

*"...Perhaps the best testimony to the success of your quality program is seen in the quality of your work. GDMIS has firmly established itself as a quality producer...and well may be our finest contractor. I believe that your company's quality program has played a key role in this achievement and I can't help believe that the quality manual served as the foundation to this success.*

*The quality manual is well organized, addresses the full spectrum of quality issues, and provides a working policy that allows the accomplishment of quality. I encourage you to maintain the manual and continuously carry out the policies it defines."*

Jeffery D. Simley

USGS Contracting Officer



### **GDM International Services, Inc.**

**22456 Sam Fred Road  
Middleburg, VA 20117**

**Ph: (540)687-6068**

**Ph: (540)687-8667**

**Fax: (540)687-8557**

**[www.gdmcorp.com](http://www.gdmcorp.com)**



### **The Program**

GDMIS believes that no work should leave the office unless it is the best quality work that we can produce. Because our work often originates with government agencies that have very stringent requirements, GDM developed a QAQC program modeled after the International Organization of Standardization (ISO) 9001 – Model for Quality Management

Our program is further augmented with the Total Quality Management (TQM) approach to corrective action. This blend of procedures, recorded in the GDMIS quality manual entitled GDMIS Quality Management System, provides GDMIS with the appropriate controls necessary for the prevention of product non-conformance, initial detection of inaccuracies, and effective corrective actions to be taken that ensures consistent delivery of quality products to our clients.

### **The People**

Quality management positions are clearly defined and personnel performing quality functions have well-defined responsibility, authority, and organizational freedom to identify and evaluate quality problems and initiate, recommend or provide solutions. The Quality Assurance Director is a member of the management team with responsibility for implementing and maintaining the requirements of the program. GDMIS has in place a formal procedure to enable the Director to report to senior management on system process or product non-compliance with the objective of continually improving the quality system.

When GDMIS receives contract awards, the GDM Quality Assurance Director immediately begins incorporating all QAQC requirements pertaining to the inspections and tests necessary to assure sufficient control of quality throughout each project task order. QAQC controls will touch on all areas of contract performance including as applicable, the entire process of production performance, timeliness, handling, storage and distribution. These QAQC requirements are in addition to those in-process and formal inspections identified in other sections of the GDMIS Quality Management System document. All employees adhere to the QAQC specifications established before the first task is initiated, so that they perform work that that meets the clients' specifications and is right the first time.