



Quality Assurance Program

MAC Consulting Services, Inc. (MAC) executes a streamlined, two-tier management approach with the entire workforce reporting to a Project Manager (PM) who will oversee day-to-day tasking. The PM, in turn, reports to the Corporate Quality review Board. This approach enhances the delivery of quality products and services and avoids added costs associated with carrying additional team leaders/managers.

Project Manager Roles & Responsibilities:

1. Match technical expertise specific to the task order(s);
2. Provide contract management expertise specific to handling the day-to-day management of the prime contract and subcontracts;
3. Provide financial expertise required to meet unique financial issues and concerns creatively;
4. Demonstrate superb time management skills;
5. Provide experienced leadership and management expertise to manage the personnel required by the task order(s) in such a manner as to ensure on time, on target execution of deliverables; and
6. Lead the contract risk identification and mitigation process.

Managing Subcontractors

MAC has extensive experience managing multi-task contracts with multiple subcontractors. We have maintained an impeccable record of performance, quality, and sound contract administration throughout our past performance. MAC's subcontract management approach is based on three elements: customer mission success, contract administration, and cost control.

Subcontractors are required to report on performance, planned tasking, and financial metrics on a monthly basis. MAC pre-approves all subcontractor travel and ODCs to control costs. While we have policies and procedures in place to contain costs, we enable our subcontractors to take appropriate technical actions on a daily basis in order to maximize their performance and productivity.

Cost Control

We base our approach to cost control on two critical elements: disciplined contract cost administration through our DCAA-approved accounting system and workforce management. The PM uses our established contract administration procedures to dialogue with the Government TOM to both prevent cost overruns and ensure continued adherence to Government regulations. The PM reviews all contract modifications to validate available funds and ensure compliance with cost objectives.

Staffing and Workforce Development

A well-managed workforce is critical to preserving stability and maintaining technical expertise. Our philosophy is simple: partner with our employees, provide competitive benefits, and foster personal and professional growth through mentoring, educational assistance, and professional development training opportunities. MAC offers competitive market salaries to its employees, a

very generous profit sharing program towards a Qualified Retirement Program, and a bonus program designed to reward quality performers.

Problem Notification/Resolution

MAC employs a vertical/horizontal integrated approach to allow for the routine exchange of information across all task areas and within all branches of customer organizations, identifying and tracking all performance, contractual, and personnel issues. The PM is empowered to resolve all personnel issue. Additionally, the PM resolves all problems at the project level by interfacing with the appropriate Government counterpart. Upon issue identification, the PM provides regular status updates and a mitigation plan to resolve the issue in a timely fashion.

Program Improvement

Our five step process improvement methodology is integrated in all aspects of contract execution, including our management, control, and accounting of our subcontractors. Specifically, we:

- Define the needs of the customer. Continually work to ensure the basis for the process is centered on the needs of the customer;
- Measure the effectiveness of the process;
- Analyze the mission, our capabilities, and resources. Every aspect of the organization must be adding value to the overall effort;
- Improve proficiency at every level of the organization; and.
- Control the process by measuring results and customer satisfaction.

Customer Satisfaction Point of Contact

Bonnie Parnell
12388 Falkirk Drive
Fairfax, VA 22033
Email: bparnell@mac-consulting1.com
Phone: (703) 390-0514
Fax : (703) 390-9008