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## **Quality Assurance Management Approach**

TheESHgroup engineers have prepared the following management approach to provide outstanding, affordable services.

1. *Our approach to integrate professional support services within and across NAVSEA or the Virtual SYSCOM to institute best practices throughout and realize cost savings.*

The approach of theESHgroup is to continue what has worked for us before – **to be process oriented**. TheESHgroup has always been results-oriented and realizes that our best results are reached when we integrate our unique, professional skills into the customer’s way of doing business. The first thing our engineers do with a new customer is to understand and map out its business process – how things are done. This understanding is absolutely critical to the successful accomplishment of our tasks, for it identifies the nature and format of our services and end products. It assures the customer that what we are doing is working within their system for optimum efficiency, whenever possible. When their system needs to be modified accordingly, that is recognized and proposed as an opportunity for an enhanced best management practice (BMP). It is further understood that BMPs are by their very nature cost effective in the long term.

It is the experience of theESHgroup that our analysis of what a customer’s business process looks like is frequently the first time they have seen one. Our graphical analysis offers them the opportunity, while studying our specific process improvement proposal, to identify business enhancements on several other fronts (other than the one theESHgroup is looking at) within the Virtual SYSCOM. This serves as a catalyst for the customer to institute other BMPs and further realize cost savings. Knowing this, theESHgroup includes the broadest reasonable scopes in its process analyses.

Illustrated below is a typical example of how theESHgroup integrates its services within the customer’s processes. The task was to develop an ESOH Management Plan for PMS 312, the In-Service Aircraft Carriers. The first two months of the task were spent to discern and fully understand and map out to the customer’s satisfaction the process of how PMS 312 and its supporting stakeholder partners recognized, identified, considered, approved and made physical changes to existing aircraft carriers. The newly mapped process then served as a basis from which the customer could successfully make the case for numerous process-friendly, cost effective ESOH enhancements. The improvements to the PMS 312 workflow process consisted of the creation of a PMS312 ESOH Manager position, revisions to the standard form that requests a work package, periodic awareness training, and the creation of an “ESOH Screen” to their process during the reception and planning phase of processing work packages.

