This plan serves as a record of QMS planning.

**PLAN UPDATES: At Management Reviews or after significant changes, review and update this QMS Plan.**

**Company Overview**

Ivyhill Technologies LLC (Ivyhill) was founded in 2015 as an information technologies services company with deep roots in technology operations, software development, and Project Management. Ivyhill serves a wide range of customers including Federal Government Agencies, Government contractors, commercial and non-profit companies. Ivyhill provides service through one of our primary practice areas or divisions:

1. Information and Data Management
2. IT Operations & Maintenance
3. Systems Integration & Application Development
4. Content & Document Management
5. Independent Verification & Validation Testing
6. Cybersecurity & Risk Management Services
7. Process Improvement & CMMI Preparation
8. Human Resources Consulting
9. Data Processing Management

Ivyhill’s corporate operation is headquartered in College Park, MD, just outside of Washington, DC. Our corporate location is the hub of all of Ivyhill’s management of its government services. Ivyhill’s business processes required to support its customer contracts to include business development, contract management, financial and accounting, Human Resources and Operations are all managed out of Ivyhill’s corporate headquarters.

**QMS Scope (4.3)**

QMS Scope

This quality management system pertains to processes relating to all aspects at the headquarters of Ivyhill Technologies LLC (Ivyhill) located at 9658 Baltimore Avenue, Suite 300-1, College Park, MD 20740, including: Quality Management, Program Management, Business Development, Recruiting, and the Design and Development processes performed in support of our contracts with a wide range of customers including Federal Government Civilian and Defense agencies, commercial and non-profit companies.

The following requirements do not apply:

7.1.5 Monitoring and measuring resources (includes 7.1.5.1 and 7.1.5.2)

Justification: Ivyhill Technologies LLC does not use any equipment to monitor and measure conformity of products or services delivered to the customer.

**Quality Policy (5.2)**

Ivyhill Technologies LLC

“Ivyhill Technologies is committed to exceeding our customers’ expectations by delivering quality service and continuously improving our quality management processes and customer service.”

**Context Identification (4.1)**

Consider both internal and external factors that are relevant to the purpose and strategic direction of Ivyhill that impact – or, could potentially impact – our ability to deliver services. Examples of external context are issues arising from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, or local. Internal context are issues related to values, culture, knowledge and performance of Ivyhill.

**List any associated risks or opportunities; and, action needed to address them.**

| Issue | Description | Risk or Opportunity | Action Needed |
| --- | --- | --- | --- |
| Quality | Quality support at the corporate HQ level is required to meet customer and employee needs | Poor performance results in dis-satisfied customers, managers, and employees and results in lost business and reduced profits | * Implement an ISO quality management program * Establish quality objectives and monitor performance against objectives at monthly ISO management meetings * Report and track performance against objectives * Conduct weekly corporate management meetings to maintain open communications, identify issues/problems and corrective actions, identify opportunities and action plans |
| Timely Financial and Administrative Reporting | Timely financial reporting with comparisons to budgets and timely administrative reports are needed to maintain accountability across the company and to identify shortfalls/issues so they can be corrected | Late financial reports impact the ability to manage financial performance and take corrective actions before profits are impacted | * Establish due dates for all financial and administrative reports * Track delivery against dates * Establish a metric to track and report performance; metric needs to be easy to calculate and track, and must be meaningful |
| Revenue Growth | Corporate goal is to maintain 10% annual growth rate. Lack of marketing resources to identify and capture new business and support proposal development is impacting our ability to win new opportunities. | Revenue and profit growth is at risk; if the company is not growing we will lose market share and market penetration. | * Identify new business targets to pursue for next 12-24 months * Report on status of new business targets, recompetes, and RFIs, at weekly corporate meetings |
| Growth of IDIQ Contract Vehicles are Replacing Stand-alone Opportunities | Agencies are using IDIQ vehicles in place of synopsizing and leading their own procurements. | If we are not on IDIQ vehicles appropriate for our skill sets we will be unable to bid on new opportunities; this may result in a lack of market share and impact our ability to penetrate prime contracting opportunities and achieve our 10% annual growth rate.  Opportunity: Additional IDIQ wins will provide access to new bidding opportunities where completion may be limited. | * Identify and research all IDIQ vehicles that we should consider bidding * Establish a schedule and game plan to bid and win IDIQ contracts |
| Prime Contracting | Our past performance is based on relatively small commercial and Government Agency sub-contracts limiting our ability to compete for contracting opportunities | If we do not develop more significant past performance in size and scope we will have difficulty growing and competing for new Government contracts as a prime contractor or sub on larger opportunities. | * Identify partnerships and teaming opportunities to grow our past performance. * Pursue contract opportunities through partner organizations as pass-through opportunities to establish past performance and longer-term revenue streams. |

