

Moore Financial Services' response to the Federal Trade Commission (“FTC”) seeking applications for an Independent Compliance Auditor to assess and report on Herbalife’s compliance with and implementation of a judicially-enforceable Stipulated Order for Permanent Injunction and Monetary Judgment (“Order”) signed by the Hon. Beverly Reid O’Connell, United States District Judge, Central District of California, on July 25, 2016.

Submitted on 8/29/2016

By: Moore Financial Services

Felicia Maldonado-Moore

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III REQUIREMENTS OF APPLICATION

The application to serve as the ICA should clearly demonstrate the Responder's qualifications to perform the requested scope of work.

3(A): EXECUTIVE SUMMARY

Moore Financial Services is responding to The Federal Trade Commission's ("FTC") request for applications to serve as an Independent Compliance Auditor to assess and report on Herbalife's compliance with and implementation of a judicially-enforceable Stipulated Order for Permanent Injunction and Monetary Judgment ("Order").

Moore Financial Services has extensive experience providing a range of auditing services to support businesses in quality, health and safety, social compliance and environmental management. These audits can form part of certification requirements, or be carried out independently to support specific business needs.

Moore Financial Services recognizes that accountability to the public is essential for an Independent Compliance Auditor. Through our consistent audit methodology and state of the art audit tools, we provide our clients with a high-quality audit that holds them accountable for their use of set a side resources and helps them manage those resources in compliance with laws and regulations; operate programs that achieve their objectives; and provide services in an efficient, effective, economical and ethical manner. With our extensive public financial management experience, strong regulatory and technical expertise, and competitive fee structure, Moore Financial Services provides an unmatched level of client-service commitment.

Moore Financial Service Line is exclusively dedicated to providing specialized audit services to the public sector. Our professionals bring real-world experience and understand operating under the unique constraints faced by the public sector.

Through our consistent audit methodology and state of the art audit tools, we provide our clients with a high-quality audit that holds them accountable for their use of public resources and helps them manage those resources in compliance with laws and regulations; operate programs that achieve their objectives; and provide services in an efficient, effective, economical and ethical manner. With our extensive public financial management experience, strong regulatory and technical expertise, and competitive fee structure, Moore Financial Services provides an unmatched level of client-service commitment.

Moore Financial Services deliver end to end solutions for our customers including Strategy, Roadmap, Project Management, Development, Support and Training. Our customers range from large financial institutions, transportation consortiums allied with the Federal Government, Services Companies, Manufacturing and Distribution. Moore Financial Services has interacted with key executives to identify strategic opportunities to deliver value and prepared roadmaps for successfully implementing solutions to address the same. Moore Financial Services has maximized value for our customers by combining the domain subject matter expertise with technical strength as well as addressing the non-technical

aspects like leveraged support structures and training strategy. Moore Financial Services also has strong alliances with technology vendors like Microsoft, IBM, Oracle and SAS that puts us in the leading edge of technology transformation.

Moore Financial Services’ has experience in successfully delivering similar auditing services to our customers, with highly skilled staff experts with not only the technology expertise but also experience in fulfilling similar requirements and executing proven development and project management methodology based on the Capability Maturity Model ® (CMMi) Level 2 and Project Management Institute (PMI®) best practices respectively makes Moore Financial Services qualified to offer the following benefits to the The Federal Trade Commission :

- **Customer Focus.** Moore Financial Services, as a small business, will offer a client focused approach where meeting the customer’s need is the prime objective. Moore Financial Services will respond to the customer’s needs in an agile manner with a short cycle time to identify and resolve any issues that arise during the support, development and training while delivering the Technical Automation and Support Services.
- **Minimize Technical Risk** by leveraging proven Audit practices. Moore Financial Services utilizes a proven, flexible Software Development and Support Process to develop and support applications; and training the end users.
- **Project Management.** Moore Financial Services will utilize a PMI® Certified Project Management Professional (PMP®) as the Project Manager that has significant experience in leading and managing teams of technology professionals.
- **Success Driven.** Moore Financial Services is driven by the success of our customers and has successfully implemented and supported projects that had high degree of technical and non-technical complexity.

