Becoming a Trusted Partner with NASA

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Introduction

• Company founded in 1994; graduated 8(a) in 2005; privately held
• Grown to a successful mid-tier provider of engineering and professional services in complex technical and regulatory environments
  – 2016 anticipated revenues exceeding about $525M
  – 2,000 employees
  – 30 Active prime contracts with NASA, NOAA, DOT, DOI and DOD
  – Excellent CPARs
• Core competencies in:
  – Software Engineering and Information Technology
  – Science and Data Analysis
  – Engineering
  – Program/Project Management
• CMMI 5 Services and Development, CMMI Level 3 certified and ISO 9001:2008 and ISO 20000 registered
• Top Secret facility clearance, with staff at the TS/SCI access level
• GWAC, MAC and schedule vehicles including GSA Alliant, NIH CIO-SP3, GSA OASIS, GSA IT-70, and GSA PES
• Excellent history of cost control and successful delivery on all contracts
• Company growth achieved by winning competitive contracts, rather than acquisitions
What is Trust?

- Firm **belief** in the **integrity**, **ability**, or **character** of a person or thing
- The condition and resulting obligation of **having confidence** placed in one
- To have confidence in allowing (someone) to use, know, or look after something
- Firm belief in the **reliability**, **truth**, or **ability** of someone, or something
- Trust relationships are complex; they take time and require conscious **collaboration between all parties**.
- Trust is a **bond** that is much stronger and deeper than the simple act of being friendly.
- The **degree of confidence** (i.e., **certainty**, **reliance**, or **belief**) that one has in the trustworthiness of a person, organization, application, or system to **satisfy** an individual’s **expectations in providing a particular service**.
What is Partnership?

- An **arrangement** where parties agree to cooperate to advance their **mutual interests**

- Any **cooperative endeavor** undertaken by **multiple parties**

- A **relationship** between individuals or groups that is **characterized by mutual cooperation and responsibility**, as for the **achievement of a specified goal**

- People working towards a common goal
What is Trusted Partnership?

Multiple people or organizations working collaboratively with each other, based on firm belief that the other parties have the integrity, ability and track record to advance the common goal and deliver on their commitments.
Who Makes Up a Trusted Partnership?

**President/CEO**
- Listen
- Customer’s mission is #1
- Act with timely transparency (good & bad)
- Ensure your organization consistently delivers excellence

**Business Development**
- Focus on understanding the customer’s environment and bringing value, not just what we want to sell

**Program Management Team**
- Focus on delivery excellence and customer satisfaction

**Technical Staff**
- Relentless pursuit of excellence

**SM&QA**
- Do the right thing

**Admins and other support personnel**
- Critical link in the chain of trust
It Starts with Your Values

SGT Culture

SGT COMMITMENTS

SGT GUIDING PRINCIPLES

INTEGRITY

CUSTOMERS

EMPLOYEES

THE SGT WAY
Leadership System

- Communicate a Vision
- Adhere to a rigorous strategic planning process
- Management Collaboration and Participation
- Benchmarking
- Mentoring
- Understand the Customer Environment
- Employee Empowerment
Corporate Culture

- Value Teamwork
- Reward Excellence
- Conscience-based Decision-making
- Continuous learning environment
- Promote ICE Principals (Integrity, Customers, Employees)
- Be Caring, Respectful and Compassionate
- Support our community
Business Approach

- Commit to Quality
- Leverage Technology
- Focus on Performance, Excellence and Customer Satisfaction
- Executive with persistence, determination and agility
- Maintain a resultant and efficient infrastructure
- Robust Business Development Engine