

SEAPORT NEXT GENERATION QUALITY CONTROL

1. Quality Control Plan

Gemini Tech Services, LLC approach to implementing and managing Quality Control (QC) is based on metrics we use to focus executing while meeting or exceeding their performance objectives identified in the Seaport Next Generation contract. We use audits and inspections to independently verify compliance and identify any substandard performance or problem areas. Our employees are responsible for the quality of their work and are charged with ensuring that the work meets contractual requirements. Our Project Manager will execute and maintain this a Quality Control plan to evaluate the performance of the contract based on the requirements set forth in the Performance Work Statement. Gemini Tech Services will utilize an inspection system that will encompass all the services stated in the contract. Additionally, all performance standards identified in the PWS will also be addressed in our inspection system.

a. Method of Inspection

Gemini Tech Services' method of inspection starts with the Project Manager at the project level and encompasses our established internal reporting procedures. The inspection system is designed to identify deficiencies at performance threshold levels above the Government's and to quickly resolve them. The Project Manager will use a combination of periodic 100% assessments and random sampling techniques to inspect each performance objective. Results of the inspections will be sent to the GTS Navy/ Marine Program Director and Director of Quality Control each month using our internal Monthly Progress Reporting (MPR) and Monthly Personnel, Certifications and Training Reporting (PCTR) requirements which provides corporate level oversight.

b. Identifying and Resolving Deficiencies

Our quality control plan is designed to identify and resolve deficiencies in a proactive manner. The quality control of human resources, products, and processes will remain integrated, multifunctional activities that involve our management, subcontractors, and team members. Collectively our team will identify deficiencies in the quality of services performed before the level of services becomes unacceptable to the Government. Gemini Tech Services also defines quality from the perspective of the client and identifies productivity measurements that emphasize effectiveness and conforms to established standards. We follow our Deficiency Resolution Methodology (see figure 1) for any performance standard that falls below performance thresholds that are illustrated in the PWS.

Gemini Tech Services has instilled a quality management ethos that emphasizes surveillance and monitoring of quality on all levels by continually identifying and monitoring client requirements and needs through open communication. We also engage in flexibility in service techniques that supports our client's objectives and exceeds their expectations. We employ standardized processes and methodologies for monitoring performance and identifying deficiencies including the following mission-essential elements of Quality Control:

- Continuous monitoring and process improvement.
- Scheduling, conducting, and documenting inspections.
- Discrepancy identification and corrective procedures to include methods for addressing Government discovered non-conformances.
- Identification of root cause of discrepancies and implementation of corrective action to prevent re-occurrences.

- Maintenance of trend analysis based on data acquired throughout the life of the contract.
- Ensuring all contract employees understand their distinct roles, functions, and deliverables and are trained to perform these tasks.
- Standardization of administrative support services.
- Implementation of QC at each level/position in order to avoid errors/discrepancies and/or delays in reporting/data; and,
- Ensuring all contract employees understand and perform their duties IAW contractual requirements.

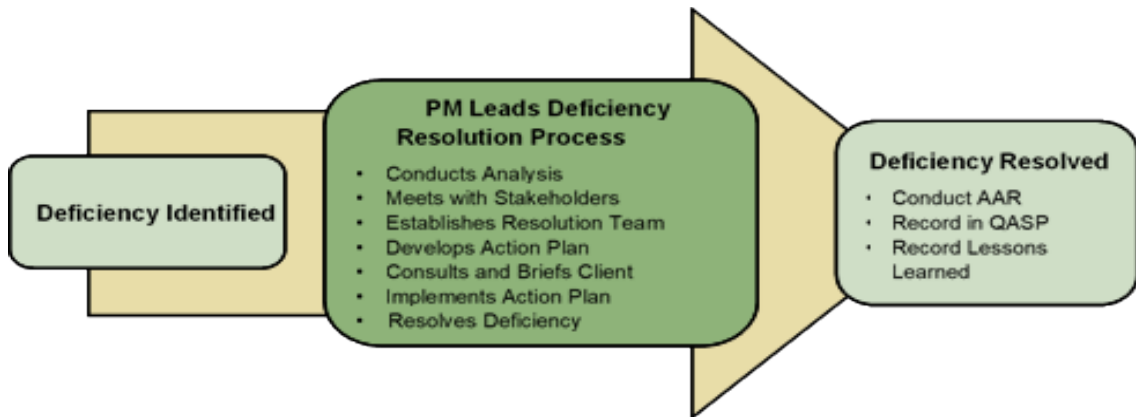


Figure 1: Proactive Methodology for Deficiency Resolution.

