

# Quality Manual



## 1.0 Scope

**Discipline Consulting Group LLC** is an Information Technology firm providing advanced technical and business solutions in IT Products and Services

Built on a foundation of discipline, Discipline Consulting Group LLC strives to meet the challenges and opportunities confronting private and government sector clients by incorporating known solutions with industry best practices.

The Company's founder brings a wealth of experience in Cyber Security, Cloud Computing, and Unified Communication.

Discipline Consulting Groups' scope includes provisions for information technology consulting for Cyber Security, Network Infrastructure, voice, video, as well as software solutions.

This Quality Manual contains policies that have been implemented at Discipline Consulting Group.

## 2.0 References

The manual is written to comply with the requirements of ISO 9001:2015. Throughout this manual the standard will be referred to as ISO 9001.

## 3.0 Terms and Definitions

Throughout this Quality Manual, the term "organization" refers to Discipline Consulting Group

## 4.0 About Our Organization

### 4.1 Organizational Context

Discipline Consulting Group has determined relevant external and internal issues and items that may become relevant to the company’s purpose and strategic direction and may affect our ability to achieve the intended results of the Quality Management System (QMS). Discipline monitors and reviews information about these external and internal issues during bi-weekly status meetings of the management team.

### 4.2 Relevant Interested Parties

Our organization recognizes that we have relevant interested parties who have a set of needs and expectations that are applicable to our operational purpose. Discipline Consulting Group has determined the following:

- the interested parties relevant to the QMS;
- the requirements of the identified interested parties relevant to the QMS;

Interested Parties	Needs & Expectations (Requirements)
Customers	Price, SLAs
Business Owners	Financial performance
Employees	Accurate compensation
Vendors/Suppliers	On time payments

Discipline Consulting Group is committed to continually monitoring, reviewing, and analyzing information and relevant requirements of the interested parties to ensure their requirements are effectively managed in the QMS.

### 4.3 Quality Management System Scope

Discipline Consulting Groups’ QMS covers the processes related to business development, technical resource planning and resource deployment for all contracts. The requirements of ISO9001:2015 are applicable except as noted below:

#### 7.1.5 Monitoring and measuring resources

Justification: Discipline Consulting Group does not have any physical equipment requiring monitoring, measurement or traceability; therefore clause 7.1.5 of ISO 9001:2015 is not applicable

#### 8.3 Design and Development of products and services

Justification: Discipline Consulting Group does not undertake design and development activities; therefore clause 8.3 of ISO 9001:2015 is not applicable

#### 8.5.3 Property belonging to customers or external providers

Justification: The organization does not use property belonging to customers or external providers within the scope of this Quality Management System.

The organization has established and currently maintains a quality manual that includes:

- the scope of the quality management system, including details of and justification for any sections that are not applicable to the QMS,

- the documented procedures established for the quality management system, or reference to them, and
- a description of the interaction between the processes of the quality management system.

Top Management is responsible for maintaining the quality manual.

#### **4.4 Quality Management System and its Processes**

Discipline Consulting Group has adopted the process approach into daily operations. These processes are managed by the organization in accordance with the requirements of ISO 9001:2015.

The organization:

- has determined the processes needed for the quality management system and their application throughout the organization
- determined the inputs required and the outputs expected from these processes
- determined the sequence and interaction of these processes,
- determined criteria and methods needed to ensure that both the operation and control of these processes are effective,
- ensures the availability of resources and information necessary to support the operation and monitoring of these processes,
- assigns the responsibilities and authorities for these processes
- addresses the identified risks and opportunities
- monitors, measures where applicable, and analyzes these processes, and
- implements actions necessary to achieve planned results and continual improvement of these processes.

Where the organization chooses to outsource any process that affects service conformity to requirements, the organization ensures control over such processes. The type and extent of control to be applied to these outsourced processes are defined within the quality management system.

