GENERAL SERVICES ADMINISTRATION
Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system. The INTERNET address GSA Advantage® is: GSAAdvantage.gov.

Multiple Award Schedule

FSC Group: Professional Services  FSC Class:

Contract number: GS00F191GA

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract period: May 16th, 2022 to May 15th, 2027

AMA Consulting LLC
7404 Executive Place Suite 103
Lanham, MD 20706
301 577 9300
301 577 9301
www.ama-consult.com

Maria Asuelimen
Masuelimen@ama-consult.com

Business size: Small Business, SBA 8(a) certified, WOSB, EDWOSB

Price list current as of Modification #PO-0022 effective May 16, 2022 and #PA-0026 effective May 25th, 2022. Prices Shown Herein are Net (discount deducted)
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Customer Information

Company Overview

AMA Consulting provides targeted consulting and professional services solutions to help organizations improve their performance. We support our clients with: Strategy development and articulation, business transformation services, program support, technical assistance for grantees, project management, accessibility testing and consulting, data management, training, leadership development and executive coaching.

We primarily support education and public health programs and our staff are subject matter experts, professionals, trainers, coaches, and leaders who are armed with the experience and agility to provide value to our clients. We help organizations improve performance.

Our clients recommend us for providing competent and qualified personnel and exceptional customer service. We create customized and effective solutions to operational, programmatic, and business issues for offices and programs within federal agencies. AMA Consulting values are integrity, excellence, diligence, and compassion. We serve our clients with distinction.

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

<table>
<thead>
<tr>
<th>SIN</th>
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<td>541611</td>
<td>541611RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
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<tr>
<td>611430</td>
<td>611430RC</td>
<td>Professional and Management Development Training</td>
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<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order-Level Materials (OLM)</td>
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</table>

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, 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. See Page 4
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. If hourly rates are not applicable,
indicate “Not applicable” for this item. See Page 4

2. Maximum order:

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<tr>
<td>541611</td>
<td>$1,000,000</td>
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<td>611430</td>
<td>$1,000,000</td>
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<tr>
<td>OLM</td>
<td>$250,000</td>
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</table>

3. Minimum order: $100

4. Geographic coverage (delivery area). Domestic

5. Point(s) of production (city, county, and State or foreign country). 7404 Executive Place Suite
103 Lanham, MD 20706

6. Discount from list prices or statement of net price. Government Net Prices (discounts already
deducted.)

7. Quantity discounts. None

8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be
negotiated out of the contractual agreement in exchange for other concessions. Net 30 days

9. Foreign items (list items by country of origin). Not Applicable

10a. Time of delivery: To Be Determined at the Task Order level

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list: or To
Be Determined at the Task Order level

10c. Overnight and 2-day delivery: To Be Determined at the Task Order level

10d. Urgent Requirements: To Be Determined at the Task Order level

11. F.O.B. point(s). Destination

12a. Ordering address(es). 7404 Executive Place Suite 103 Lanham, MD 20706

12b. Ordering procedures: For supplies and services, the ordering procedures, information on
Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR)
8.405-3.
13. Payment address(es). 7404 Executive Place Suite 103 Lanham, MD 20706

14. Warranty provision. Standard Commercial Warranty Terms & Conditions

15. Export packing charges, if applicable. Not Applicable

16. Terms and conditions of rental, maintenance, and repair 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 on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. Not Applicable

23. Unique Entity Identifier (EUI) number. GPVGL2T8SN53

24. Notification regarding registration in System for Award Management (SAM) database. Contractor registered and active in SAM
AMA GSA MAS PRICE LIST

AMA CONSULTING, LLC
GSA MAS SCHEDULE
Contract #GS00F191GA

Escalation Period
Yrs.: 2023-2027 EXTENTION PERIOD

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Service Contract Labor Standards Matrix:

<table>
<thead>
<tr>
<th>SCLA/SCLS Matrix</th>
<th>SCLS Eligible Contract Labor Category/Fixed Price Service</th>
<th>SCLS Equivalent Code Title</th>
<th>WD Number</th>
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<tbody>
<tr>
<td>Administrative Assistant</td>
<td>01020 -Administrative Assistant</td>
<td>2015-4281</td>
<td></td>
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</table>
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).

