



Company Profile

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Five Star Quality and Justice Associates

Company Profile

About the Company

Five Star Quality and Justice Associates (5QJA) is a consultancy specializing in quality management, quality assurance, quality control, criminal justice, law enforcement and corrections consulting and training. These services are available to local, regional, national and international businesses, colleges and universities, nonprofit organizations, governmental entities, and various communities. Based in San Fernando Trinidad and Tobago the company's experts has provided consulting services and training to many criminal justice and academic organizations for over twenty years. Our consulting team has extensive experience consulting in both the private and public sector.

Five Star Quality and Justice Associates (5QJA) is committed to a developmental facilitative consulting methodology and will work with our clients to facilitate changing and creating environments that are socially just, promote principles of quality and excellence and add value the multiple dimensions of individuals, communities, and organizations. Our interventions are geared to creating healthier environments for all members to actively and safely contribute in their various environments. It is with this focus that five star quality and justice associates will engage dialogue and assist individuals and organizations in developing environments that are inclusive, nurturing, and affirming of all its participants. Five Star Quality and Justice Associates (5QJA) believes that education is the key factor in creating change to this end education and development with coaching and mentoring and support will form central components of our change management interventions.

Our areas of expertise include but are not limited to strategic planning, management system auditing, organizational development, business process reengineering, benchmarking studies, communications, information management, technology, computer/cyber crime, and the Internet. Five Star Quality and Justice Associates commits to always utilizing the best resources available to facilitate effective support to our clients accomplishing their vision, mission and stated purposes.

Five Star Quality and Justice Associates also has a partnering Agreement with Interconformity Assessment and Audit to offer certification services to ISO 9001, ISO 14001, OSHAS 18001, HACCP.

Five Star Quality and Justice Associates' Vision and Mission

Five Star Quality and Justice Associates has developed a vision, mission and values statements that guide the direction and principles of the organization. The mission statement and values listed below are descriptive of the purpose of 5QJA and the principles we value.

Vision

To be a reliable, quality conscious partner providing quality and justice solutions contributing to assuring that higher levels of quality is the achieved priority and objective of all our clients, partners and communities.

This means that our clients and communities will be provided with goods and services that:

1. Meet and exceed their needs, expectations and requirements

2. Is consistent and exceed international standards and evidenced based practices
3. Satisfies and delights customers
4. Facilitates the achievement of expected outcomes and impact

Mission

To add value and make meaningful contributions to our clients through our ability to plan, aim and align, lead, manage, innovate, implement, monitor and evaluate and deliver new strategies and product for dealing with quality and organizational development

We add value by

1. focusing on your priorities,
2. adding our experience and knowledge and
3. helping your staff develop continuous improvement skills.

We bring experience and expertise in:

- Leadership training and coaching
- Strategic Planning
- Operational Planning
- Balanced Scorecard
- Organization and training assessment
- Staff and Client Satisfaction
- Information Technology Planning and Assessment
- Usability and Workflow evaluation
- Corrections
- Offender re entry
- Criminal Justice System

Quality Policy

Five Star Quality & Justice Associates' leadership & management is committed to meeting and exceeding requirements, achieving objectives and high standards, managing risk, pleasing customers, and continually improving our processes and products.

This quality policy is communicated at new employee training sessions and posted in conspicuous locations throughout our facility. Internal audits are used to ensure the quality policy is understood within our organization. We review the policy statement on an ongoing basis to ensure its continued suitability and use it as the framework for setting our quality objectives.

Five QJA Values

1. Service Excellence

Our work will always reflect top quality. We commit to be precise, systemic, systematic, and analytical as we demonstrate this value to our clients and constituents or stakeholders.

2. Innovation

Five Star Quality and Justice Associates (5QJA) will deliver innovative products. Our evaluation of innovation will be critical and probing to evaluate the extent of suitability, implementation and impact of solutions.

3. Consensus

We value the ability to bring groups together to analyze, be creative, and achieve a consensus. The basis for all improvement action shall be the result of maximum involvement of stakeholders.

4. Mutual Respect

We will treat all people with respect, dignity, and value their contributions.

5. Ethics

We value the principles of honesty, integrity and transparency, and apply them to all of our work. We promote the concept of corporate social responsibility and will act in accordance with its principles and will ethically engage in public private partnerships that result in mutual benefits of all our stakeholders.

