

Certified Quality Management — It Could Be Your Client's Next Goal

by Michael Pino

In today's fast-paced technology arena, quality counts. We know it at CACI, and our clients do, too. Clients in all industries are looking for ways to ensure the quality of their own work — and the work of their contractors. That's where ISO 9001 comes in.

Developed by the International Organization for Standardization, ISO 9001 establishes internationally recognized criteria for best practices in quality management. When an organization becomes ISO 9001-certified, it is a signal to all that its quality management systems are of the highest caliber.

That's why, as our federal clients increasingly seek ISO 9001 certification for themselves and their contractors, it pays to be proactive and consider what it takes to become ISO 9001-certified.



PRG's Ray Morales is helping CACI teams across the company certify their quality processes.

PHOTO BY PATRICIA LEITH

Our Navy support team in Louisville, Kentucky and the Network Training group in Chantilly, Virginia have already been certified, with significant benefit to their business and their clients [visit www.caci.com for news releases on these teams]. Now five more groups have achieved or are in the process of achieving certification.

In this special issue of the *CACI Times*, we focus on the efforts of these teams, the benefits of certification, and the in-house tools and resources CACI provides to help your group achieve certified quality management.

Stand Out From the Competition

CACI's ISO "point man" is Ray Morales, a member of our Project Resource Group (PRG) who is also a recent Staff Eagle Award winner. According to Ray, ISO certification is a powerful discriminator that separates CACI from the competition.

"ISO certification is just beginning to show up on client 'radar,'" says Ray, "and CACI is at the head of the pack in recognizing its growing value. We're seeing trendlines that indicate more clients are requiring ISO certification from their contractors, and we're acting to win that certification ahead of our competition."



ISO 9001 certification is becoming an important client requirement — and CACI's Project Resource Group (PRG) offers the tools and resources to help achieve it.

Ray notes that ISO-compliant organizations offer government agencies and other customers a third party-validated means of discriminating among contract proposals. Moreover, according to Ray, "It is not unusual for a customer who has experienced the support of an ISO-certified company to include it as a requirement when the time comes to recompute the contract.

"The work product is consistently of the highest quality. ISO certification can provide a level of assurance that it will remain at the highest levels."

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ISO Success Stories ... Staying a Step Ahead

by Rick Ferris

Dave Crouch is Logistics Manager with BG06's Telecommunications Logistics Support Services Group, which recently achieved ISO 9001 certification. When asked why his group did it, he says, "We can now bid on contracts requiring ISO 9001 certification. Plus, we stand out from the competition on contracts that don't require certification — we're a step ahead."

Dave's Chantilly, Virginia-based team provides equipment purchasing, inventory control, and shipping and receiving services to the Defense Information Systems Agency, a client they have supported since 1992.

Dave and his team of more than 40 employees began the ISO certification process in January 2002. "We worked closely with Ray Morales, as well as Jim Stubblefield and Matt Albert in BG06," Dave explains. "They guided us through the whole process of documenting procedures and conducting documentation and implementation audits.

Members of the ISO-certified Telecommunications Logistics Support team at their warehouse in Manassas.

PHOTO BY PATRICIA LEITH

Without Jim's team, we would have never made it."

Dave continues: "We had a good starting point with documented procedures and a proven, successful track record. Our biggest challenge was to refine our procedures and ensure they met all the ISO 9001 standards."

For groups beginning certification, Dave advises that processes and procedures be well documented and that managers focus on training personnel and developing metrics.



"Always look for new ways to improve the way you're doing things. You'll improve the service that you are providing to your customer and can look forward to continuing business with them."

You can reach Dave at (703) 633-8048, dcrouch@caci.com.



These Telecomm group members operate a warehouse in Chantilly. "ISO certification was a true team effort," says Logistics Manager Dave Crouch.

PHOTO BY PATRICIA LEITH

Quality at the Core

by Rick Ferris

"A quality process helps you win more business because you're producing a better product."

That's how Jeff Harman defines the core value of ISO 9001 certification to his team. And the product he refers to? It's the engineering support he and his group provide to a wide range of CACI clients across the company, including the Vision & Solution Center, where team members can often be found setting up sophisticated networks for client demonstrations expressly designed to win more business.

Now, following nearly a year of effort involving the entire group, Jeff's Chantilly, Virginia-based BG06 Engineering Services team earned certification for services that include network modeling and simulation, network design, network management systems, and satellite and RF communication design.

"We all were learning the program and, through experience, refined our

system until it was ready for an external audit," Jeff recalls. "We embraced the procedures and really took time to understand the program."

Jeff also cites some key contributions. "Clare Janiczek was central in putting the documents together and showing a first-class system. Kay Collard, Ward Morgan, and Jeff Beutel helped develop the procedures and processes to capture our services and measure them. And *everyone* really performed during the audit.

