



# Developing People Developing Organizations

## NAICS CODES

541611 541990  
541612 561110  
541618 611420  
541690 611430  
541711 611710  
DUNS#: 118133052  
GSA Schedule Holder GS-10F-0644Y

## PARTIAL CLIENT LIST

### GOVERNMENT

Small Business Administration  
Social Security Administration  
Food and Drug Administration

### UNIVERSITIES

Miami Dade College

### COMMERCIAL

Pharmaceutical Training Institute  
Merck

## FOUNDER AND PRESIDENT

Brings over 25 years of innovative development and design of change and quality initiatives to enhance operational and financial performance from a diverse background in healthcare, life sciences, government, education and non-profit industries.

Her expertise includes:

- ✓ Certified Project Management Professional (PMP)
- ✓ Certified Facilitator
- ✓ Certified Business Coach
- ✓ Certified Professional Behavioral Analyst (CPBA)
- ✓ Certified Professional Values Analyst (CPVA)

## *Dedicated to raising the level of organizational effectiveness*

Since 2001, **Quality Compliance & Management, Inc., (QCM)** has served as the trusted advisor to many of today's emerging and influential businesses and institutions. QCM is a management consulting firm specializing in effective business strategy development and execution for government agencies, commercial businesses, and nonprofit entities. We partner with clients to identify their highest value opportunities, address their most critical challenges, and transform their organizations into respected enterprises.

We know that custom solutions yield the greatest competitive advantage for our clients. That's why our team of experts have designed an approach that ensures growth and ongoing success for your business:



## OUR EXPERTISE

**PROFESSIONAL DEVELOPMENT** Develop and maintain a dynamic, growth-focused workforce that supports your organization's strategic mission and goals.

**BUSINESS MANAGEMENT** Evaluate your strategy, operations and financial performance.

**COMPLIANCE CONSULTING** Receive help from compliance experts who evaluate existing operations and develop sustainable solutions to ensure compliance with regulatory standards.

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# Professional Development

Investing in your most valuable assets: **your people**

## What We Offer

TRAINING  
PROGRAM  
DEVELOPMENT

VALUE-BASED  
ASSESSMENTS

COACHING &  
MENTORING

CURRICULUM  
DEVELOPMENT

Develop and maintain a dynamic, growth-focused workforce that supports your organization's strategic mission and goals with the use of Quality Compliance & Management, Inc.'s (QCM) professional development services. We offer a host of solutions for complex, multifaceted program and organizational challenges. We will work with you to not only develop the knowledge and capabilities to achieve your organization's near-term goals but also to successfully identify and address future needs.

To develop your team, our strategic tools include: Training Program Deployment, Behavioral & Values-Based Assessments, Climate Surveys, Leadership Development Workshops, Coaching & Mentoring, Curriculum Development, and Learning Solutions.

### **Improve Productivity, Perfect Customer Service and Increase Profitability**

Develop your company's most valuable assets through these professional development services:

- ✓ **Leadership & project management training**
- ✓ **Business skills training**
- ✓ **Executive coaching & mentoring**
- ✓ **Assessments, curriculum development, & customized training**

Our team of certified coaches and consultants focus on helping you maintain a growth-focused workforce to support your organization. We do this through our customized training programs, development services, and behavioral assessments.

### **What Will You Gain From Our Professional Development Services?**

QCM specializes in developing programs and procedures that will:

- ✓ **Improve personal and leadership effectiveness**
- ✓ **Develop core business skills**
- ✓ **Improve communication effectiveness**

Whether evaluating a current training program, assessing the behavioral characteristics of your team, or coaching your executive officers, QCM has the expertise to increase your team's effectiveness and overall teamwork.



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## Business Management

Dedicated to raising the level of  
**organizational effectiveness**

### What We Offer

STRATEGIC  
PLANNING

BUSINESS  
DEVELOPMENT  
SUPPORT

GAP  
ANALYSIS

PROGRAM &  
PERFORMANCE  
MANAGEMENT

At **Quality Compliance & Management, Inc., (QCM)** our team of professionals have successfully helped organizational leaders and business owners (1) assess their business and operations; (2) identify what is (positively and negatively) impacting the organization; (3) create a workplan to maximize strengths, minimize weaknesses and build necessary capacity; and with client approval implement our solution to move the organization or individual toward operational excellence.

Access

Identify

Plan

Address

### Services:

- ✓ Strategic Planning
- ✓ GAP Analysis
- ✓ Organizational Assessments
- ✓ Performance Management
- ✓ Project & Program Management
- ✓ Marketing & Capture Consulting
- ✓ Website & Social Media Consulting
- ✓ IT Strategic Consulting
- ✓ Financial Management
- ✓ HR Assessments
- ✓ Quality Management Consulting (ISO, GMP, AS etc)
- ✓ Meeting Facilitation & Retreats

### What Will You Gain From Our Business Management Services?

QCM specializes in developing programs and procedures that will:

- ✓ Improve Productivity
- ✓ Improve Organizational Communication
- ✓ Improve Employee Morale
- ✓ Increased Profitability – Return On Investment

QCM's business management services will build capacity or enhance existing systems to ensure success within your organization.

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Organizations



# Compliance Consulting

Helping you ensure compliance  
to internal and external mandates

## What We Offer



**Quality Compliance & Management, Inc., (QCM)** provides a broad spectrum of technical and compliance services to help organizations translate their strategic objectives into quality-based initiatives and solutions that measurably improve performance.

Our compliance experts are knowledgeable in the areas of healthcare, drug development, human resources, engineering, and financial management. We work with your team to develop and implement quality management programs to ensure compliance with regulatory or certification standards. We also provide qualified auditors and trainers to help you maintain compliance levels and train your internal team.

With our processes in place and on-call availability, our clients know with confidence that their compliance programs are comprehensive and current.

### **Minimize Risks, Increase Opportunities, and Protect Your Business**

Achieve compliance through these custom solutions:

- ✓ **Quality management support**
- ✓ **Compliance assessments**
- ✓ **Auditor training**
- ✓ **Validation support**
- ✓ **Laboratory operation and management**
- ✓ **Outsourcing management**
- ✓ **Continuous Improvement/Quality Management (ISO 9000, AS9100, GMP, GLP, etc.)**

QCM solutions are designed to simplify the process and reduce the time you spend filling out forms, reviewing documents, and worrying about compliance. Focus on the things that really matter—helping your clients and increasing the revenues of your organization.

### **How Will Our Compliance Services Help Your Organization?**

- ✓ **Pass any future compliance audit**
- ✓ **Remain up to date with new policies**
- ✓ **Minimize exposure to liability**
- ✓ **Improve efficiencies in your operations and enhance service quality**

QCM's proven capabilities will deliver effective compliance solutions to ensure success for your organization.