AMA Consulting GSA Contract GS00F191GA Labor Category Descriptions

Technical Writer II

Description: Provides transcripts of subject matter meetings and supports the technical development of programs. Writing and/or editing work, which requires the application of subject matter knowledge. Provides technical writing and/or editing support for defined tasks. Material created may include at a minimum: program orders, regulations, briefings, handbooks, technical standards, advisory circulars, policies and procedures, and correspondence. Depending on level of expertise and experience, this position may work without direct supervision.

Experience: At least three years of general experience and bachelor’s degree in journalism, English or related field. Mastery of the English language, grammar, punctuation, and spelling. In-depth knowledge of written and graphic communication presentations, and specific governmental regulations governing documentation preparation. Requires expert knowledge and skill in utilizing Visio, MS Office and process improvement lexicon. Excellent verbal and written communication skills.

Quality Assurance Specialist III

Description: Defines, analyses, and implement Quality Assurance (QA) practices and procedure. Facilitate and execute the evaluation and validation of processes and procedures to identify any issues and manage projects for solutions. This is a Quality Management Systems position with high interaction with subject matter experts and management personnel. Facilitate working groups and analyze any discrepancies in the performance of processes and procedures and make needed recommendations from that analysis.

Experience: At least three years of experience and bachelor’s degree

- Formulating and maintaining quality control objectives
- Developing quality control metrics used to measure effectiveness/progress in areas of responsibility
- Making recommendations for changes to processes, procedures or policies based on review of quality control metrics
- Creating and implementing inspection criteria and procedures
- Performing quality testing and inspection activities
- Maintaining records and documents related to quality assurance
- Interacting with process leaders to oversee, develop and maintain standards and quality control measures
- Promoting quality control/assurance awareness and training
- Preparing quality control benchmark assessment and findings reports
- Conducting audits against project deliverables using defined success criteria
- Developing and Planning Process improvement actions from analysis and audit data

Excellent communication and meeting facilitation skills (verbal and written) and a demonstrated proficiency in Microsoft Windows/Office.

**Quality Assurance Manager**

**Description:** Defines, analyses, and implement Quality Assurance (QA) practices and procedures. Facilitate and execute the evaluation and validation of processes and procedures to identify any issues and manage projects for solutions. This is a Quality Management Systems position with high interaction with subject matter experts and management personnel. Facilitate working groups and analyze any discrepancies in the performance of processes and procedures and make needed recommendations from that analysis.

**Experience:** At least seven years of general experience and master’s degree

- Formulating and maintaining quality control objectives
- Developing quality control metrics used to measure effectiveness/progress in areas of responsibility
- Making recommendations for changes to processes, procedures or policies based on review of quality control metrics
- Creating and implementing inspection criteria and procedures
- Performing quality testing and inspection activities
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- Conducting audits against project deliverables using defined success criteria
- Developing and Planning Process improvement actions from analysis and audit data
Excellent communication and meeting facilitation skills (verbal and written) and a demonstrated proficiency in Microsoft Windows/Office.

**Senior Project Manager**
Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Responsible for the overall project performance. Leads strategic planning, budgeting, and staffing efforts in response to task requirements. Formulates, communicates, and enforces quality work standards. Monitors progress and resolves any identified issues affecting successful product/service delivery. Ensures compliance with all administrative and contractual requirements. Serves as primary point-of-contact with government contract and program management staff for reporting project status. Responsible for assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates.