"Get Ray Morales and his staff involved early," Jeff adds. "They stepped up and focused the program. If we needed something or were going in a different direction, they kept us on track."

Contact Jeff at (703) 322-8145, jharman@caci.com.

"What We've Always Done"

by Mary Beth Loutinsky

"The main reason for ISO certification is the enormous benefit to our customers."



Making ISO 9001 happen in Norfolk are, from left, Chuck Charboneau, Ali Jackson, Dennis Swartz, Jennifer Wright, and Bernie Van Sell.

PHOTO BY PETE OVERMAN

This is how Chuck Charboneau, Director of Atlantic Fleet Programs at our Norfolk, Virginia location, explains the ISO 9001 certification received by his Programs Support Team (PST). PST provides logistics, training, and analysis support to over 20 Navy customers.

According to Chuck, "ISO certification demonstrates to our customers that we are providing a recognized high standard of management for their programs, and that we are in complete partnership with them to achieve the highest level of quality.

"In fact, you might say it's a third-party validation of what we've always done."

Chuck and his group were supported in their effort by CACI's Project Resource Group, whose assistance Chuck describes as "invaluable." He adds, "For the effort to be successful, everyone had to be involved. It's a strenuous process to undergo while you continue to support your customers and programs. The team did a remarkable job."

You can contact Chuck at (757) 444-5901, ccharboneau@caci.com.

BG06's Engineering Services team now offers clients ISO-certified network engineering.

PHOTO BY PATRICIA LEITH



Get the Jump on ISO Certification

by Rick Ferris

Fueled by the prospect of new business and a stronger competitive position, two CACI groups are heading down the home stretch toward ISO 9001 certification. Bruce Stewart, Vice President of BG07's Acquisition Engineering Division, and Curtis Thompson, Vice President of BG01's Engineering and Logistics Division, are leading their teams to meet ISO 9001 goals.

"Enlist the Project Resource Group," advises Bruce. His Eatontown, New Jersey-based Army Intelligence team has an aggressive schedule: to meet upcoming requirements, they have to be certified in roughly half the time it has taken other groups. "Our project manager, John DiPasquale, is working closely with PRG and Ray Morales to achieve this goal. We're also getting a great jump start from their ISO Starter Kit."

Bruce's group anticipates certification in October. They provide engineering and management services to federal and commercial clients, and their certification has some unique requirements.

"We deal with some classified documents and processes that cannot be reviewed by external auditors," Bruce reveals, "but we are exploring a number of ways we can still meet ISO requirements."

Curt's organization, with teams in Georgia and Oklahoma, expects certification in September. They support Tinker and Warner Robins Air Force Bases with logistics, engineering, and IT services.



Paul Andraszek is leading ISO efforts in Oklahoma and Georgia.

PHOTO BY
CRYSTAL SPRIGGS

When embarking on their certification, Curt advised his team to "be prepared to change and to commit to ISO."

His project manager, Paul Andraszek, notes that his team is no stranger to commitment:

"When Ray was in Oklahoma City to support our effort, the region was hit by a tornado. Even though the twister was nearly at our back door, Ray wouldn't let us leave until it was done! We found a safe room and took our laptops with us. The building shook, but we weren't hit — and Ray got his money's worth from the external auditors!"

You can reach Bruce at (732) 578-5225, bstewart@caci.com, and contact Curt at (405) 610-3021, cuthompson@caci.com.



Tawanda Williams, John DiPasquale, and Frank Vellella are key players in Eatontown's certification drive.

PHOTO BY MARIE MOULDER

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CACI Tools and Resources

PRG provides a number of tools and resources to teams considering ISO certification. The group's ISO Starter Kit consists of software tools and templates, plus information on best practices. PRG also covers the cost of the external auditors. "We have the capabilities to get you from here to there," says Ray.

Among the PRG offerings is a web-collaborative, off-the-shelf application called ISO9. According to Ray, "ISO9 automates a large portion of the process and has proven to be a significant time-saver."

Via ISO9, groups working on their own ISO certification can gain insight from steps taken by other CACI groups. On the ISO9 website, users can view the documents, audit results, and corrective actions other teams have put into place.

"Each effort builds on the previous one," explains Ray, "making it more productive for the next group."

He also notes that while a business may have many quality management elements in place, ISO assures they are formalized and structured so they can be validated outside the organization.

ISO 9001 is becoming increasingly important in our marketplace. What's more, it ties in nicely with our mandate for Quality Client Service/Best Value. As Ray puts it, "We know this is what we do, and certification proves others recognize it, too."

Can your team benefit from ISO certification? Find out today — call Ray Morales at (703) 679-4297, or e-mail rmorales@caci.com.