

Seaport-e: Quality Assurance

Michael-Bruno's philosophy for quality control is directly linked to monitoring the Professional Members of each Task Order as well as open communication and face-to-face meetings with the client.

Michael-Bruno, following meetings with the contract officer and COR, establish web-based or digital tracking tools which our team submits bi-weekly or monthly, as required. These are used to monitor workload, labor-hours, and tasking by the client. This allows the Program Manager to evaluate and insure compliance with contract requirements and provide updates to the COR or Contract Officer in after-action reports.

Periodically, but not less than once a quarter, Michael-Bruno's senior management—Vice President level or above—meeting with the client personally to discuss performance, staffing, and any issues that might signal programs or to open dialogue on methods of better targeting our services to their needs

The continuous monitoring, evaluating, and face-to-face meetings of our Quality Assurance method has resulted in client satisfaction and a win-win relationship for all involved, as these client testimonies indicate:

“Michael-Bruno, LLC continues to provide exceptional service and high quality engineering products that support the CJTF-HOA mission. Their ability to adapt and provide quality products with changing requirements in the contingency environment is second to none.” – **Matthew Tardy, LCDR, USN, CJTF-HOA J34 Operations Office, Djibouti, Africa**

“The performance of your site representative has set a standard of excellent on managing this project.” – **Mr. Kegham Shiranian, OBO Project Manager**

“In an environment which requires constant interface with Senior Officers, I have felt totally confident with any of these [Michael-Bruno] engineers talking directly with Clients, ranging from E-1 to O-6. Numerous U.S. Navy Clients (NAVCENT, ARCENT, MARCENT, DLA, CNR EURAFSWA, MWR and many others) have commented on the impressive quality of the work as well as the professional manner in which these engineers have performed their services. Additionally, the senior leadership of Michael-Bruno, Michael Sedge and Giuseppe Bruno, have both provided excellent leadership and have been very pro-active in ensuring that effective services were being provided. They have visited NSA Bahrain regularly and stayed in contact with me on a recurring basis.” – **Mr. Freddie L. Bazen, Jr., Project Management and Engineering Head, NAVFAC EURAFSWA, Public Works Department, Bahrain**