

Global Group Targets Quality Processes

Jo Adail Stephenson | DCMA Public Affairs

More than 63 attendees representing 20 countries and two NATO agencies participated in the 12th Defense Contract Management Agency Host Nation Conference at Zaandam-Amsterdam, Netherlands, June 15–17.

In his welcoming remarks, DCMA Director Charlie Williams, Jr., drew a correlation between the conference’s purpose and the agency’s vision of being leading experts in

quality assurance and enabling DCMA’s partners to achieve contract objectives.

“We believe it is extremely important that our quality assurance processes are world-class,” Williams remarked.

This year’s conference provided the characteristic sharing of information, concepts, initiatives and process improvements to facilitate the continuous improvement of the mutual government quality assurance process.

“The opportunity for sharing has helped other nations to adopt these ideas or processes. As we globally standardize our approach into a truly mutual GQA process, we will provide our customers and each other that confidence to know our products will work at the right time, every time,” stated Roland “QT” Quitoriano, DCMA International Host Nation program manager.





These annual conferences are specifically aimed at sharing lessons learned and identifying management challenges influencing the GQA community or process in the near future. “The briefings and workshops are tweaked each year to include current challenges or the current environment, so we are addressing current issues while hoping to find real-time, value-added solutions,” Quitariano said.

“As we share lessons learned to common challenges, we help each other to establish joint strategies/approaches that assist in overcoming these challenges and to identify potential solutions or process improvements to facilitate the improvement of the mutual GQA process,” said Quitariano, who has attended all 12 conferences.

The workshops provided a smaller forum so attendees could interact in small groups.

“This part of the conference is an excellent opportunity to share experiences

and knowledge, meet friends and colleagues who we collaborate with and be exposed to the best ideas from other nations,” said Petr Vacek of the Czech Republic in his end-of-conference survey.

First-time attendee Manfred Bach, Technischer Regierungs Oberamtstrat, Germany, said, “It is important for us to know how other countries are organized, how DCMA is organized.”

E.J. Sierzego, DCMA Southern Europe quality assurance specialist, was also a first-time attendee. “This conference allowed me to make that face-to-face connection with my host nation partners, which can be the cornerstone of a successful working relationship,” he said.

Carin Hansson, Swedish Defence Materiel Administration quality manager, has participated in all the DCMA host nation conferences. “In addition to the business and cultural experience, it’s good to catch up with old friends and meet new ones,” she said. Hansson finds the

conferences educational and is already looking forward to the 13th conference next year. 

“As we globally standardize our approach into a truly mutual GQA process, we will provide our customers and each other that confidence to know our products will work at the right time, every time.”

— Roland “QT” Quitariano, Defense Contract Management Agency International Host Nation program manager



Attendees of the 12th Defense Contract Management Agency Host Nation Conference pose for a picture during the conference at the scenic waterfront in Zaandam-Amsterdam, Netherlands. More than 63 people attended the conference from 20 different countries and two NATO agencies. (DCMA Public Affairs photo by Jo Adail Stephenson)