



Management Support Technology, Inc. Quarterly Newsletter Spring 2017

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"Your Vision is Our Mission"





EMPLOYEE RECOGNITIONS AND AWARDS

Les Alexander, Awarded the Chairman's Award for 2016

Leslie Alexander was presented the Chairman's Award for calendar year 2016 for outstanding contributions made to the Federal Trade Commission (FTC) on behalf of MSTI performing as the Copy Center Supervisor and Deputy Project Manager for the FTC contract. Mr. Alexander's vast experience in providing various levels of copy center services was demonstrated in the customer centric support of the FTC staff. Performing as the Copy Center Supervisor and the Deputy Project Manager, Mr. Alexander demonstrated his knowledge and versatile management skills to provide diverse facility support services for the FTC. Along with MSTI's FTC Project Manager, Mr. Alexander's expertise and customer relationship skills greatly improved FTC's confidence and satisfaction with MSTI's contract perfor-

mance. His contributions contributed significantly to MSTI winning the follow-on contract to support the FTC in providing an array of support services. In the extended absence of the Project Manager, Mr. Alexander was solely responsible for managing a workforce made up of various labor categories and skill sets to provide reproduction, mail, transportation, IT Asset Management, and warehouse services for the FTC Headquarters and satellite building. Mr. Alexander met this daily challenge with enthusiasm and a positive can do attitude while developing management skills expected of a more senior manager. Because of Mr. Alexander's outstanding performance he warrants MSTI's highest recognition by receiving the Chairman's Award for calendar year 2016.



EMPLOYEE RECOGNITIONS AND AWARDS

Richard King, Awarded the CEO Award for 2016

Richard King was awarded the CEO Award for 2016 for his outstanding support and contributions made in the position of Team Leader for the National Center for Health Statistics (NCHS) Secure Mail Room Services contract. His outstanding service and performance based on his through knowledge of mail center regulations and operations significantly contributed to the success of MSTI's performance on the NCHS contract. Mr. King's selfless drive for customer satisfaction is unparalleled and warranted many accolades of appreciation from the NCHS staff. He managed the relocation of the NCHS mailroom and mailroom services in 2015 during re-

furishment of the NCHS Metro IV Building to the temporary site at the Metro II Building, all the while ensuring mail services continued without interruption. Similarly, when the Metro IV Building was completed in 2016, he managed the return of mail center operations back to the Metro IV Building while providing and maintaining quality mail services for the NCHS staff. Mr. King's commitment and dedication to providing the highest quality secure mailroom services warrants high recognition by the CEO and Staff of MSTI for Calendar Year 2016.

EMPLOYEE RECOGNITIONS AND AWARDS

Lakia Mason, Awarded the Superior Performance Award for 2016

Lakia Mason was given the Superior Performance Award for 2016 for her outstanding performance and supervision as the Lead Records Management Analyst for MSTI's National Science Foundation (NSF) contract. Ms. Mason's dedication and commitment to providing responsive and quality records management services resulted in customer satisfaction that was regularly cited by the NSF. She trained new employees in NSF records management tasks in order to provide quality support of the NSF mission and for preparing specific records and files for transfer to the National Archives and Records Administration (NARA) for permanent storage. Because of Ms. Mason's professionalism and commitment for providing quality records management ser-

vices, she was selected to attend NARA Records Management Training. This training expanded her knowledge of the most current records management

practices so that she could enhance the NSF records management services. Ms. Mason's performance, ability, supervision and records management skills warranted recognition of MSTI's Superior Performance Award for 2016.



Professional Development at MSTI



MSTI's Quality System Procedure on Competence, Awareness and Training, ensures that professional development training is provided for selected personnel based on education, training, skills, and or experience needed to perform required tasks. It provides the mechanism for delivering training and follow-up, the means to document training results and to assess the effectiveness of training received. Most recently, two MSTI employees have undergone training in areas that have expanded their knowledge and expertise in their areas of work.