**Relevant Interested Parties Identification (4.2)**

Determine interested parties that are relevant to the QMS and their needs or requirements.

**List any associated risks or opportunities and action needed to address them. Ensure actions are reviewed annually.**

| Internal/External Parties | Interested Party’s Need or Requirement | Risk or Opportunity | Action Needed |
| --- | --- | --- | --- |
| Customers | As required in each contract | If we do not meet customer requirements our customers will not be satisfied and our business base will erode. | * Maintain management controls across the company to monitor technical, personnel, and financial performance as it relates to contract requirements and customer satisfaction. * Keep senior managers apprised of issues and solicit their input/approval of planned solutions. * Look for opportunities to provide innovative, efficient, and effective solutions while staying on or below budget. |
| Contracts | As stated in each contract | Failure to not manage contract modifications, WD changes, expenditures vs. funding levels, etc. may result in lost revenues, lost profits, and customer dissatisfaction | * Maintain proactive oversight on all contract actions * Produce a monthly “at-risk” report to forecast when modifications are needed so actions can be taken before we are in a non-compliant position * **Produce a monthly report of pending contract modifications/actions**, even if they don’t result in an “at risk” problem so senior management can track open issues |
| Subcontractors | Contractual compliance | Failure of our subcontractors to comply with S/C terms and conditions could impact quality of service and profitability. | * Ensure that subcontracts incorporate all required prime contract flow-down clauses and follow Ivyhill’s standard S/C template. * Utilize outside legal review as needed. * Monitor subcontractor compliance on a regular basis. * Maintain close working relationship with subcontractor managers so if issues do arise they can be quickly addressed and resolved. |
| Partners | Compliance with partnership and/or teaming agreements. | Failure to comply with agreements will erode working relationships and may impact quality performance and profitability. | * Obtain legal review of all partnerships agreements * Monitor compliance on a regular basis |
| Regulations | Failure to comply with applicable federal, state, local, and contract-specific regulations could result in lost contracts, as well as bottom-line costs to fix the non-compliance. | Lost profits; lost business; and lawsuits. | * Maintain proactive oversight of contract terms and conditions and contractual performance * Maintain proactive oversight of personnel regulations and compliance * Regularly train managers in Senior and Operations meetings to promote compliance; develop staff training as appropriate/required * Develop plans to incorporate changing regulations into our ongoing processes |

