



Macfadden's Quality Management System (QMS)

Macfadden is dedicated to delivering results and exceeding expectations by providing integrated information technology solutions and program management support services to federal agencies and commercial clients that impact the health, safety and security of the world around us. Our core business competencies include:

- ▶ Program Management
- ▶ Financial Management & Systems Support
- ▶ Knowledge Management & Communications
- ▶ Information Technology Solutions & Support

ISO 9001:2008
is the standard against which
Macfadden's QMS was measured to
achieve and maintain ISO
Certification.

Macfadden takes pride in its' ISO 9001:2008 certification which builds on our long-standing commitment to delivering high-quality professional services. Our Quality Management Steering Committee, led by Macfadden's President & CEO, serves to institutionalize continual quality improvement of our core business practices to ensure we continue to provide the best level of service to our customers.

Quality Management Steering Committee:

David Binns
President & CEO

Marci Gutierrez

Sr. Corporate Services Specialist

Macfadden's ISO Coordinator:
Marci Gutierrez, qms@macf.com

Macfadden's QMS represents an integrated and well-defined approach to ensuring quality. The rigor of the QMS enhances our ability to continually improve repeatable processes at the corporate level to minimize errors, reduce operating costs and maintain a corporate culture dedicated to delivering results for our clients and exceeding their expectations.

These processes represent a set of principles that ensure a common-sense approach to managing business activities that builds upon our experience of more than two decades of service to federal government clients. The ISO 9001:2008 certification is a reflection of our ongoing commitment to achieving customer satisfaction by delivering the highest quality service possible.

ISO 9001:2008

ISO 9001:2008 is globally regarded as the most comprehensive body of standards on quality management systems and processes. This generic standard was established by the International Organization for Standardization (ISO) and is independent of any specific industry or economic sector.

ISO 9001:2008 is designed to provide companies with a set of principles that ensure a systematic approach to achieving customer satisfaction. To achieve this certification, organizations must demonstrate their ability to consistently provide products and/or services that meet customer requirements.

MACFADDEN'S QMS

Macfadden's Quality Management System (QMS) is documented and continually improved. Maintained on Macfadden's Intranet, the QMS contains Macfadden's QMS Manual, Quality Policy and Quality Objectives. All departmental documents and procedures needed to ensure effective planning, operations and control of processes are also available within the QMS.

QMS PROCEDURES

Macfadden's QMS procedures ensure that high quality standards are met when delivering products and services to our customers. At Macfadden, our culture of employee ownership means our employees share in the success of the company and the value they help create. Our employee-owners have a vested interest in the success of our customers. With proven business processes in place, these procedures are the core of our QMS and our corporate commitment to quality.

Customers can be confident that Macfadden has a systematic approach for achieving customer satisfaction that delivers results for our clients.

- ▶ Improved customer service
- ▶ Reduced operating costs
- ▶ Legal compliance
- ▶ Improved risk management
- ▶ Proven credentials
- ▶ Ability to win more business
- ▶ Favorable market position
- ▶ Improved and consistent output
- ▶ Third party audits build accountability
- ▶ Increasing requirement for partnerships and government contract awards





QUALITY OBJECTIVES

- » Deliver services in a timely manner that meet contractual specifications
- » Strive for continual process improvement
- » Produce artifacts that are correct in format and content to measure performance



CUSTOMER BENEFITS

- » Delivering services that meet requirements and are on-time
- » Continual improvement of processes to ensure customer confidence
- » Focused objective on quality
- » Performance measured against customer requirements and expectations



With Macfadden's commitment to its Quality Management System, not only does the customer and company benefit, but our valued employee-owners do as well.

***Delivering Results.
Exceeding Expectations.***



**ISO 9001:2008
Certified**

Questions?

**Contact Macfadden's ISO Coordinator
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AN ISO 9001:2008 CERTIFIED COMPANY

**QUALITY
MANAGEMENT
SYSTEM**

Macfadden is committed to providing high-quality services that are in compliance with contract standards and specifications to our customers and to continually improve the effectiveness of our Quality Management System.