Alexander Barnwell, Material Coordinator, provides IT Asset Management support for our Federal Trade Commission (FTC) contract. He received certification as a Certified IT Asset Manager on February 13, 2017 from the International Association of Information Technology Asset Managers, Inc. (IAITAM).

Mr. Barnwell enrolled in a Certified Information Technology Asset Manager (CITAM) course offered by IAITAM. The primary purpose of the CITAM course is to educate IT Asset Management professionals in managing IT assets while aligning with the objective to reduce risks and increase productivity in a business setting. The course also aids with understanding and utilizing the dependencies, relationships and benefits to the key performance areas found within an effective IT Asset Management Program. It specifies and de-

fines the duties and responsibilities necessary to be an effective IT Manager.

As the IT Asset Management industry grows and as the need for IT asset management becomes a fundamental requirement for both government and commercial customers, we are confident that MSTI will continue to keep up with the needs and requirements of this vastly important support service.

Lakia Mason, Lead Record's Management Analyst, supporting our National Science Foundation contract, received the National Archives and Records Administration's (NARA) Certificate of Federal Records Management Training on February 17, 2017. The focus of the NARA certificate program encompasses raising awareness and improving effectiveness of Federal records management, increasing the level of professionalism of those managing Federal records; and gives Federal records professionals a set of benchmarks to gauge their professional development.

Acquiring and retaining professionals with appropriate training and expertise ensures that we are qualified to provide the support our customers need. At a time where records can be at risk of being mishandled, it is our mission to provide management solutions to our customers that will guarantee excellence and quality!



Celebrating Employee Excellence



Daniel Sauls, an Exceptional Achiever

Three years ago, Daniel Sauls began his career at MSTI as a Junior Budget Analyst supporting the Department of Veterans Affairs (VA). Daniel has now evolved into a key member of the Grant Thornton (GT) Budget Execution and Analysis Service (BEAS) Team supporting VA Information Technology Resource Management activities. He has demonstrated that he is a “team player” within the BEAS Team and the GT Manager and co-workers have commended him on his high level of accuracy, proficiency and work productivity. The quantity and

quality of work produced is outstanding and he does not require constant supervision. Daniel has leveraged himself as the go to person for inquiries about the VA Financial Management System (FMS) when it relates to retrieving stored data and displaying it in various forms for analysis. He is very dependable and can always be counted on to work tirelessly when necessary without complaint. Because of his exceptional performance and service, Daniel is recognized as Employee of the Quarter, 2nd Quarter, CY 2017.

Happy Anniversary to MSTI tenured Employees!

At MSTI, we are committed to quality and continuous improvement. Our goal is to provide services and solutions that result in the highest customer satisfaction. We recognize that in order to achieve this goal, it is important to acquire and retain talented professionals. The successful growth of our company is the direct result of our valued employees, our first customers.

To all of our employees celebrating service anniversaries with us this year, thank you for your hard work, dedication and commitment to quality customer service. Your abilities and ongoing contributions will always be an important part of our continued success!

Employee Name	Worksite	Job Title	Years Celebrating
Necole Sharpe	MSTI -Headquarters	Staff Accountant	20
Rose Lowstuter	MSTI -Headquarters	Contracts Manager	20
Trang Pham	National Library of Medicine	Library Technician	20
Paul Alexander	Federal Aviation Administration	Supervisor	20
Will Grissett	Federal Trade Commission	Mail Center Supervisor	15
Virgil Hawkins	National Library of Medicine	Library Technician	15
Ben Warren	Federal Aviation Administration	Mover/Laborer	15
Dao Ha	CGI	Data Entry Clerk	5
Hamda Arfaoui	Federal Aviation Administration/ Federal Trade Commission	Shuttle Bus Driver/Mail Clerk	5

A Message from the CEO, Norris C. Middleton



What is Your Value Proposition?

In business terms, a *Value Proposition* is defined as a statement which definitively identifies clear, measurable and demonstrable benefits customers receive when buying a product or service from a company. MSTI, to gain competitive advantage, states its “Value Proposition” in proposal and business development activities to convince potential customers that our services provide greater value than others offering similar services.

