QUALITY MANAGEMENT INTERNATIONAL, INC.
OVER 30 YEARS OF CLIENT SUCCESS
www.QMII.com

PROFESSIONAL SERVICES SCHEDULE

Contract Number	GS-10F-0075N
Contract Period	November 13, 2017 through November 12, 2022
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Business Size	Small Business
DUNS Number	82-561-0108

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

Found on the web at www.QMII.com

Contract #: GS-10F-0075N

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I. 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?

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.

II. Introducing Quality Management International, Inc.

An American corporation, Quality Management International, Inc. originated 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.

III. SIN 874-1, 874-1RC: Integrated Consulting Services

Consulting

Our consulting services are summarized as follows:
- Developing a Process Management System
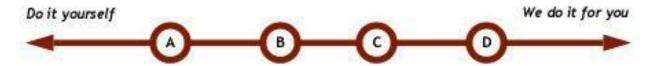- Improving a Process Management System

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, TL9000, 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 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:

PROFESSIONAL SERVICES SCHEDULE

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.

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.

These rates for personnel involved in these offerings may be found in our price guide under the "SIN 874-1 (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 "SIN 874-1 (Consulting)" section.

IV. SIN 874-4, 874-4RC: Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships

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
- Process Management Systems Briefing
- System Leader and Builder Workshops
- Quality/Environmental Internal Auditing
- Metrology and Calibration
- ISM Auditor
- ISPS Auditor
- Designated Person Ashore (DP/DPA) Training

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.

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

Quality Management Systems, ISO 9001 and Lead Auditing

This course teaches how management systems convert customer needs into 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 (formerly 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 9001:2015
- 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
- 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 you industry segment

Please contact us for details.

This course section may be found in our price guide under "Quality Management Systems Lead Auditor".

Visit our website for our current public training schedule.

Environmental Management Systems, ISO 14001 and Lead Auditing

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 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 aspects 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 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 "Environmental Management Systems Lead Auditor".

Visit our website for our current public training schedule.

Quality Management Systems Lead Auditor using ISO 28000

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 SMS 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 SMS while managers can learn how to use, evaluate and improve the SMS so it works effectively. The management representative (and deputy) learns to fulfill the roles and responsibilities with competence, confidence and authority. (per clause 4.4.1a of ISO 28000)

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/BS OHSAS 18001).

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
- 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 "Supply Chain Security Systems Lead Auditor".

Visit our website for our current public training schedule.

Quality Management Systems, ISO/IEC 17025 and Lead Auditing

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 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 "Laboratory Management Systems Lead Auditor".

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 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 ISO/TS 16949

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

Process 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

This course section may be found in our price guide under "Process-based Management Systems Briefing".

System Leader and Builder Workshops

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 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
ISO/TS 16949
ISO/IEC 17025
ISO 13485
AS9100
Other (you specify)

Who should attend?
- System Managers
- Management Reps
- ISO Managers
- Process Owners
- Any member of the system development or "ISO" team

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 aspects and impacts analysis (ISO 14001)
- How to best documenting a system
- Defining a core process
- Determining the interactivity of processes
- Planning a system development project
- How to asses system performance

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

Quality/Environmental Internal Auditing

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:

- System standards, such as ISO 9001 or ISO 14001
- 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.

Courses

Course	Industry Segment
Internal Auditing Using ISO 9001	ALL
Internal Auditing Using ISO 14001 ALL	ALL
Internal Auditing Using ISO/TS 16949	Automotive
Internal Auditing Using ISO/IEC 17025	Laboratories
Internal Auditing Using ISO 13485	Medical Devices/FDA
Internal Auditing Using AS9100	Aerospace

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.
These course sections may be found in our price guide under "Quality Management Systems Internal Auditor" and "Environmental Management Systems Internal Auditor".

Metrology and Calibration

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".

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 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".

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 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".

Designated Person Ashore (DP/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.

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 2010
- 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
- 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".

V. SIN 100-03: Ancillary Supplies and/or Services

Post Exam Coaching and Resit Service

Exams can be very stressful. We want everyone to pass but unfortunately some do not succeed in the examination the first time even though they have learned the subject and may already be making good use of their new expertise. Fortunately, you can retake your exam one more time within one year of your original test date.