### **5.0 Leadership**

#### **5.1 Leadership and Commitment**

Top Management provides evidence of its commitment to the development and implementation of the quality management system and continually improve its effectiveness by:

- taking accountability for the effectiveness of the QMS;
- communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements;
- establishing the quality policy and ensuring that quality objectives are established and are compatible with the context and strategic direction of the organization;
- ensuring the QMS is integrated into the organization's business processes and achieves its intended results;
- promoting the use of the process approach and risk-based thinking;
- conducting management reviews;
- ensuring the availability of resources

Top management is considered to be the Quality Steering Team that includes the following members:

President/CEO – Devin Carter

### **5.1.2 Customer Focus**

Top management ensures that customer requirements are determined and are consistently met, and risks and opportunities are determined and addressed with the aim of conforming to customer requirements and enhancing customer satisfaction.

## **5.2 Quality Policy**

Top management ensures that the quality policy:

- is appropriate to the purpose and context of the organization and supports the strategic direction;
- includes a commitment to comply with requirements and continually improve, the effectiveness of the quality management system,
- provides a framework for establishing and reviewing quality objectives,
- is communicated and understood within the organization, and
- is reviewed for continuing suitability.

### **Quality Policy**

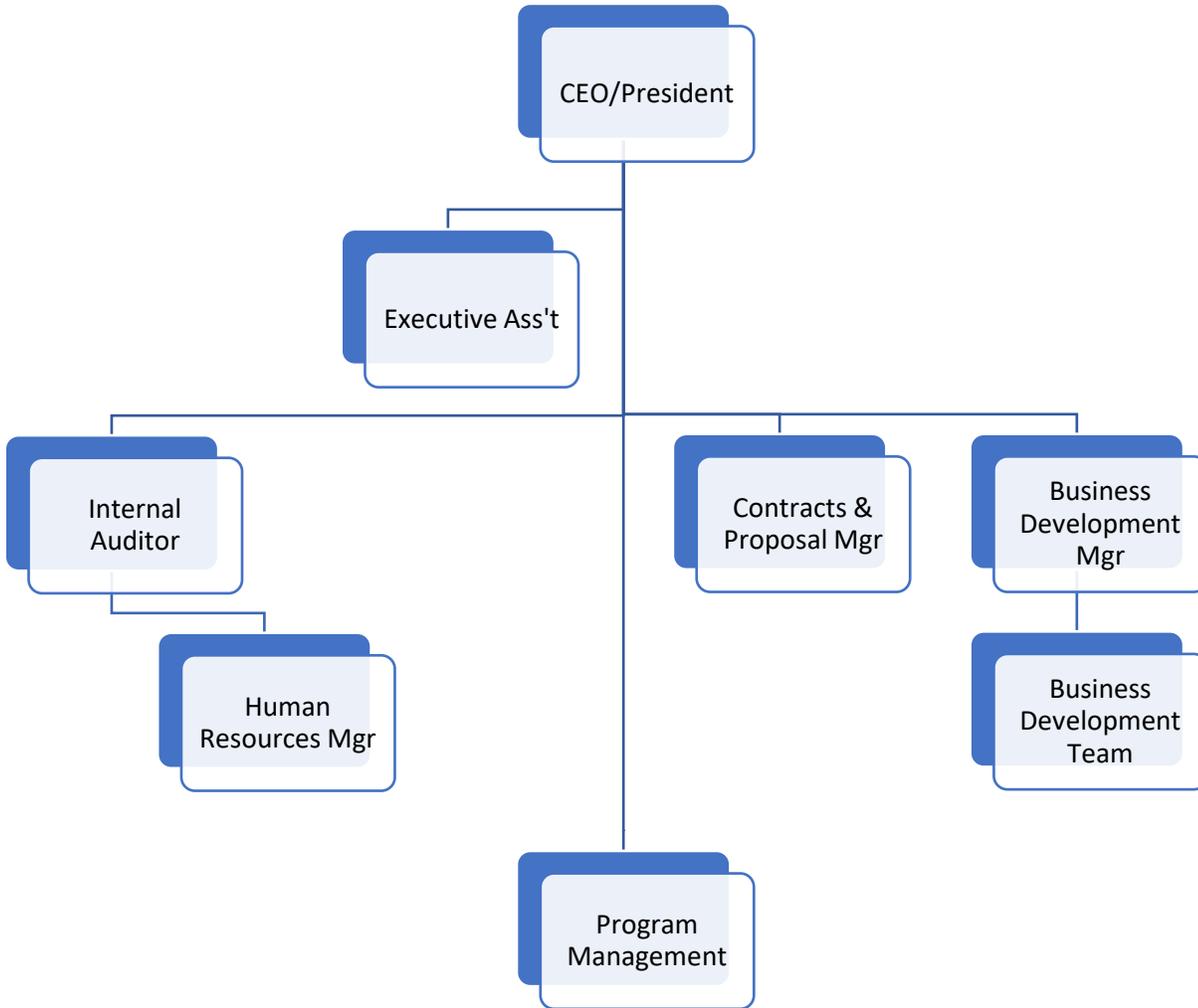
To deliver high-quality and cost-effective solutions to clients by building a team of trustworthy, competent, committed professionals and to provide high-quality service resulting in customer satisfaction. We accomplish this through continual improvement of our quality management system.