6. Evidenced Based

Our interventions, programmes, products and services will be well researched, based on a thorough analysis of available data and in all instances reflect principles of evidenced based practices.

7. Business Expertise

We will manage the affairs of the organization in a competent and professional way.

Services

We help all businesses & service organizations. Our competitive advantage is our passion, knowledge, and experience in the local, regional and international quality assurance and criminal justice arenas. We offer an affordable implementation process designed for measurable results! Our consulting process is designed for all types of companies who are lacking the "jump start" expertise or need tailored support and have limited implementation resources. Unlike expensive consultants, we facilitate the design a results-based plan that fits your budget and realistic time constraints. We offer:

- Affordable "hands-on" support. Both off and on-site options
- Implementation plans to meet any budget

- Consulting Services
- Customized training with Train-the-Trainer options
- Smart City Indicators and Design Services
- RAB/QSA & IRCA registered ISO Lead Assessors on staff
- Facilitation of ACTT, UCJ and BAC Registration and Accreditation
- Competent team members that are qualified and certified in ISO 9001, ISO 14001, ISO 13485, TS 16949, AS 9100 & ISO 18001 implementation & auditing
- ISO and HACCP third party certification services
- ASQ Certified Quality Auditors & State Quality Award assessors on staff
- Seasoned trainers & consultants who come to your office
- Organizational Behavior and Development Consulting including distance education, establishing centers of excellence, performance support, TQM, ISO implementation, Six Sigma and Productivity Improvement
- Leadership Development
- Organization Assessment to include programme evaluation, training evaluation and employee satisfaction, MBQNA Assessments, and Market Research
- Technical Writing
- Policy and Procedure Development
- Training & implementation of Offender Management
- Correctional Services Consulting
- Six Sigma Implementation
- Preventive and Predictive Maintenance
- Emergency Management
- Project Management
- Health, Safety and Environment
- Auditing
- Inventory Control
- Performance Management, Balance Scorecard
- A full range of Software, Consulting Support and Training Services
- Specialized Product Sales and Marketing

Brief Description of Services

The aforementioned is a partial list of available services. Please **contact us** to discuss the specific needs of your organization.

Quality Management System Development and Improvement

Five Star Quality and Justice Associates (5QJA) provides the full range of support services to develop, implement, monitor and improve quality management system development, integration, implementation, monitoring and improvement. We facilitate the use of ISO International Standards, TQM principles, Excellence Award Criteria (EFQM, MBNQA, Investors in People) and Accreditation Standards developed by Quality Assurance Agencies for Higher Education. We also assist companies to use quality approaches such as six sigma, balance scorecard, quality management tools and much more.

Customized Training with train the trainer options

Five Star Quality and Justice associates believes that training must be aligned to the vision , mission and stated purposes of the company and should be relevant to the culture and needs of the organization. Our training interventions shall be customized to assure alignment with the specific needs and the macro and micro environment of our clients. Our interventions will be focused on the client building capacity to sustain all efforts

beyond our retention. That sustainability will be encourage through the development of institutional capacity to replicate training and technical interventions by company employees using our train the trainers methodology.

Organizational Assessment, Management Studies and Audits

Five Star Quality and Justice Associates (5QJA) conducts organizational assessment, management studies and audits against ISO 9001, OSHAS 18001, ISO 14001, EFQM, Balridge as well as other management system standards and excellence models. The scope of the studies can range from area specific technical assistance to agency wide evaluations. Some of the common areas of study are:

- Governance and Administration
- Quality Management Systems
- Integrated Management Systems (Management Systems combining ISO 9001, 1001 and OSHAS 18001)
- Readiness and Capability Studies
- Patrol function, including patrol allocation and distribution
- Organization and staffing
- Criminal investigations and case management
- Jail management, staffing, and programs
- Training and Professional Development
- Budgeting
- Information management and data systems
- Directives, policies, and procedures
- Leadership and strategic direction
- Marketing
- Personnel management; recruitment/selection, promotions, training, and performance evaluation
- Communication centers
- Facility and equipment needs
- Internal investigations
- Supervision
- Gang Management and Control

Facilitation of ACTT, UCJ and BAC Registration and Accreditation

Five Star Quality and Justice Associates provides technical support, guidance and advisory services and can conduct workshops for staff to assist in understanding and implementing the standards of the regional Higher Education Quality Assurance Bodies. Our consultants have in-depth understanding of the application of these standards and can assist any institution to develop its quality system to exceed the expectation of the standards and thereby achieve the desired recognition required with the territory of Jamaica, Barbados and Trinidad and Tobago.