Minimum Requirements for Technical Acceptability	Offeror’ s Quote Section	Page(s)
<p>The Company has relevant experience to provide required functional and technical services to serve as an Independent Compliance Auditor to assess and report on Herbalife’s compliance with and implementation of the judicially-enforceable Stipulated Order for Permanent Injunction and Monetary Judgment (“Order”) signed by the Hon. Beverly Reid O’Connell, United States District Judge, Central District of California</p>	<p>Volume 1 – Technical Section 3 Section 5</p>	

Minimum Requirements for Technical Acceptability	Offeror's Quote Section	Page(s)
3(B): Offeror has provided personnel 3(C): Resumes that meet required Qualification 3(D) Prior Experience and References	Volume 1 – Technical Section 3(a) 3(c) 3(D)	

TERRY L. GRIFFIN, CMBB, CBB, MPSS

Proposed Position: Program Manager/Process Improvement Engineer	Proposed Labor Category
Manage Project From Cradle to Grave; Ensuring projects are completed within anticipated deadlines and budget	Project Manager-SR

QUALIFICATIONS SUMMARY:

Terry has over 10 years of experience managing multimillion dollar contracts for the Department of Defense and Eight (8) years of experience as a Certified Contracting Officer Representative (COR) for the Department of Defense Global POV Contract totaling over \$254 million dollars annually. As required for the Request for application (ROA), Terry’s experience includes managing and auditing global programs and contracts to include key personnel across CONUS and OCONUS locations (Japan, Korea, Germany, UK, and UAE). He has also managed multiple software purchase programs for HQ Surface Distribution Command G9 with an annual budget of \$900,000. Terry is experienced as a Certified Lean Six Sigma Master Black Belt with experience managing operational and cost savings projects similar in size to the ROA project for industry and government totaling over \$35 million dollars. Finally, Terry is extremely effective at communicating and reporting project status information verbally and written to all senior leadership of the organization. This includes briefing General Officers, SES staff, and CEOs and CFOs of multibillion dollar companies.

SELECTED PROFESSIONAL EXPERIENCE:

2014-Present, Project Manager/Lead Business Process Engineer, Ft. Bragg USARC

Developed, managed, and maintained project plans, schedules and staff assignments for 12 separate Business Process improvement (BPE) Assessments and Business Process Mapping Notation (BPMN) assignments for USARC Defense Business Systems similar in size to the ROA system. Regularly briefed senior Government POC’s on project and contract execution and milestones. Identified systemic constraints and choke points, non-value added steps, cross-domain conflicts, and other impediments to efficient process flow for the business processes of the United States Army Reserve Command. Used government prescribed standards and best practices in assessing multiple Defense Business Systems to

document their efficacy to support existing and/or reengineered “To-Be” Processes. Developed and maintained Project Management Plans and schedules to support the specific BPR efforts.

2011-2014, Project Manager, HQ Surface Deployments and Distribution Command, Scott Air Force Base, IL

Managed multiple projects related to the successful deployment of Surface Deployment and Distribution Command (SDDC) initiatives with a cost savings/avoidance of over \$ 3.5 million dollars annually. Developed key Program metrics and provided management evaluations on the efficiency and effectiveness of SDDC’s projects and processes. Provided project champions with life cycle cost analyses of Lean Six Sigma (LSS) projects. Managed approximately twenty five Process Improvement Projects annually involving transportation, technology, logistics, research, maintenance, and operations with an on-time completion rate of 99.6%. Displayed ability to manage large projects similar in scope to ROA by receiving HQ SDDC. Efficiently and effectively managing the Department of Defense Global Privately Own Vehicle Shipping and Storage Program at an annual cost of over \$254 million dollars with a 99% customer satisfaction rate.

11/ 2005- 06/2011, Global GPC Program Manager, Military Surface Deployment Distribution Command (SDDC) Scott AFB, IL 62225

Managed the Department of Defense’s Global Privately Owned Vehicle POV Contract (GPC) totaling \$285 Million dollars annually. Directly supervised a Contracting Officer Representative staff of 11 employees with oversight of 32 locations worldwide. Collaborated with the Department of Army, Department of Navy, and Department of the Air Force, Coast Guard, and the Department of State to manage the Global POV Contract for the Department of Defense. Led a Lean Six Sigma Black Belt project which identified various economic inefficiencies related to the shipment of privately owned vehicles (POV). The Lean Six Sigma project saved the DOD over \$1.4 Million dollars in the first year of implementation and a projected total of \$27 Million from FY11 through FY 17.