The President/CEO is responsible for ensuring that the quality policy is reviewed during the Management Review process.

## **5.3 Organizational roles, responsibilities, and authorities**

The President/CEO ensures that responsibilities and authorities are defined and communicated within the organization. An organizational chart has been established (see below).

Communication vehicles include email, phone, training, internal audits and written procedures.



## 6.0 Planning

### 6.1 Actions to address risks and opportunities

Discipline Consulting Group evaluates areas of risk and opportunities and makes necessary decisions to achieve the best result. During status meetings, and management reviews, Management considers and discusses plans to address areas that risk should be limited or avoided, while also addressing areas where risk can be taken in an effort to grow the company.

### 6.2 Quality Objectives

Top management ensures that quality objectives, including those needed to meet requirements for service, are established at relevant functions, levels and processes needed for the QMS. The quality objectives take into account applicable requirements and are

- measurable and consistent with the quality policy;
- relevant to conformity of services and enhancement of customer satisfaction;
- monitored, communicated and updated as appropriate

The President/CEO is responsible for establishing and maintaining the quality objectives.

### Quality Objectives

- 50% Winning contract percentage
- 100% Contract deliverables
- 100% Employee performance to customer requirements
- 100% Supplier performance to subcontract agreement
- CPARS rating of Satisfactory or above

### 6.3 Planning of changes

Top Management ensures that changes are conducted in a controlled manner and that the integrity of the QMS and its objectives are maintained. Consideration will be given to the purpose and potential consequences of the changes; the availability of resources and the allocation or reallocation of responsibilities and authorities. In the event that a procedure, process, work instruction, this or other document changes as a result of change to the QMS, Discipline personnel will follow the organization's Control of Documents Procedure, rev 2, sec 5.4.

## 7.0 Support

### 7.1 Resources

Discipline Consulting Group is committed to providing the resources required for the implementation, maintenance and continual improvement of our QMS. In determining the resources needed, consideration will be given to:

- existing internal resource capabilities and constraints;
- what needs to be obtained from external providers

#### 7.1.2 People

Top management determines and provides the persons necessary for the operation of our processes during proposal and contracting phases with customers.

#### 7.1.3 Infrastructure

The organization determines, provides and maintains the infrastructure needed for the operation of our processes and to achieve conformity to service requirements.

Infrastructure includes, as applicable:

- buildings, workspace and associated utilities,
- process equipment (both hardware and software), and
- supporting services (such as transport, communication or information systems).

#### 7.1.4 Environment for operation of processes

The organization determines, provides, and maintains the work environment needed for the operation of our processes and to achieve conformity to service requirements. The President/CEO is responsible for identifying and controlling work environment requirements.

### 7.1.6 Organizational Knowledge

Discipline Consulting Group determines and maintains the knowledge necessary for the operation of our processes and to achieve conformity of services provided by the company. Review of new opportunities to increase organizational knowledge will be discussed at regular intervals during the weekly status meetings.

### 7.2 Competence

Personnel performing work affecting conformity to service requirements are deemed competent on the basis of appropriate education, training, skills and experience. The President/CEO and/or the HR Manager is responsible for assessing competence.

The organization:

- determines the necessary competence for personnel performing work affecting conformity to service requirements,
- where applicable, provides training or takes other actions to achieve the necessary competence,
- evaluates the effectiveness of the actions taken

The President/CEO determines competency requirements and oversees the training process and retains appropriate documented information of education, training, skills, and experience.