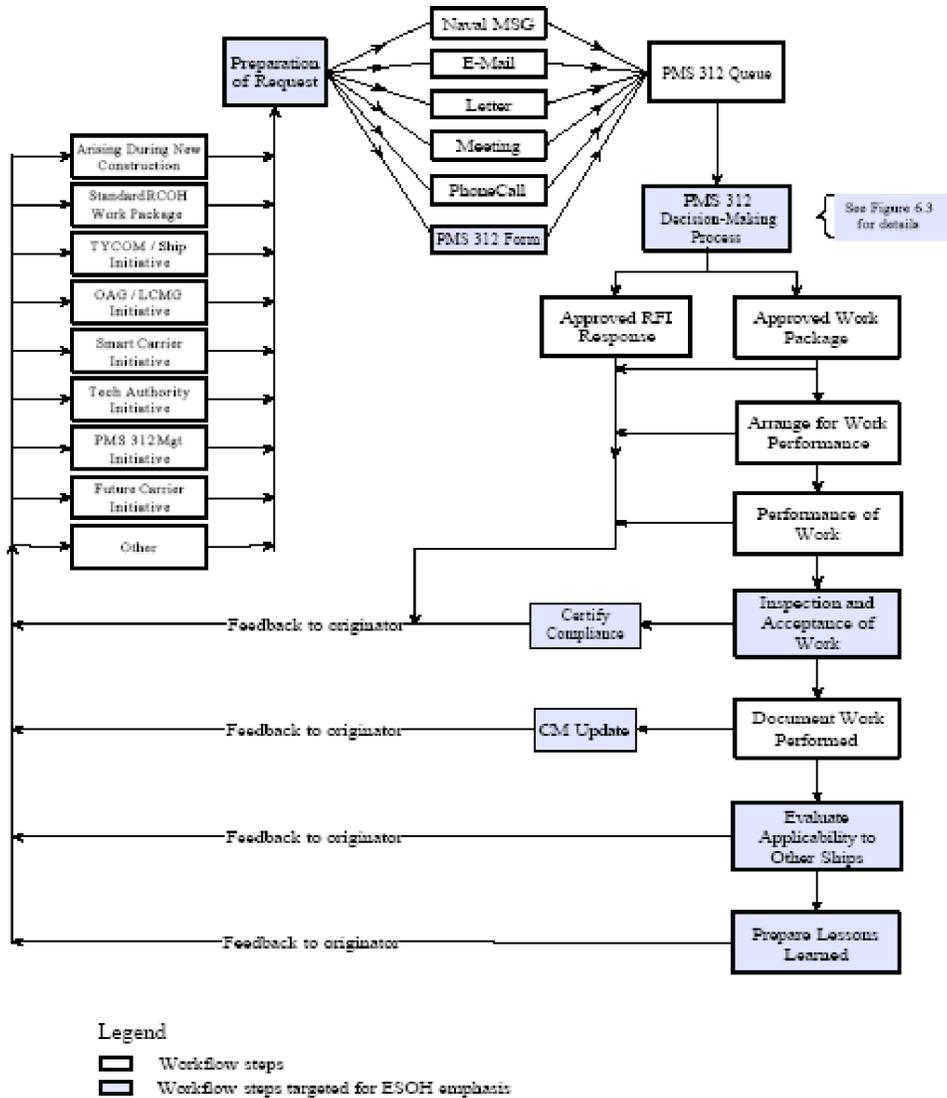


Figure 6.2 - An Overview of the PMS 312 NIMITZ Class Aircraft Carrier Workflow Process, with ESOH Emphasis. Workflow processes of TYCOMs and ships are similar.

A typical example of the ESHgroup's process-oriented management approach

## 2. Our approach to mold, manage and maintain this effort.

The approach of theESHgroup is to consistently stress our process-oriented management approach, using only highly-qualified professionals with skills appropriate to the tasks at hand. Our approach includes:

- Capability to manage the effort – We are a small company with less than five employees at any one time. Our approach is to assign only one employee as a primary POC with a customer. The two key persons of theESHgroup are direct working stakeholders in the delivery of continued, quality products to the customer. Temporary employees are used behind the scenes when necessary to balance workload and meet delivery schedules.
- Ability to manage change to preserve stability and maintain technical expertise in the workplace – We are an extremely stable company, with the two key persons (Rudisill and Pfarrer) being the founders of the firm. The key persons maintain and refresh their professional credentials as a means of ensuring competitive viability.
- Ability to monitor and maximize quality - The two key persons of theESHgroup are direct working stakeholders in the delivery of quality products to the customer. Progress on developing the major deliverables is jointly reviewed by the two key persons during management sessions to balance workload. Final deliverables are carefully reviewed by both key persons prior to delivery to the customers.
- Approach to guarantee responsiveness to and cooperation with customers – We assign only one of our key persons to serve as a primary POC with a customer. This ensures clear and consistent communication between contractor and customer. This also establishes the desired responsiveness for a customer such that he/she will desire our continued participation in subsequent contractual option years. Additionally, theESHgroup conducts periodic informal strategy development sessions (brainstorming) with its customers to focus on the long term vision and requirements as an aide to communications and better understanding the customer’s sometimes spirally-developing business process.
- Approach to problem resolution – Our approach to resolving potential problems (contractual, technical or programmatic) is to first determine the severity of the issue and then handle it in a risk management fashion. Red-type problems are immediately brought to the attention of the customer so that the organization is aware and given the maximum opportunity to form a resolution plan. Yellow-type problems are assessed as quickly as possible and presented to the customer along with a proposed resolution option(s). Green-type problems are normal, everyday events and are resolved following standard business practices appropriate to the nature of the issue. By having a good understanding of the customer’s business process, theESHgroup is able to make very good subjective assessments as to whether problems/issues are red, yellow or green in nature.
- Flow down of incentives to our team partners – No team partners are being proposed at this time by theESHgroup. When and if that were to become necessary, we would follow the contractual requirements about adding team partners, and then require them to meet our standards for customer satisfaction and task management. The flow down of cost savings incentives would reflect those proposed by theESHgroup in this proposal.