PHOENIX GROUP OF VIRGINIA, INC
A SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS

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Introduction

Established in 2008, The Phoenix Group of Virginia provides professional engineering services by matching proven management and engineering talent to individual customer requirements. Our reputation for success, and our Quality Management System, is based on honesty and integrity in everything we do; on communications, on teamwork and leadership; and on an enduring commitment to help our customers, employees, and teaming partners succeed with cost effective solutions, continuous learning, and process improvement.

Our Quality Management System (QMS) was designed and to identify Phoenix quality process requirements. It is recognized that success comes from doing things to the customer's satisfaction the first time. The successful management of quality systems provides significant opportunities for:

> Improved service performance and customer satisfaction
> Improved productivity, efficiency, and cost control

The Phoenix QMS and the processes it describes serve to ensure:

> Implementation of PGV quality policies and procedures
> Conformance to customer requirements and established Quality Standards
> Conformance to ANSI/ISO/ASQ Q9001-2000

The QMS makes reference to the procedures that describe how the policy is to be carried out. It is intended that applicable business units within the company develop systems and procedures, keep records, provide evidence of successful testing, and monitor through internal audits of processes, people, and products.

Scope

The QMS is applicable to all U.S. Government contracts, or other tasks, requiring an inspection system or formal quality system compliant with ANSI/ISO/ASQ Q9001-2000 and NAVSEA Standard Item 009-04. The QMS applies to all personnel involved in such work. Through the use of these policies and procedures, PGV defines and documents how the requirements for quality are met.

Areas of concentration within the QMS are:

Management Responsibility
Quality System
Product Realization
Design and Development
Control of Documents
Purchasing
Production and Service Provisions
Product Identification and Traceability
Process control
Control of Monitoring and Measuring Devices
Inspection and Testing Status
Control of Non-Conforming Products
Corrective and Preventative action

Handling, Storage, Packaging, Preservation, and Delivery
Control of Quality Records
Internal Audits
Training
Servicing
Data Analysis
Customer Satisfaction