**A minimum of Seven years of experience and master’s degree** in related field. Experience in project management in a process reengineering environment. Knowledge of quality management systems and continuous process improvement theories and methodologies such as Lean Six Sigma, TQM, or others. Ability to manage positions, pay, and the selection of employees. Ability to resolve problems (personnel or project) assign, review, and approve project work and evaluate employee performance. The ability to plan and provide long-range and short-term training and assist employees in their career development. Knowledge of personnel laws to process personnel actions, labor laws, and various incentives to be applied to a project. Knowledge of project policies, procedures, purposes, and goals of the program/organization. Excellent people skills. Excellent communication skills (verbal, presentation, and written) and a demonstrated proficiency in Microsoft Windows/Office.

- Extensive PM experience of success managing large business process definition and Business Intelligence and Knowledge Management solution projects, with above average levels of complexity and business criticality
- Interpret Agency initiatives and client requirements and provides guidance and direction to subordinate database administrators, data architects, technical architects and business analysts to ensure adherence to standards
- Provide leadership throughout the Business Intelligence and Knowledge Management project components: vision, strategy, metrics, information governance, organization and roles, information life cycles and enabling infrastructure.
- Provide analysis assessment, technical or business area expertise in all relevant areas
- Provide guidance to members of information technology and business teams
- Direct requirements analysis and develops project plans, schedules, and budgets
- Ensure the integration of the various parts of the enterprise architecture program (e.g. business, data, application and technical)
- PMP certification required.

**Project Manager II**

Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Responsible for the overall project performance. Leads strategic planning, budgeting, and staffing efforts in response to task requirements. Formulates, communicates, and enforces quality work standards. Monitors progress and resolves any identified issues affecting successful product/service delivery. Ensures compliance with all administrative and contractual requirements. Serves as primary point-of-contact with government contract and program management staff for reporting project status. Responsible for assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates.

**A minimum of five years of experience and master’s Degree** in related field. Experience in project management in a process reengineering environment. Knowledge of quality management systems and continuous process improvement theories and methodologies such as Lean Six Sigma, TQM, or others. Ability to manage positions, pay, and the selection of employees. Ability to resolve problems (personnel or project) assign, review, and approve project work and evaluate employee performance. The ability to plan and provide long-range and short-term training and assist employees in their career development. Knowledge of personnel laws to process personnel actions, labor laws, and various incentives to be applied to a project. Knowledge of project policies, procedures, purposes, and goals of the program/organization. Excellent people skills. Excellent communication skills (verbal, presentation, and written) and a demonstrated proficiency in Microsoft Windows/Office.

- Extensive PM experience of success managing large business process definition and Business Intelligence and Knowledge Management solution projects, with above average levels of complexity and business criticality
- Interpret Agency initiatives and client requirements and provides guidance and direction to subordinate data base administrators, data architects, technical architects and business analysts to ensure adherence to standards
- Provide leadership throughout the Business Intelligence and Knowledge Management project components: vision, strategy, metrics, information governance, organization and roles, information life cycles and enabling infrastructure.
- Provide analysis assessment, technical or business area expertise in all relevant areas
- Provide guidance to members of information technology and business teams
- Direct requirements analysis and develops project plans, schedules, and budgets
- Ensure the integration of the various parts of the enterprise architecture program (e.g. business, data, application and technical)
- PMP certification is recommended but is not necessary.

**Consultant I**

Description: Highly proficient technical expert consultant in his/her professional field of expertise, with specialized and unique capabilities to perform and/or integrate highly complex professional services in several operational, functional, or organizational areas. Evaluates, designs, and implements organizational strategies to maximize the potential for meeting an organization’s vision, mission, and goals. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Duties include activity and data modeling, developing modern business methods, identifying best practices and creating and assessing performance measurements. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation (Process mapping, root cause analysis, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of process reengineering efforts. Designs and conducts studies, analyses, research; provides expert professional and consulting services; and prepares presentations and recommendations. Develops draft inputs to program/organizational documentation as it relates to any of the operational support functions. Applicable operational areas include systems engineering, network engineering, acquisition management, business process reengineering, specialty engineering (e.g., communications, systems safety, quality assurance, test and evaluation, human factors, reliability and maintainability, systems security etc.), organizational planning, financial management, acquisition logistics, configuration and data information systems, and support or program management.