Strategic Planning

Five Star Quality and Justice Associates (5QJA) provides strategic planning services and facilitation. The planning processes is custom designed for each customer, based on time, resources, and desired outcomes. Strategic planning is generally an inclusive process, involving employees and stakeholders outside the organization in the planning process. This approach leads to buy in, improved public and governing body relations, and easier implementation. The purpose of the process is to assist the organization in planning for the future, while building consensus about the mission and goals of the organization.

Business Process Reengineering

Reengineering is a redesign process aimed at dramatic improvements in critical contemporary measures of performance, such as cost, quality, service and speed. Reengineering is conducted by a detailed study of organizational processes, and then finding ways to redesign those processes. Reengineering can stimulate important innovations in any organization by reducing waste, cost and duplication. It is also a key step in benchmarking your organization system and performance against others.

Reengineering has been popular in the private sector, however, there have been very few successful applications in service sectors and in law enforcement agencies. Our Team comprises capable, competent and creative facilitators of successful projects across all sectors.

Training

Five Star Quality and Justice Associates (5QJA) provides training in many subject areas. Specialty areas include strategic planning, reengineering, change management, project management, technology, problem solving, and the Internet. We will design custom training for your organization. Five Star Quality and Justice Associates (5QJA) also facilitates and guides organizations through training needs assessment and curriculum. Please **contact us** with your specific training needs.

Technical Writing, Policy and Procedure Development

Five Star Quality and Justice Associates (5QJA) has extensive experience in policy development and preparing organization for accreditation or simply for internal control, coordination and communication. Our facilitative approach makes policy development and implementation seamless as the policies are developed for the organization by the organization.

Performance Evaluation

5 Star Quality and Justice Associates (5QJA) facilitates comprehensive performance evaluations against company strategic goals and objectives. We also help companies to align their goals and with making indicators and metrics easy to identify, record, track and report on process.

Facilitation and Team Building

5 Star Quality and Justice Associates (5QJA) provides facilitation and team building services. Our services range from one time meeting facilitation and problem solving to on-going work with project teams or developing more effective teams.

Project Management

5 Star Quality and Justice Associates (5QJA) is experienced at the design and management of complex projects. Using state of the art software and techniques, 5QJA can maximize the effectiveness of your resources and bring

your project in on time and in budget. We can manage large construction projects or very small developmental projects. Let us know your project management needs and a solution will be delivered that meets your needs.

Technology Implementation

From information management systems and communications centers to specialized IoT, Smart City Technologies, and software applications, Five Star Quality and Justice Associates (5QJA) has expertise in sustainable development indicators, smart city design and execution, PPP execution, strategic technology planning and evaluating and implementing technological solutions for public and private sector organizations. All technology implementation services will be complemented by change management and support activities to allow for effective implementation and usability. Five Star focusses on human side of technology implementation

Correctional Service Consulting

Five Star Quality and Justice Associates (5QJA) provides consulting for the full range and entire continuum of correctional service delivery. We provide technical support and advice for security management, programme management, offender management, risk management, health and safety, transport and logistics, training and development, information management, research, offender re entry, gang management, infrastructure development, court and process, crime scene management, motivational interviewing and much more

Law Enforcement and Security Consulting

Five Star Quality and Justice Associates (5QJA) provides consulting services for the full range of law enforcement delivery. We provide technical support and advice for DNA, forensic criminal investigations, court and process, fingerprint sciences, scenes of crime, community policing, intelligence, gang management, gang debriefing, prosecutions and much more.

Other Services

Five Star Quality and Justice Associates (5QJA) provides consulting services in many other areas of expertise. 5QJA will customize the product to meet the needs of your organization. In addition to consultancy and technical support and advisory services Five Star Quality and Justice Associates also distributes specialized security especially corrections related equipment and supplies. We supply:

- Smart lighting, devices, sensors
- Smart Water Management
- Smart Technology/PPI Deployment Consultancy
- Specialized security equipment
- Metal Detectors
- Instant Drug testing Equipment and Supplies
- LTI Smart Glass (Bullet proof and other security glass)
- Correctional Specific Plumbing Fixtures and Accessories
- Corrections Selection Inventory (recruitment assessment for correctional employees)
- Humane Restraints and safety equipment for Mentally Ill and other High Risk offenders