**Key Process Identification (4.4)**

**The Key Business Processes of the organization are:**

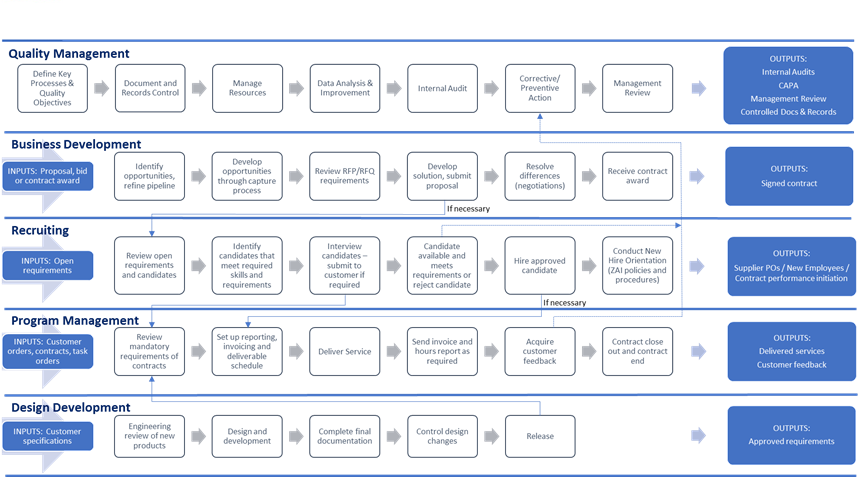
* Quality Management, defined as the QMS used to manage our contracts and customer services which is led by our CEO.
* Business Development, defined as our business development(marketing) and proposal development department, led by our CEO.
* Recruiting, defined as the process used to identify human resources with the appropriate skills and qualification to support corporate and customer requirements. This process is led by our CEO.
* Program Management, defined as the process used to manage service delivery and deliverables, customer satisfaction, and invoicing, led by our CIO.
* Design and Development, defined as the process used to develop IT applications in support of our contract delivery, led by our CIO.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Key Processes | Process Owner (Title) | Quality Objectives | | | | |
| Proposal Win rate | Time to  Fill Open Positions | Retention Rates | Billing Accuracy | Customer satisfaction |
| Quality Management | CEO | x | x | x | x | x |
| Business Development | CEO | x |  |  |  | x |
| Recruiting | CEO | x | x | x |  | x |
| Program Management | CIO | x |  |  | x | x |
| Design and Development | CIO | x |  |  |  | x |

|  |  |  |  |
| --- | --- | --- | --- |
| **Quality Objective** | **Measure** | **Target Performance** | **Frequency of Measure** |
| **Proposal Win Rate** | **Number of proposals that result in awarded contract(s) and/or task order(s).** | **>40%** | **Annually** |
| **Time to Fill Open Positions** | **Number of days to fill open positions on customer contracts** | **<33 days** | **Monthly** |
| **Retention Rates** | **Percent of employee voluntary termination (i.e., employees leaving the company at their own choice)** | **<14%** | **Annually** |
| **Billing Accuracy** | **Percent of invoices returned for correction** | **<1%** | **Monthly** |
| **Customer Satisfaction** | **Number of customer complaints** | **Zero** | **Monthly** |

**Sequence and Interaction of Processes (4.4.1)**

This diagram depicts the sequence and interaction of Ivyhill’s key processes listed in sequence. The Quality Management Process interacts with all processes.



**Roles and Responsibilities (5.3)**

The following table is used to plan assignments for the managers and employees who take responsibility for key parts of the QMS. Updates will be made as the review of this **QMS Plan** document is performed annually.

| **Role** | **Responsibilities** | **Assigned Individual(s)** |
| --- | --- | --- |
| Executive Team | This team is responsible to oversee the implementation and effectiveness of the quality management system. | Deanna Eaton  Joe Heary |
| Management Representative | This individual is responsible for overseeing the quality system, keeping top management informed, promoting customer awareness, communicating with the ISO Registrar. They are also responsible for coordinating internal audits and corrective actions. | Joe Heary |
| Managers/Process Owners | Managers/ Process Owners take responsibility for ongoing performance and improvement of the process. | Deanna Eaton  Joe Heary |
| Document Control Coordinator | This individual ensures that the company’s document control process is implemented and remains effective. | Joe Heary |
| Internal Audit Team | Internal auditors are responsible to assess assigned areas of the quality system to determine if they meet ISO 9001 requirements and remain effective to meet company goals. | Brenda Walguarnery |