Experience: This position requires a minimum of ten years-specialized and master’s Degree in related field. Experience in transactional operations, process re-engineering, process documentation, process improvement and management; or, clearly demonstrated to the selecting official, through prior job performance or education, an ability to perform the duties of this position:

- Responsible for the effective development and implementation of processes to ensure they meet minimum organizational and operational standards and operational requirements.
- Expert in business process architecture and modeling techniques.
- Exercises independent judgment within a specific area of responsibility.
• Performs tasks requiring in-depth knowledge of business domain targeting process efficiency and improvement
• Confers with process owners to define the operational goals and advises in the reengineering of business processes to meet those goals.
• Applies process improvement and reengineering methodologies and principles to process modernization projects.
• Is responsible for effective transition of existing project teams, and the facilitation of project teams in the accomplishment of project activities and objectives.
• Provides group facilitation, interviewing, training, and additional forms of knowledge transfer.
• Acts as key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.
• May provide daily supervision and direction to business process reengineering team, or high-level consulting input.
• Experience in adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets.

Subject Matter Expert I
Description: Considered a very high level technical expert consultant in his/her professional field of expertise, with specialized and unique capabilities to perform and/or integrate highly complex professional services in several operational, functional, or organizational areas. Provides management consulting and tactical support to foster programs continuous improvement and sustainment. Evaluates, designs, and implements organizational strategies to maximize the potential for meeting an organization’s vision, mission, and goals. Designs and conducts studies, analyses, research; provides expert professional and consulting services; and prepares presentations and recommendations relating to the operation, program, or organization. Prepares and delivers extensive reports, conducts high-level meetings and briefings, or other presentations as required. Conducts and prepares feasibility studies and strategies. Provides expert technical advice and assistance; performs in-depth conformance reviews, audits, and evaluations. May serve as a project or task leader on highly complex, time-sensitive, and important tasks.

Experience: fifteen Years’ experience and master’s Degree Specialized experience in operations or management relevant to the applicable task. Excellent communication skills (verbal and written) and a demonstrated proficiency in Microsoft Windows/Office. Familiar with a variety of the field's concepts, practices, and procedures.

• Analyzes various aspects of organizational functioning, including management, processes, structure, culture, and performance.
• Conducts organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques to obtain key performance indicators and create performance dashboards.
• Identifies sources of problems utilizing proven techniques, makes recommendations for solutions, including designing and implementing appropriate organizational interventions.
• Applies organizational and lean management methodologies and principles to understand and improve organizational effectiveness and efficiency in achieving business goals.
• Works with all levels of the organization, from leadership and senior management to the workforce; interactions may include coaching, interviewing, workshop facilitation, training, and surveys.
• Focus is on understanding why and how effectively an organization, program, process or group of people, function in the present manner; how function or performance could be improved; and what should be done to bring about the improvement in effectiveness and/or efficiency.

Systems Analyst III

Description: Provide analysis of customer quality management systems information, processes, or regulations to confer with and assist managers. Work may be focused on specific trends or initiatives affecting the customers overall business operations. Performs a variety of tasks that require both practical and specialized experience in process improvement, project management and quality management systems. This position performs analysis and advisory assignments related to the effectiveness of programs and/or the efficiency of the management of operations. Identifies procedural problems in program operations. Conducts CAPA, root-cause analysis, constraint identification, process efficiency analysis. Analyzes findings, facilitate solutions and produce reports following proven project management practices. Familiar with continuous process improvement concepts, tools and analyzing data to establish process performance metrics. Makes recommendations in reports to SMEs and process owners. Researches current or new management practices for application to programs or operations.