I am suggesting that EACH ONE OF US has developed our own personal “Value Proposition” that guides our life style and how we interact with our Family, Friends, Co-Workers, and generally our interactions with new people that we meet. The tidbits, listed in the table to the right, are not mine but from an office poster I noticed on one of my visits to one of our Department of Labor customers. Therefore, I am taking “literary privilege” to give a title to our definition of a personal “Value Proposition”. Using the key words - *Honor, Humility, Hard-Working and Humanity*, we come up with the “*Four H’s of a Personal Value Proposition*”

I am sure that all of you can think of other Actions that fall into the above Areas - this is just to start your mental juices flowing.

WHAT ARE THE COMPONENTS OF YOUR PERSONAL VALUE PROPOSITION?

“FOUR H’s OF A PERSONAL VALUE PROPOSITION”

AREA	ACTION
HONOR	Always invest in compliments and praise - THEY generally result in measurable dividends
HUMILITY	Knowing it ALL is not a bad thing - Acting like One who knows it ALL is a Terrible thing Speaking softly encourages people to put forth more effort to listen to you. Always having the Better Idea means one is either a Genius or a Fool
HARD-WORKING	Earning your keep every day means you will always be earning Go to work each day and be grateful to have that opportunity Arrive early since it develops the attitude always coming in first If one constantly complains “It’s not my Job” they may soon be completely correct
HUMANITY	Show respect and courtesy to everyone every day, every time. Strength and courage are necessary to offer your own opinion but wisdom is required to acknowledge another’s opinion

The MSTI Family Continues to Grow!



Congratulations to **Mario Hill**, Mover/Driver supporting our Federal Aviation Administration Contract, in welcoming his baby girl, born on May 9, 2017. Welcome to the world Gianna Rae Hill!

Congratulations to **Willis Little Jr.**, Stock Clerk supporting our VACO contract, in welcoming his baby girl born on June 19, 2017 weighing in at 7lbs and 3 ounces. Welcome to the world Addison Lauren Little!

Congratulations to **Necole Sharpe**, Staff Accountant (HQ), in welcoming her first granddaughter on April 18, 2017! Welcome to the world Maisyn Naomi Sharpe!

MSTI wishes you and your newborns many years of good health, love and happiness!

MSTI Prepares for ISO 9001-2015 Certification

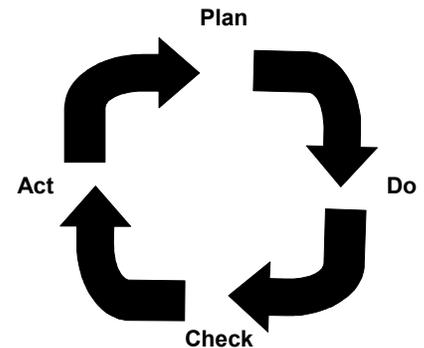
ISO is short for the federation with some of the most respected quality standards in the world, the International Organization for Standardization. MSTI has been ISO 9000 registered since the year 2000. Currently MSTI holds two ISO certifications, ISO 9001-2008 focused on Quality Management, and ISO 20000-1:2011 focused on Service Management. MSTI engaged in the journey towards ISO certification to improve internal processes and to strengthen its Quality Management System (QMS) to provide quality services to our customers.



Since the company's initial ISO registration in 2000, the effect on MSTI and its QMS has been striking - streamlining and documenting processes, continually improving and automating many of those processes, and enhancing the company's competitive posture.

In the coming months, MSTI is preparing for ISO 9001-2015 compliance and certification. While the

ISO 9001 standard helps MSTI prove to customers that we can consistently provide good quality products and services in the most efficient way possible, the new revision ISO 9001-2015 brings the standard to date by requiring the company to address risks and opportunities, quality objectives and planning of changes throughout the organization. The revised standard combines risk-based thinking for us to employ the Plan-Do-Check-Act methodology at all levels of the organization. Since the new standard replaces the previous version ISO 9001:2008, MSTI has to migrate our current QMS to the new standard.



MSTI is currently scheduled to undergo certification in December 2017.