



## Quality Management

*When superiority becomes your standard.*

*It goes well beyond documentation, processes and philosophy. Quality is a way of life. Like any living thing, it can strengthen and grow with the right resources and in the right nurturing environment. And if neglected, it will die. The choice is yours.*

Project Services Group

### Certified SDB

#### Providing

- Professional Consulting
- Technical Consulting
- Staff Support

#### To The

- A/E Industry
- Environmental Industry
- Construction Industry

For **Government** and **Commercial** Projects – both Domestic and International

**Q**uality references superiority, a level of excellence beyond the norm. Its definition is simple and yet it can be one of the most daunting aspects of business. In today's results-oriented, bottom-line focused business culture, you cannot do without a quality program to ensure that you're doing things right the first time.

We've all witnessed major changes in quality management approaches during the last 10 years. Traditionally, everyone established quality assurance and quality control programs to satisfy basic industry and consumer standards. Quality was generally defined as "meeting the specification." Too often the internal business needs of an organization received secondary, if any, consideration.

Quality management should address both the external requirements and internal goals of a company. Quality is a fundamental performance parameter that must be integrated with budget, schedule and safety goals and objectives.

PSG has the capability and experience to help you improve quality and overall management performance, while

maintaining compliance with regulatory and customer standards.

PSG can help improve your quality management program in several ways.

- PSG will assess your business management and quality programs and processes to develop the most efficient overall approach. Our review is objectively driven by experience to help institute process improvements that benefit your bottom line.
- PSG will minimize impacts to ongoing operations while collecting and assessing corporate information and processes for improvement opportunities.
- PSG has just the right professionals to help implement your new or improved quality program after development of your management plan.

In addition to having hands-on expertise in various industries and having faced industry-related challenges every day, PSG's staff are also experienced in all aspects of business including finance and accounting, human resources, marketing and sales, and administration and executive leadership. Our staff understand the challenges you face every day.



Project Services Group

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***You don't have to  
sacrifice meeting  
your internal  
business needs in  
order to meet the  
needs of regulatory  
agencies and  
customers. PSG will  
help you accomplish  
both.***

### **Total Quality Management**

We all know that total quality management (TQM) is not just a fad; it's here to stay as an integral part of every industry. Auditors, customers and investors alike want to know that you have a documented, instituted quality program at all levels within your organization.

Since its inception in the early 1950's different approaches and methodologies have been developed and heralded as "the best," but the basics of TQM remain ingrained in business today because organizations that institute quality programs are more likely to improve proactively and have sustained, measurable growth.

Whether you are looking to improve your existing quality assurance program or looking to improve your processes with quality as a central focus, PSG can provide the tools, techniques, methodologies and concepts to build an effective and successful quality management program.

PSG's staff have the expertise to offer a wide range of services. PSG can assess your current situation, analyze where a quality program will benefit your organization and recommend what is right for you in your industry. We can build a quality program management office from the ground up, or we can perform something as simple as assessing your existing quality documentation to determine how it is applied throughout your organization.

### **ISO 9001**

It's sought after by organizations worldwide, it's desired by potential customers and it's the standard that some will require just to consider working with you. But can you effectively manage the certification process, in addition to your normal day-to-day activities and responsibilities? PSG can help.

We thoroughly understand ISO through years of experience working for and consulting with government and quasi-governmental agencies and private sector organizations. Our experience provides a significant understanding of the challenges faced during the certification process. We know how to overcome these challenges through best practices, the application of appropriate methodologies and tools, and managing the documentation.

Through methodical gap analysis, we will help you identify an appropriate management system, design an implementation plan and document your quality process to demonstrate your organization's effectiveness. PSG will be there through the entire process to ensure its success.

### **PSG's History**

PSG was founded in 2003 to meet the ever-increasing demand for specialized professional services in the private and public sectors.

*Headquartered in metro Atlanta, we provide services in any location our clients have a need.*