- Compact property bags and soft storage boxes (corrections appropriate)
- Offender Management Software
- Offender phone systems
- Personal Protective Equipment
- Emergency Medical Equipment
- Specialized Mental Health Equipment and Restraints
- Specialized Juvenile Restraints
- CCTV

For further information regarding consulting services contact

Qualifications & Capability

Five Star Quality and Justice Associates' competitive advantage is our passion, knowledge and experience. Our consulting team is competent on the basis of education, training and experience. Some of the qualifications of members of our consulting team are listed below:

- PHD ED
- Phd Criminal Justice
- DBA
- BSME
- MBA
- MBA (International)
- MSc, Criminal Justice
- MSc Psychology
- BA International Relations
- BS Educational Psychology
- Continuing Education in QA/QC,
- Certified Quality Engineers as documented by the American Society of Quality
- Certified Quality Managers as documented by the American Society of Quality
- Certified Reliability Engineers as documented by the American Society of Quality
- ASQ Six Sigma Black Belt Certifications
- ASQ Certified Auditors
- AQC Sr. Six Sigma Master Black Belt
- RAB Lead Auditors
- Decades of experience in each of the strategic subdivisions.
- Certified peer reviewer
- Certified Corrections Executive as documented by ACA
- Mediation

Strategic Partners and Alliances

5 Star Quality and Justice Associates strengthens its capacity to deliver innovative and relevant solutions by forming maintaining and sustaining key strategic alliances that contribute to our accomplishment of our vision and stated priorities. The following are some of our strategic partners from the United States, Canada and the Caribbean region

- Willoughby
- Night Bright USA
- Smart ISO
- Quantum Systems
- Integrated Corrections and (ISCS)
- Success Is His
- Key Tracer
- Brian Skinner and Associates
- Higher Learning Institute
- Institute of Forensic Services
- Workforce Planning and Associates
- Ramsell Technologies
- Sheffield Plastics
- GARRETT Metal Detectors
- Ramsell Technologies
- SYSCON Justice Solutions
- CASHICO
- Grace Talma and Associates
- Gwen Williams and Associates
- Express Diagnostics International Inc.
- Basic, Ltd USA
- Chartered Quality Institute (CQI) UK
- American Society for Quality
- United Energy Petroleum
- Caribbean Well Services
- NABI Construction Company Limited
- Diamond Interiors Company Limited
- TEK Engineering

Team Members

Sandra Simeon (Quality Management Systems, Organization Development, Leadership)

Stephen Skinner (Human Resources, Safety and Security)

Winnette Husbands (Protocol and Personal Development)

Beverly Chinapoo (Secretary, Education Psychology)

Melanie Hislop (Quality Management)

Adil Dalal (Lean Management Consultant, Human Development and Project Management)

Dionne Mills (Quality, Safety and Integrated Management Systems)

Ann Marie Elbourne County (Probation, Corrections, Auditing)

Jiselle Sutherland (ACCA, Accounting, Risk Management and Auditing)

John Rougier (Quality Management, Human Resources Management, Sociology, Risk Management and Corrections, Retired Commissioner of prison)

Wayne Brian Chance (ex offender reintegration)
Justice Christie Alleyne (Restorative Justice)
Dr. CG Walwyn (Policing, Terrorism, Forensic Approaches, Intelligence Led Policing, Ret. Commissioner of Police)
Colonel Peter Fletcher (Military Operations, Protocol, Management)
Abraham Daniel
Bill Barton (Quality Management, Human Development, Organization Development)
Marlon Morris (Project Management, Process Management)
Cosimo Di Maggio (Architect, Design Engineer, Work Flow Consultant)
Dr. Melvina Sumter (Criminal Justice, Offender Management)
Jeff Carson (Criminal Justice, Offender Management, Investigations)
Andrea Carson (Criminal Justice)
Gordon Husbands (Criminal Justice, Corrections, Penology, Ret. Chief Welfare Officer)
Christian Wilson (Construction, Quality and Safety)
Edwin Jones (telecom, technological Approaches , Construction Quality etc)
Brian Skinner (Character First, leadership, Offender Management)
Alana Wallace (Renewable Energy, Sustainability, Business Development)
And more

Operational Team

Christopher Chinapoo (Managing Director)
Stephan Skinner (Business Development Director)