Becoming a Trusted Partner with NASA

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President and CEO

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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?

STINGER GHAFFARIAN TECHNOLOGIES

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

- 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