



SEAPORT-NxG CONTRACT AWARD N00178-19-D-7340

Active: Yes
NAICS: 541330 (Marine Engineering and Naval Architecture Exception)
Functional Areas: Program Management Support, Engineering Services
Contract Number: N00178-19-D-7340

Business Ownership:
Small Business Concerns (SB)
Veteran-Owned Small Business Concerns (VOSB)

Quality Assurance Plan

CEXEC has a proven ability to provide the highest quality service to its clients through an in-house quality program called the Corporate Quality Assurance Plan (CQAP). CEXEC's CQAP embraces the following principles:

- The customer is the ultimate determiner of quality;
- Quality results from eliminating variability;
- Quality results from people working within systems; and
- Quality requires continuous monitoring and improvement.

CEXEC Group Directors and Project Managers are held responsible for the implementation of these principles on every CEXEC project. Directors and Managers work closely with key corporate staff, specifically the Vice President for Customer Relations, the Corporate Finance Officer (CFO), Director of Contracts, Human Resources, and Director of Operations to ensure each project and client receive the most responsive service possible.

CEXEC's CQAP addresses the three main components of quality. The first is the actual quality of the deliverable or service provided. The other two elements are the timeliness with which the product or service is delivered, and that it is delivered within budget. In short, CEXEC strives to deliver products and services that meet or exceed the client's expectations, on time and within budget.

Continuous Process Improvement

Deliverables are subjected to a continuous review and improvement process that ultimately results in delivery of the best product possible. Once a discrete tasking is received by the Project Manager to create a product, the Project Manager and contract or administrative professional meet, coordinate and/or discuss the tasking to ensure a firm understanding of the requirement, establish a timeline for review and edit, and determine the date of delivery. The overall quality of the deliverable is examined for accuracy, completeness, and technical and grammatical content during scheduled reviews by the Project Manager and staff member(s) performing the task to ensure what is being created is fully compliant with the client expectations. Annotated outlines and drafts are provided to the Government to solicit feedback for comments, suggestions, and overall content. Following final review by the project manager and staff member(s), the deliverable receives a final review with the

government to ensure it meets both CEXEC and client standards, and any corrections or edits are applied immediately. Continuous review and improvement is paramount to a high-quality deliverable. For new personnel, we assign a mentor who assists the staff member through the deliverable process, to ensure it is accomplished right the first time.

Contract Performance Monitoring

CEXEC uses procedures, automated tools and a proactive management philosophy to track productivity on projects, defects in deliverables, and overall project performance. In our quality assurance efforts, the CEXEC Team strives to achieve 100% customer satisfaction by applying metrics to contract performance through accounting and project management, network management, service delivery, and quality assured deliverables. Metrics are quantitative indicators that measure various parameters and characteristics that can be used as performance indicators. Through metrics, CEXEC reports, reviews, calculates, records, and revises contract performance indicators to include scheduling, labor resources, and delivery parameters. CEXEC develops and applies metrics to rank and evaluate its responsiveness to proactively managing projects. CEXEC utilizes and refines its delivery approach by efficiently and effectively using quality tested standard operating procedures, implementation plans, and checklists. CEXEC's stringent Corporate Quality Assurance Plan (CQAP) review process for document contract deliverables ensures the customer gets what they want when they want it the first time.

Contract Performance through Accounting and Project Management

The CEXEC Team utilizes procedures and automated tools to track, monitor, manage and perform Quality Assurance (QA) on contract productivity, deliverables, and performance. The Project Manager performs a QA function at least quarterly, reviewing all corporate contracts and recording contract performance metrics used to quantitatively assess the success of a contract in terms of productivity, deliverables, and overall performance. We employ a proactive management philosophy in which we maximize the use of automated network management tools to discover and correct trouble areas before they become serious problems to be reactively addressed.

Internally, CEXEC's Corporate Accounting and Project Management Information System (CAPMIS) uses our corporate accounting system and its associated modules, including an electronic timesheet database, travel, payroll, and human resources data to facilitate the development of tailored reports and queries.

Approach to Guarantee Customer Satisfaction

CEXEC has always made customer satisfaction a priority. The way CEXEC monitors and measures this satisfaction is through regular customer satisfaction surveys. Evidence of CEXEC's superior customer support can be found in a Customer Satisfaction Surveys CEXEC conducts. Most customers who submitted replies indicated that CEXEC is better than above average in Overall Quality, On-time Delivery, Satisfaction of Needs, Staff Competency, Staff Attitude, Ease of Doing Business, and Overall Satisfaction. Over 90 percent of respondents would recommend us to others.

Approach to Problem Resolution

Major difficulties and problem areas are preventable. If risk analysis is performed correctly, with mitigation actions in place, and there is a management focus on anticipating a problem area, analyzing the potential weaknesses and root causes, and applying change to achieve mitigation, then recovery in performance, cost or schedule is achievable. No organization or company is perfect. CEXEC realizes that problems can occur, in different levels of severity, and employs solutions that meet not only the company's high standards but also the client's expectations. Good client-service provider communications are key to identifying what is going well, but also what, if anything, is not going well and needs attention. CEXEC Project Managers, in most cases, work directly on the project that they manage, supervising their employees in the same workspace and have daily interaction with acquisition related tasks, suspense dates, and work products. Our managers can identify any problems immediately and take corrective action. They are also trained to anticipate a shortcoming before it becomes a major difficulty, taking corrective action whether it is personnel or resource related.

In summary, CEXEC uses procedures, automated tools, and a proactive management philosophy to track productivity on contracts, defects in deliverables, and overall contract performance. The procedures are supported by the CEXEC Project Manager, corporate systems, and staff. Our proactive management philosophy and implementations identify and correct trouble before they become reactive problem areas.

CEXEC SeaPort-NxG Team

Finding a dependable business partner is a challenge. You need an organization that makes a commitment to delivering solutions that work, a company that measures its performance by your success. You need a business partner that is more than just another name on a piece of paper, but someone who can hold up their end of the deal, a company with resources, past performance and a commitment to getting the job done right. CEXEC is that company. With over 30 years of experience, zero debt, and a staff that can complement your proposal efforts, we are the partner of choice for many of the largest federal contractors.

If you are looking for a business partner that brings more than just a name or a size standard, CEXEC, Inc. is the small business partner you need. If you would like to be a part of the CEXEC Team, contact us to see how we can complement your next SeaPort-NxG project.

SeaPort-e Points of Contact

Program Manager: Kim Baumgartner

Tel: (703) 692-8505

seaporte@cexec.com

Contracts Manager: Quinn Snyder

Tel: (770) 330-9730

seaporte@cexec.com

Business Development: Dan Smith

Tel: (941) 284-5373

seaporte@cexec.com