- Successfully managed the Department of Defense Global POV Contract with an annual budget of \$285 Million Dollars
- Streamlined processes and developed “Quality Excellence” metrics
- Designed and Implemented lean processes to achieve key strategic program milestones
- Negotiated Memorandums of Agreements (MOA) with the Department of State
- Performed oversight and quality assurance for contract compliance
- Developed Performance of Work Statements (PWS)
- Developed Budget Requirement for Contract Operations
- Identified and Developed key metrics for evaluating contractors’ performance

2004-2005, Transportation Specialist, Department of Army Chief of Transportation, Ft. Eustis, VA

Developed USAF logistics management operations that involved planning, coordinating, and evaluating the logistical actions for CONUS and OCUNUS movement of materials, goods and equipment via the ocean, rails, and highway systems. Responsible for knowledge of logistics, transportation, and supply program management with expertise in inter modal transportation, water port operations, supply activities, traffic management functions, installation activities, combined arms functions, and general Department of Defense Transportation operations. Managed compliance and application of pertinent fiscal laws, Federal Acquisition Regulations, policies and precedent required planning, scheduling and overseeing equipment, property and contract services. Developed and conducted program evaluations for expenditures and oversight for several logistics missions.

EDUCATION AND TRAINING:

MPPA, Public Policy & Administration, Mississippi State University – Starkville, MS
BA, Political Science, Mississippi State University – Starkville, MS
Certified Six Sigma Master Black Belt ▪ Certified Six Sigma Black Belt
Former Federal Certified Contracting Officer Representative
Federal Contracting and Acquisition courses
Project Management Professional Training

REFERENCES:

1. Greg Swarts, VP Government Business
PiTech Solution
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2. Fred McDonald, Lead IT Software Developer
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3. Madeline N. Bodoh, Ph.D.
Lean Six Sigma Master Black Belt
Lean Six Sigma Deputy Deployment Director
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United States Army Reserve Command
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4. Craig C. McKinley
Chief, Acquisition and Services Branch

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Telephone: (618) 220-5477

CLYDE COOPER

Proposed Position: Data Manager	Proposed Labor Category
Establish rules and procedures for data sharing, data use support, compliance, assisting with reports and data extraction, working with Data Analyst to ensure smooth operation, prepare activity reports re client database	Data Communication Manager

QUALIFICATIONS SUMMARY:

Clyde has over 13 years of experience in Data Management with Hilton Worldwide. He was responsible for implementing world - wide hotel policies and procedures, using customized software to maintain data of agents, attendance, audits, statistics, and hotel scores. He also managed confidential data through H&R Block's tax systems in order to relay the information to the Internal Revenue Service.

SELECTED PROFESSIONAL EXPERIENCE:

Clyde began at Hilton Worldwide Headquarters as a Responsible booking agent making hotel reservation for guest and Hilton Honors members around the world, giving and receiving info about the hotel and locations. He was promoted to management and was responsible for working on a team to implement policies and procedures as well as methods to make reservations for Hilton Worldwide. He managed a database in which his responsibilities included, completed statistics of agents, inputting and reviewing resumes, contacting potential candidates, administered pre- employment testing, ran background checks. He also organized the orientation for new hires. He ensure agents were compliant with the hotel's policies and procedures for booking reservations at Hilton. He working with the sales team to update group rate details using Hilton's database, and he was responsible for maintaining the database on Hilton Member accounts.