Experience: At least five years’ experience and bachelor’s degree in related field. Experience in quality management systems work experience in the Government, military, or industry. Proficient with MS Office software including Visio, Word, Outlook, Excel, Access, Project, and PowerPoint. Must possess demonstrated knowledge and experience applying analytic methodologies and principles to address client needs. Excellent organizational and communication skills (verbal, presentation, and written).

Systems Analyst II

Description: Provide analysis of customer quality management systems information, processes, or regulations to confer with and assist managers. Work may be focused on specific trends or initiatives affecting the customers overall business operations. Performs a variety of tasks that require both practical and specialized experience in process improvement, project management
and quality management systems. This position performs analysis and advisory assignments related to the effectiveness of programs and/or the efficiency of the management of operations. Identifies procedural problems in program operations. Conducts CAPA, root-cause analysis, constraint identification, process efficiency analysis. Analyzes findings, facilitate solutions and produce reports following proven project management practices. Familiar with continuous process improvement concepts, tools and analyzing data to establish process performance metrics. Makes recommendations in reports to SMEs and process owners. Researches current or new management practices for application to programs or operations.

Experience: At least three years’ experience and bachelor’s degree in related field. Experience in quality management systems work experience in the Government, military, or industry. Proficient with MS Office software including Visio, Word, Outlook, Excel, Access, Project, and PowerPoint. Must possess demonstrated knowledge and experience applying analytic methodologies and principles to address client needs. Excellent organizational and communication skills (verbal, presentation, and written).

Technical Writer I

Description: Provides transcripts of subject matter meetings and supports the technical development of programs. Writing and/or editing work, which requires the application of subject matter knowledge. Provides technical writing and/or editing support for defined tasks. Material created may include at a minimum: program orders, regulations, briefings, handbooks, technical standards, advisory circulars, policies and procedures, and correspondence. Depending on level of expertise and experience, this position may work without direct supervision.

Experience: At least two years of general experience and associates degree in journalism, English or related field. Mastery of the English language, grammar, punctuation, and spelling. In-depth knowledge of written and graphic communication presentations, and specific governmental regulations governing documentation preparation. Requires expert knowledge and skill in utilizing Visio, MS Office and process improvement lexicon. Excellent verbal and written communication skills.

MANAGEMENT CONSULTANT
Description: Possesses knowledge, some experience, and capabilities in the development of solutions, recommendations, or outcomes across multiple tasks and/or organizations. Supports the development of solutions to address organization’s challenges. Supports project objectives and helps assess the impact of industry trends, policy, or standard methodologies. Conducts activities in support of project team’s objectives. Works closely with senior Management Consultants or Task Leads.

Experience & Education: Minimum of 2 years’ experience and Bachelor’s Degree

SENIOR CONSULTANT
Description: Senior expert that possesses demonstrated knowledge, extensive experience in the development of solutions, recommendations, or outcomes across multiple complex tasks in multiple organizations. Defines project objectives and strategic direction. Is responsible for providing leadership and vision to client and project teams and serves as a key facilitator.
between multiple teams to achieve objectives of complex efforts. Directs the activities of more junior Management Consultants or other staff as necessary.

**Experience & Education:** Minimum of 9 years’ experience and Bachelor’s Degree

**JUNIOR ANALYST**

**Description:** Possess knowledge of applying analytic methodologies and principles to address client’s needs. Supports analyst functions including data collection, interviewing, data modeling, project testing, and creation of performance measurements to support project objectives. Conducts activities in support of project team’s objectives. Works closely with senior Analysts or Team Leads.

**Experience & Education:** Associates Degree and 1 year (includes internships).

**PROGRAM MANAGER**

**Description:** Provides oversight and executive level management to overall contract operations often involving multiple projects/tasks and groups of personnel at multiple locations. The Program Manager maintains and manages relationships with senior level management within the client organization. Responsible for ensuring senior level management within the client organization is aware of overall program status, including all relevant projects and their potential impact on higher level organizational strategic vision, this may include subject matter and unique technical knowledge. The Program Manager is responsible for managing multiple contract operations, ensure quality standards and work performance on all task orders and projects, plans, organizes and oversees work efforts, assigns resources, manages personnel, provides risk management, ensures quality management, monitors overall project and contract performance, etc.

