ManTech is dedicated to providing the highest quality, cost effective services and solutions to our clients. We embrace a quality control culture as demonstrated by our CMMI Level 3 and ISO 9001:2008 certification in place since 2001. Our ISO certification is maintained through annual audits by the ISO Registrar, National Quality Assurance.

Our EAGLE II Quality Control Plan (QCP) guides quality control processes common to all TOs. During the TO planning process, we develop a TO Quality Management Plan (QMP) that implements TO-specific quality processes for each TO. Each TO QMP reflects the EAGLE II QCP and incorporates program level processes by reference. The TO QMP details metric collecting and reporting TO performance-based methods. The TO QMP includes metrics and reporting requirements included in the Quality Assurance Surveillance Plan (QASP) and/or Performance Requirements Summary (PRS). We upload performance metrics to CIMS for review by authorized stakeholders.

Our Quality Management System (QMS), shown in Exhibit 1, permits us to respond to contract requirements with a high expectation of success and low performance risk. The fundamental principle of the QMS is that we accomplish the output of products and services by applying processes. When new tasking is received from our clients, we analyze the work and apply existing procedures whenever possible. We modify existing procedures or develop new ones to meet the client requirements. We achieve consistency in our product or service quality by controlling our processes—executing the process the same way every time we do it.

Exhibit 1. Quality Management System. The ManTech QMS supports quality delivery of technical services on projects at the U.S. Coast Guard, Customs and Border Protection, Department of Defense, Department of State, and the Federal Trade Commission.

Continuous process improvement is a key component of the ISO 9001:2008 standard and is built into our QMS. After completion of a project (or a significant milestone within a project), we analyze the product output to determine how well it met client requirements. We adjust the process to improve the product or service in the future. When we deliver a product to the client, we solicit feedback to determine how well expectations were met. Where process changes will result in future service/product improvements, they are incorporated in the process. Methods for periodic process review are part of the QMS.