### 7.3 Awareness

Discipline Consulting Group ensures that persons doing work under the organization’s control are aware of the quality policy, relevant quality objectives; their contribution to the effectiveness of the QMS, including the benefits of improved performance; and the implications of not conforming with requirements. All personnel have access to the Discipline Consulting Group Google Workspace where company information is posted and available; including the Quality Policy.

### 7.4 Communications

Discipline Consulting Group internally and externally communicates relevant information of the QMS. The organization internally communicates QMS policy on Google Workspace. Externally, the organization communicates the QMS policy on the company website.

Interested Parties	What	How	When	By Whom
Customers	Price, SLAs, contract performance	Proposals, Emails, RFP response, meetings	As needed, Annually, Monthly, Quarterly per contract	CEO/President, Program Managers
Business Owners	Financial performance,	Meetings	Quarterly or as Needed	CEO/President
Employees	Accurate compensation, Quality Policy	Performance Reviews, Emails	On hire, Performance review	HR, Program Managers
Vendors/Suppliers	On time payments	Direct Deposit, Emails	Bi-Weekly or as needed	CEO/President

## **7.5 Documented Information**

### **7.5.1 General**

The organization maintains a documented QMS as a means to ensure that its services conform to specified requirements. The quality management system documentation includes:

- documented statements of a quality policy and quality objectives,
- a quality manual,
- documented information, including Document Control, Internal Audit, Control of Non-conformances, Corrective and Preventive Action,
- documents determined by the organization to be necessary to ensure the effective planning, operation and control of its processes.

### **7.5.2 Creating and updating**

Documents required by the quality management system are controlled.

A documented procedure has been established to define the controls needed (see Control of Document Procedure):

The President/CEO is responsible to maintain the Document Control Procedure, to ensure that relevant versions are available at points of use, to remove obsolete documents, and to control external documents. Documents are reviewed and approved, including re-approval as required, by the appropriate functional manager along with the President/CEO.

### **7.5.3 Control of Documented Information**

Documented information established to provide evidence of conformity to requirements and of the effective operation of the quality management system shall be controlled.

A documented procedure has been established to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of documented information.

Documented information is legible, readily identifiable, and retrievable.

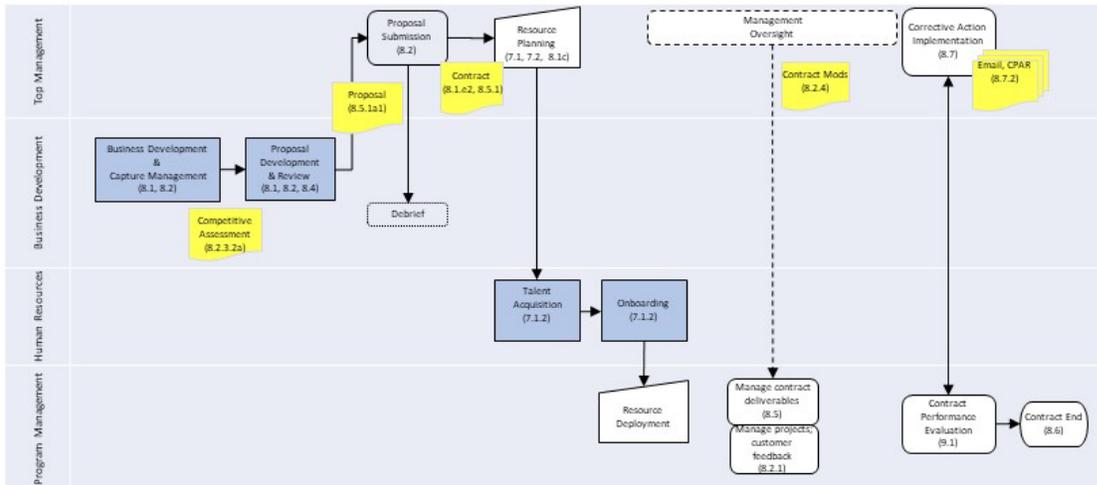
The President/CEO is responsible to maintain the Control of Documents Procedure

## 8.0 Operation

The organization plans, implements and controls the processes needed to ensure consistent acceptability of services as shown in the Interaction of Processes shown below:

Altus Technology Solutions

INTERACTION OF PROCESSES – CONTRACT DELIVERY



Revision3

The President is responsible for operational planning and service provision and for maintaining associated documented information generated from the processes.