**Experience & Education:** Minimum of 14 years’ experience and bachelor’s degree

**FUNCTIONAL SUBJECT MATTER EXPERT**

**Description:** Senior expert with extensive, enterprise-wide knowledge and experience in one or more designated functional and/or domain areas. Provides insight and advice concerning strategic direction and applicability of up to date, industry standard solutions. Is responsible for providing high level vision to program/project manager or senior client leadership to influence objectives of complex efforts. The Functional/Subject Matter Expert is primarily utilized on projects for their specific expertise, not in a managerial capacity, in support of the creation of comprehensive methods for describing current and/or future structure and behavior of an organization’s processes, systems, personnel and organizational sub-units, so that they align with the organization’s core goals and strategic direction. The Functional/Subject Matter Expert is typically a former high-ranking military or civilian official and recognized by industry as an expert in their specific field.

**Experience & Education:** Minimum of 12 years’ experience and master’s degree

**EXECUTIVE / STRATEGY OFFICER**

**Thought:** Works directly with senior level clients to set the project strategic agenda

**Leadership:** Drives the project team toward desired outcomes to achieve results for clients

**Analysis:** Ensures project objectives are delivered in the context of industry best practices

**Value:** Develops new knowledge and capabilities derived from a broad range of cross industry/functional experiences within commercial clients
**Minimum Education:** MBA or other graduate degrees in economics, finance, organizational development, or other business-related specialties

**Minimum Experience:** 12 years of significant experience in multiple domains across a broad range of clients; Held consulting or leadership positions in major private or public organizations in areas such as Business Strategy, Manufacturing and Supply Chain Strategy, IT Architecture Strategy, Platform Strategy, Go-to Market Effectiveness, Global Sourcing Strategy, and Innovation Strategy.

**EXECUTIVE STRATEGY ASSOCIATE**

*Thought:* Generates key hypotheses and identifies data requirements

*Leadership:* Gathers and leverages required facts and information

*Analysis:* Develops integrated conclusions and insights; Implements actions in support of defined agenda and project objectives

*Value:* Document sources and assumptions while communicating linkages of work modules to the larger assignment objectives

**Minimum Education:** MBA or other graduate degree qualifications in economics, finance, organizational development, or other business-related specialties

**Minimum Experience:** 3 years’ experience in performing sophisticated hypothesis-driven analysis; possess significant knowledge of an industry such as automotive, health and pharmaceuticals, transportation, energy/utilities, communications, financial services, or consumer/media.

**INSTRUCTIONAL SYSTEMS DESIGNER I:** Conducts training analysis, designs and develops training curricula, designs and develop multimedia/web storyboards and training, and measures and evaluates effectiveness of training.

**Minimum Education:** High School

**Minimum Experience:** 1 year

**INSTRUCTIONAL SYSTEMS DESIGNER II:** Conducts training analysis, designs and develops training curricula, designs and develop multimedia/web storyboards and training, and measures and evaluates effectiveness of training.

**Minimum Education:** Bachelors

**Minimum Experience:** 4 year

**CONTENT SUBJECT MATTER EXPERT/INSTRUCTOR:** Provides subject matter expertise support to all types of training development projects, including content review and feedback to development staff, as well as delivery of the training.

**Minimum Education:** Bachelors

**Minimum Experience:** 4 years

**ADMINISTRATIVE ASSISTANT:** Provides general-purpose administrative and clerical support for project tasks. May include secretarial, word processing, graphics, desktop publishing, editing, and coordination.

**Minimum Education:** High School

**Minimum Experience:** 1 year