

## Potomac Institute's Quality Assurance and Management Approach

The Potomac Institute is a not for profit organization where quality and management interrelate by design. Quality leadership is the key to quality assurance, and Potomac ensures that all program management is performed by people who have the blend of technical expertise and experience as a program manager needed to strike the most effective balance of cost, performance and schedule. We rely on the following principles to respond quickly and effectively to customer needs:

- **Small organization tailoring and responsiveness.** Potomac's flexible cadre of highly experienced people is ready to start producing on day one. Our managers know their people, routinely discuss ongoing and emerging needs and can cross-attach employees between the divisions to ensure we respond to customer needs quickly and with the right package of capabilities.
- **Commitment to quality and continuity.** Our performance record shows that Potomac routinely maintains core personnel in the positions they were bid for a minimum of a year, or if the task is less than a year, for the entire task. We know the importance of personal relationships in understanding and satisfying customer needs.
- **Output-based metrics.** Potomac's people, many of who have held high-level military command, directed DoD science and technology organizations or have become world-class experts in a variety of technical areas understand that our deliverables have to be on target and on time if they are to be of value.
- **Cost effectiveness.** Our management approach is flexible, agile and small-organization personal; we bring the right people and only the right people to the job. Our fully trained people with the expertise to determine customer needs, and experience in having met similar needs over their careers, will save you time and money.