## 9.0 Performance evaluation

### 9.1.1 General

The requirements of 9.1.1 are covered and discussed in the management review.

### 9.1.2 Customer Satisfaction

To ensure customer satisfaction Discipline Consulting Group has on site visits, teleconferences and CPARs as well as summary discussions during the Management Review.

## 9.2 Internal audit

The organization conducts internal audits at planned intervals to determine whether the quality management system:

- conforms to the planned arrangements, to the requirements of ISO 9001 and to the quality management system requirements established by the organization
- is effectively implemented and maintained.

An audit program has been planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods are defined. This selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work.

A documented procedure has been established to define the responsibilities and requirements for planning and conducting audits, establishing records and for reporting results. Records of the audits and their results are maintained. The President/CEO is responsible to oversee the internal auditing system and for maintaining appropriate records.

The management responsible for the area being audited ensures that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results.

## 9.3 Management Review

The President/CEO reviews the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.

Records from management reviews are maintained by the President/CEO.

The input to management review includes information on:

- status of actions from the previous management review
- results of audits,
- customer feedback,
- process performance and service conformity,
- status of preventive and corrective actions,
- follow-up actions from previous management reviews,
- changes that could affect the quality management system, and
- recommendations for improvement

The output from the management review includes:

- any decisions and actions related to improvement of the effectiveness of the quality management system and its processes,
- improvement of service related to customer requirements, and
- resource needs

The following individuals attend Management Reviews:

- President/CEO
- Internal Auditor

## **10 Improvement**

### **10.1 General**

Discipline Consulting Group ensures that a system is in place to determine and select opportunities for improvement and implements actions to meet customer requirements and enhance customer satisfaction.

### **10.2 Nonconformity and corrective action**

The organization takes action to eliminate the causes of nonconformities in order to prevent their recurrence.

Corrective actions are appropriate to the effects of the nonconformities encountered.

A documented procedure has been established that defines requirements for:

- reviewing nonconformities (including customer complaints),
- determining the causes of nonconformities,
- evaluating the need for action to ensure that nonconformities do not recur,
- determining and implementing action needed,
- recording and maintaining records of the results of action taken, and
- reviewing the effectiveness of the corrective action taken.

The President/CEO is responsible for maintaining the procedure and the associated records.

### **10.3 Continual improvement**

The organization continually improves the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

The organization determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence.

Preventive actions are appropriate to the effects of the potential problems.

A documented procedure has been established to define requirements for:

- determining potential nonconformities and their causes,
- evaluating the need for action to prevent occurrence of nonconformities,
- determining and implementing action needed,
- recording and maintaining the results of action taken, and
- reviewing the effectiveness of the preventive action taken.

The President/CEO is responsible for maintaining the procedure and the associated records.

## Reference Documents

Control of Documents Procedure  
 Control of Records Procedure  
 Control of Nonconformance (PDR) Procedure  
 Corrective/Preventive Action Procedure  
 Internal Audit Procedure  
 Interaction of Processes Map – Contract Delivery

## Change Log

Revision No.	Document Revision Date	Description of Change
V1	12/2015	Initial Release
V2	02/2018	Updated to ISO 9001:2015
V3	08/2018	Updated language and sections after Stage 1 audit
V4	02/2020	Updated Quality Objective and Change Log section
V5	3/20/2020	Updated logo
V6	9/8/2020	Updated Org Chart
V7	8/2/2021	Org Chart Updated, Management Review Attendees Updated, Interaction of Processes diagram updated
V8	7/15/2022	Org Chart Updated, updated frequency of meetings
V9	7/3/2023	Added Program Managers to 7.4 (Customer Communication), added Program Managers to 7.4 (Employee Communication), updated Organization Chart

## Review and Approval of Manual

Name	Title	Signature and Date
Devin Carter	President/CEO	10/01/2023