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

Become a Certified Trainer

When you provide the certified instructors, the class costs are drastically reduced (see below). We provide the instructor materials, student pre-class materials (self-study course and standard) and reference manuals, secure examinations, certificates, archiving and accreditations. Please contact us with your particular objectives.

VI. Pricing
See Exhibit A

VII. Labor Categories

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Professional Services Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable wage determination number. Failure to do so may result in cancellation of the contract.

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

Senior Director
Duties: Directing the QMII senior management team, managing and performing consulting projects as required, teaching courses as required.
Education: Minimum of master's degree or equivalent
Experience: EXEMPLAR GLOBAL or IRCA certified Lead Auditor or equivalent with at least 30 years of experience in industry and 15 years developing and auditing management systems

Director
Duties: Directing QMII consulting or training services (as appropriate), managing and performing consulting projects as required, teaching courses as required.
Education: Minimum of master's degree or equivalent
Experience: RAB or IRCA certified Lead Auditor or equivalent with at least 10 years of experience in industry and 5 years developing and auditing management systems, and at least 5 years of managing process teams

Managing Director
Duties: Overseeing and continually improving the QMII management system, managing and performing consulting projects as required, teaching courses as required.
Education: Minimum of master's degree or equivalent

Experience: RAB or IRCA certified Lead Auditor or equivalent with at least 10 years of experience in industry and 5 years developing and auditing management systems, and at least 10 years' experience managing an internal corporation

Consultant

Duties: Managing and performing consulting projects as required, teaching courses as required
Education: Minimum of bachelor's degree or equivalent
Experience: RAB or IRCA certified Lead Auditor or equivalent with at least 10 years of experience in industry and 10 years developing and auditing management systems and an approved QMII Lead Auditor

Lead Auditor

Duties: Conducting and leading audits
Education: Minimum of bachelor's degree or equivalent
Experience: RAB or IRCA certified Lead Auditor or equivalent

Auditor

Duties: Conducting audits
Education: Minimum of bachelor's degree or equivalent
Experience: Certified as successfully completing accredited Lead Auditor training from an accredited organization

Administrator

Duties: Supporting the consulting and training process
Education: High school diploma or equivalent
Experience: At least 5 years of administrative experience
Regarding justification of QMII pricing for its services, please contact QMII for in-house course pricing. QMII standard day and week rates for directors and lead auditors are $1,820 and $8,500 respectively. For consultants and auditors, our standard day and weeks rates are $1,404 and $7,000, respectively. These rates represent our accepted prices to our best customers.

Typical market prices for these types of services vary considerably depending primarily upon the experience of the individual and organization performing the work. Typical public 5-day Lead Auditor training courses can vary from $1,000 to $2,000 per student. Typical day rates for advisors, auditors and tutors can range from a low end of $400 to high end of $3000.

Quality Management International, Inc. is one of the original management system 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. Consequently, the prices offered by QMII to the agency and all of our clients are fair and of considerable value.

VIII. How you can reach us

Contacting Specifics

Federal Class Supply	874
Contract Number	GS-10F-0075N
Contract Period	November 13, 2017 through November 12, 2022
Contractor	Quality Management International, Inc. (QMII) Ashburn, VA 20147
Telephone	(888) 357 9001
Fax	(800) FAX 9004
Website	www.QMII.com/ www.QMIIUniveristy.com/
Email	iarora@qmii.com
Business Size	Small Business
DUNS Number	82-561-0108

Agency Ordering Information

1a	Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s)	Click below to go to link in document: 874-1 Integrated Consulting Services // Price 874-4 Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships / / Price

		100-03 Ancillary Supplies and/or Services // Price 00CORP 500 Order-Level Materials (OLMs)
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 Exhibit A**
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	**$1,000,000.00**
3	Minimum order	**$100.00**
4	Geographic coverage (delivery area)	**Contiguous and noncontiguous United States & all off shore US territories**
5	Point(s) of production (city, county, and State or foreign country)	**Ashburn, Virginia.**
6	Discount from list prices or statement of net price	**Not Applicable**
7	Quantity discounts	**See Price List (Exhibit A)**
8	Prompt payment terms	**Not Applicable**
9a	Government purchase cards are accepted at or below the micro-purchase threshold	**We accept Visa, MasterCard and American Express, including government commercial credit cards.**
9b	Government purchase cards are accepted or not accepted above the micro-purchase threshold	**We accept Visa, MasterCard and American Express, including government commercial credit cards.**
10	Foreign items	**Not Applicable**
11a	Time of delivery	**Not Applicable**
11b	Expedited Delivery.	**Not Applicable**
11c	Overnight and 2-day delivery.	**Not Applicable**
11d	Urgent Requirements.	**Not Applicable**

