the methodologies we will use. Company developed QC-specific materials will be disseminated to CSSs for inclusion in their sites' QC plan. QC information will be distributed via:

- Telecommunications, e-mail, bulletins, and our corporate web site
- Facility briefings and bulletins/newsletters
- Incentive/recognition program
- Company evaluation
- Management team facility visits
- Daily interaction by CSSs.

Action plans to address deficiencies identified during an internal evaluation will follow the company format will be coordinated with the CD, with a copy provided to the COTR. Our CD will provide support and guidance in the development of action plans. CSSs will meet the closure deadlines with safety issues having the highest priority. The following process will be used to track corrective actions:

- CSS's will provide weekly status updates to the CD until each item is successfully closed. Action plans will include as a minimum:
 - Description of the area requiring correction
 - Planned corrective actions
 - Timeline to complete actions
 - Description of management controls implemented to preclude a recurrence of identified items
 - Description of follow-up measures to verify continued closure of each item
- Our CD and CSS's will ensure the timely resolution of all discrepancies and will implement follow-up procedures minimize the possibility of a recurrence.

PERFORMANCE AWARDS.

Our Company believes that employees are motivated to provide customers with high-quality services when their employer regards them as valued individuals and key team members. One way our company strives to maintain a high level of quality service and enhance our employees and our company's professional reputation is through the recognition of positive contributions. Recognition awards that we bestow on deserving employees are:

- Employee of the Quarter
- Employee of the Year
- Spot awards
- Professional excellence awards
- Recruitment awards
- Bonuses.

Each of these recognition vehicles has contributed to the level of professional services we consistently provide our customers. We are proud of our highly skilled and professional workforce, and affirm our commitment to recognizing their accomplishments.

TRACKING AND REPORTS/RECORDS.

On a semi-monthly basis, CSSs will be responsible for overseeing and validating the data gathered to process billing information under the SEAPORT-E SUPPORT SERVICES contract. They will validate and certify:

- Installation/design build documents matched against approved plans
- Build of Materials against actual installation.

The HAA will review and validate the information supplied by each CSS and prepare a monthly progress and cost report, showing monthly activity at each site, and providing a monthly and yearly compilation of each site's data, and a monthly and yearly compilation of all sites covered by the contract. A separate sheet will contain a dialogue describing any significant problems that

have occurred during the reporting period or are anticipated. The information will be reviewed and certified by the CD for our audit records.

QC PLAN IMPLEMENTATION.

A copy of our QC plan will be part of our overall SEAPORT-E SUPPORT SERVICES effort. Upon SEAPORT-E SUPPORT SERVICES contract award, each CSS will be given the opportunity to review the plan with their employees for content and accuracy. After recommended changes are received from CSSs, CSS submitted changes will be incorporated into the final QC plan and will be submitted to the CEO for final approval. . The CD will personally brief site CSSs on the Plan's final content and the scope of all employees' responsibilities. CSSs will brief the installation staff on their responsibilities, as defined by the plan. The revised QC plan will be implemented no later than 5 days after final amendment.

ANNUAL QC UPDATES.

The success of our QC plan depends on the accuracy and currency of the plan. Our QC Plan will be updated annually, by March 31st, following an internal Management Team evaluation of the plan's effectiveness and seeking input from the SEAPORT-E SUPPORT SERVICES Program Office, Regional Points of Contact (POCs), and other interested parties. CSSs and our installation staff will offer their insight and suggestions on recommended QC plan changes based on their experience and local knowledge. We are committed to providing the highest level of high-quality service to the customer.

COMMITMENT.

Our SEAPORT-E SUPPORT SERVICES Team embraces the challenge of providing service that consistently exceeds contract requirements; while at the same time exemplifying continuous teamwork, cooperation, cost control, and a professionalism that offers the Army and its employees the finest contract training services available in the Government.

The Company's SEAPORT-E SUPPORT SERVICES management team brings many years of services experience to the SEAPORT-E SUPPORT SERVICES Program. The demonstrated successful performance of its members as effective managers reinforces our ability to guide our comprehensive QC plan. Our SEAPORT-E SUPPORT SERVICES management team will draw on its past performance and lead our CSSs and installation employees towards proactive quality actions.

As each of these quality endeavors adds value to an already well thought out strategic QC plan, additional steps to improve the level of quality of our service will include the following:

- 24-hour availability of management assistance and guidance
- Proximity to Program Office
- A system to provide feedback and gather information
- SEAPORT-E SUPPORT SERVICES management team interaction with the installation headquarters QA/evaluation offices.