c. Maintaining files

Gemini Tech Services maintains records of all inspections conducted, any deficiencies found, and corrective actions taken. . One copy of these records will be maintained onsite with the PM and another copy will be maintained at corporate headquarters This documentation is available to the Contract Officer Representative (COR) and/or Contract Officer (KO) during the term of the contract via our digital shared drive or can be emailed. We also create and maintain hard and soft file storage areas which contain an accounting of all inspections, identified deficiencies and corrective actions. These files become a part of our QCP, providing a complete compilation of the Government’s quality requirements. In addition to the QCP, our PM and the Navy/ Marine Program Director will work closely with the COR to ensure problems are addressed and resolved in real time, and at any time.

d. Quality Assurance

Gemini Tech Services always acknowledges that the Government will evaluate our performance under this contract in accordance with their Quality Assurance Surveillance Plan. We also recognize that we will be assessed using the QASP to evaluate our actions while we are implementing services in accordance with the Performance Work Statement (PWS). We realize that those standards will be applied using methods of surveillance and performance thresholds.

e. Roles & Responsibilities of Key Personnel

Our Quality Control approach to monitoring contract performance begins at the management level and flows down to the lowest staff level activities. Customer satisfaction is defined as understanding the measurement that determines how happy customers are with our services and how we execute them. We implement our QCP and ensure that our workforce is trained in quality standards and apply audit techniques and frequencies to closely monitor and evaluate performance. Each employee is empowered with the authority to determine and implement corrective actions necessary to remedy substandard performance. GTS personnel are trained and held accountable for evaluating services and goods provided in their daily job performance - both formally and informally.

Our project leadership teams use a competency-based and performance-oriented strategy guided by enduring training support principles. Our Project Manager has a responsibility to not only understand the importance of his or her efforts and mission, but also the missions of the military community which is supported. A breakout of key personnel is provided in Table 2, below.

Gemini Tech Services Key Personnel - Quality	
Position	Roles & Responsibilities
President/ CEO	<ul style="list-style-type: none"> - Overall management of the company. - Coordinates with Clients as needed to ensure compliance. - Able to negotiate, bind and sign on behalf of the company.
Principal/ Chief Operations Officer	<ul style="list-style-type: none"> - Provides general oversight of operations. - Evaluates performance in concert with the requirements of the project Statement of Work. - Coordinates with Clients as needed to ensure compliance. - Able to negotiate, bind and sign on behalf of the company.
Director of Quality Control	<ul style="list-style-type: none"> - Responsible for implementing quality program. - Monitors project performance. - Notifies management when deficiencies are found - Coordinates with all parties to ensure corrective action plans are developed and implemented as needed. - Monitors benchmarks and accomplishment of tasks using internal surveillance tools.
Contracts Manager	<ul style="list-style-type: none"> - Monitor's performance in concert with the requirements of the project's Statement of Work. - Coordinates with Clients as needed to ensure compliance. - Communicates with the Contract Officer and Contract Officer's Representative on matters relating to contractual requirements.
Navy/Marines Program Manager	<ul style="list-style-type: none"> - Supervises and mentors Project Manager - Maintains continual oversight of daily services provided to the customer - Acts as a liaison between project and corporate managers
Seaport Project Manager	<ul style="list-style-type: none"> - Responsible for the performance of work on the project - Establishes and maintains effective relationships with customers, employees, and stakeholders - Manages services, inventory, facilities, equipment, and personnel - Oversees reports, checklists, customer surveys, customer support and operations.

Table 1: GTS Key Personnel