12	F O B point(s)	Not Applicable
13a	Ordering address(es)	44081 Pipeline Plz, Ste. 115 Ashburn, VA 20147
13b	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	1. Project/training sponsor contacts QMII to discuss the project/training goals, responsibilities and deliverables (using the model shown above), and determine if the project should be "fixed price" or "fixed labor rates" (depending upon the details, QMII may visit with the sponsor) 2. QMII provides a proposal to the project/training sponsor, explaining the differences and overall value of QMII services 3. Project/training sponsor compares proposal with two others and selects the "best value" 4. Follow internal procedures to secure the contract 5. Contract officer places the order directly with QMII
14	Payment address(es)	44081 Pipeline Plz, Ste. 115 Ashburn, VA 20147
15	Warranty provision	Not Applicable
16	Export packing charges, if applicable	Not Applicable
17	Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level)	Contact Contractor
18	Terms and conditions of rental, maintenance, and repair	Not Applicable
19	Terms and conditions of installation	Not Applicable
20	Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices	Not Applicable
20a	Terms and conditions for any other services (if applicable)	Not Applicable
21	List of service and distribution points	Not Applicable
22	List of participating dealers	Not Applicable
23	Preventive maintenance	Not Applicable
24a	Special attributes such as environmental attributes	Not Applicable
24b	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	Not Applicable

25	Data Universal Number System (DUNS) number	**82-561-0108**
26	Notification regarding registration in Central Contractor Registration (CCR) database	**Our company registry in system for work management (SAM) is current.**

PROFESSIONAL SERVICES SCHEDULE

EXHIBIT A:

SIN 874-1 (Integrated Consulting Services)

Commercial Labor Category	GSA Awarded Contract Rates per day	
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	
Consulting Support: Administrator	$179.00	

SIN 874-4 (Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships)

Commercial Product Category	Unit	Students	Duration (days)	GSA Awarded Contract Rates per unit
Quality Management Systems (QMS) Lead Auditor	Student	NA	5	$1,356.60
Quality Management Systems (QMS) Lead Auditor	Class	4 to 10	5	$7,630.88
Quality Management Systems (QMS) Lead Auditor	Class	11 to 20	5	$13,566.00
Environmental Management Systems (EMS) Lead Auditor	Student	NA	5	$1,356.60
Environmental Management Systems (EMS) Lead Auditor	Class	4 to 10	5	$7,630.88
Environmental Management Systems (EMS) Lead Auditor	Class	11 to 20	5	$13,566.00
Laboratory Management Systems (LMS) Lead Auditor	Student	NA	5	$1,356.60
Laboratory Management Systems (LMS) Lead Auditor	Class	4 to 10	5	$7,630.88
Laboratory Management Systems (LMS) Lead Auditor	Class	11 to 20	5	$13,566.00
Supply Chain Security Systems (SCSMS) Lead Auditor	Class	4 to 10	5	$7,630.88
Supply Chain Security Systems (SCSMS) Lead Auditor	Class	11 to 20	5	$13,566.00
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 t o20	0.5	$2,493.75
Quality Management Systems (QMS) Internal Auditor	Student	NA	3	$1,017.45
Quality Management Systems (QMS) Internal Auditor	Class	4 to 16	3	$6,359.06
Laboratory Management Systems (LMS) Internal Auditor	Student	NA	3	$1,017.45
Laboratory Management Systems (LMS) Internal Auditor	Class	4 to 16	3	$6,359.06
Environmental Management Systems (EMS) Internal Auditor	Student	NA	3	$1,017.45
Environmental Management Systems (EMS) Internal Auditor	Class	4 to 16	3	$6,359.06
Measurement Systems Analysis	Class	4 to 10	2	$5,087.25
ISM Auditor	Student	NA	2	$761
ISM Auditor	Class	4 to 16	2	$5,525
ISPS Auditor	Student	NA	3	$1,016
ISPS Auditor	Class	4 to 16	3	$6,715
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

SIN 100-03 (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