



MLB SERVICE GROUP

1727 Holly Grove Rd
Livingston, Texas 77351
Brent@mlbservicegroup.com
MLBservicegroup.com

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Federal Contractor | CAGE Code: 21C62

Website: mlbservicegroup.com

QUALITY CONTROL & OPERATIONAL POLICY

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1. WHAT THIS POLICY DOES

This document outlines exactly how MLB Service Group ensures our technical work, contract deliverables, and services are done right the first time. This policy applies to all operations under CAGE Code 21C62. We don't hide behind corporate fluff; we rely on clear, repeatable steps to meet government and prime contractor requirements.

2. WHO DOES WHAT

- **Brent Barnard (Quality & Technical Lead):** Handles the actual execution and final sign-off on all technical work. If a deliverable leaves our shop, Brent has personally inspected it to verify it meets 100% of the contract specs.
- **Melissa Barnard (Administration & Records):** Manages the backend, handles secure record retention, and ensures all project logs, certificates, and official communications are archived correctly.

3. OUR THREE-STEP QUALITY PROCESS

We ensure quality by following three strict phases for every single task:

1. **The Pre-Check:** Before turning a wrench or writing a line of data, we review the exact contract requirements, verify our specs, and make sure we have the correct tools and access ready to go.
2. **In-Process Inspection:** We don't just check the work at the very end. We inspect milestones during execution to catch and fix any deviations before they become actual problems.

3. **Final Sign-Off:** Before anything is officially submitted to a prime contractor or government representative, Brent conducts a final inspection. Nothing gets delivered without this manual checkpoint.

4. EQUIPMENT ACCURACY & CALIBRATION

MLB Service Group ensures the precision of all mechanical work by utilizing professional-grade equipment.

- All torque-applying tools shall be either factory-certified new or verified for accuracy via an approved third-party calibration service prior to contract execution.
- Administration & Records will maintain all verification records, including calibration certificates or service receipts, to ensure full traceability and audit compliance.

5. FIXING ERRORS (WHAT WE DO IF SOMETHING IS WRONG)

If an error or discrepancy is caught internally, or if a client brings an issue to our attention, we fix it immediately using a no-nonsense protocol:

- **Stop & Contain:** We pause the affected task so the mistake doesn't compound.
- **Find the Root Cause:** We look at exactly why the mistake happened so we can address the actual root issue, not just the symptom.
- **Fix & Prevent:** We fix the immediate error to get it back up to spec, and then we update our internal checklists or procedures so that specific mistake cannot happen again.

6. PAPERWORK & RECORDS

- **3-Year Retention:** We don't throw away history. All quality logs, completion receipts, and inspection records are stored securely for a minimum of three (3) years after the contract is closed out and paid, or longer if the contract specifically demands it.
- **Keeping It Current:** We review this policy once a year to make sure it matches our actual day-to-day operations and any updated federal regulations.

7. APPROVAL & SIGN-OFF

By signing below, MLB Service Group officially adopts and commits to this Quality Control Policy.

Brent Barnard, Quality & Technical Lead

Date: 7-3-2026

Brent Barnard