EDUCATION AND TRAINING:

DeVry institute Chicago computer education certification
H&R Block Taxes and financial literacy Certification
El Centro College
Cedar Valley

REFERENCES:

Kathy Crouch HR Generalist
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972-770-6100

Michael Veira
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773-209-6322

LaVerne Love
Email: lavernelove2@gmail.com
708-706-9688

FELICIA M. MALDONADO, BCCC, CT, LIA

Proposed Position: Litigation and Compliance Manager Duties:	Proposed Labor Category
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Monitoring, auditing, evaluating, and reviewing performance of organizations, monitoring settlements, consent decrees, or court orders;	Auditor Manager-SR
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QUALIFICATIONS SUMMARY:

Felicia has over 10 years of business management experience and over six years' experience as a Certificated Paralegal. She has completed substantial legal work within the bankruptcy law sector, and she has assisted in the litigation of several multi-million dollar cases and settlements. Per the Request for application (ROA), Felicia's experience includes auditing consumer and business clients' financials as a Board Certified Credit Consultant and licensed insurance agent. She has been the senior paralegal on an MDL multi-million dollar mass-tort personal injury law suit. Within the scope of her responsibility she has formulated plans of action in order to increase productivity, customer service standards, and identified and reported operational issues (OIP). She has identified key work process improvements, analyzed, reviewed, and reported on over 750,000 legal documents and records. Felicia has recommended and implemented her recommended plan of action in order to cut the firm's expenses. She has ensured that the records requesting process is compliant with regulations by researching relevant state and Federal rules. Felicia is very detailed and experienced at legal research, legal writing, case review, and settlement monitoring. For example, on a case that reached settlement in 2014 against a multi-billion dollar U.S. based Holdings Company, Felicia held a key role in monitoring pertinent documents to ensure the defendant complied with the Settlement Order. Felicia is prudent and strict about meeting required deadlines. She manages confidential data and is experienced in using the proper software in order to remain compliant with regulations. She has been responsible for creating countless reports to managing attorneys, and is very effective at communicating the results with precise detail.

SELECTED PROFESSIONAL EXPERIENCE:**2010-Present, Self-Employed Paralegal, Dallas, Texas,**

Gathered evidence for several mid-sized law firms in pre-litigation, researched regulations and statutes to ensure compliance in the discovery process, communicated and arranged with clients a means to retrieve evidence, conducted in-person and telephone interviews with clients to verify illegibility standards were met. Reviewed PNC's documents to ensure documents warranted a case. Assisted off-site audit personnel with case load audits, prepared reports for off-site audit personnel, maintained client data for a server and cloud based database, and ensured all client information was up-to-date, disposed of irrelevant documents in a compliant manner. Composed interoffice memorandum of law for managing attorneys and fellow paralegals, regularly reviewed state and federal regulations to ensure providers were compliant with statutory fees. Drafted petitions, amended petitions, interrogatories, requests for admissions, and responses, performed legal research for trial, prepared attorney notebooks,

negotiated satisfactory settlements with providers, opened and closed cases according to firm criteria, trained new hires, developed a data management system in order to relay client information more efficiently to the litigation team, and managed a case load of over 950 cases. Acted as sole paralegal/personal assistant who assisted the managing attorney with bankruptcy hearings, personal injury trials, 341 meeting of creditors, corresponded with outside counsel, managed attorney calendar, traveled with attorney for hearings, compiled bench books, notebooks, and exhibits, Voir dire preparation, maintained client files via secured database, acted as a personal assistant by making bank deposits, picking up dry cleaning, picking up food for late night trial preparation, made arrangements for and oversaw outside vendors, assisted with formal functions.

2015-Present, Owner, Dallas, Texas, Moore Financial Services

Researched and implemented the state and federal requirements for a credit services organization (CSO), reviewed and audit clients' credit reports and developed a plan of action for client to take in order to achieve better credit, utilized software to remove erroneous derogatory information from credit reports, maintained a secure client manager database, maintains membership with accredited organization in order to monitor and maintain compliance with CSO regulations, assists identity theft victims with FTC reporting and police reporting when necessary, assists businesses with restructuring and attaining business credit by reviewing the business' functions and structure to ensure the business is compliant with regulations and referring business owner to qualified experts such as accountants or attorneys when required.

2013 – 2016, LIA, Dallas, Texas, Primerica Financial Services

Set for LIA Examination. Conducted in-home client interviews to attain their financial situation, developed a financial roadmap using customized soft-ware, signed clients for life insurance policies according to their financial needs assessment, assisted clients with their overall budget in order to reallocate money for retirement, educated clients on money saving tips, conducted follow-up interviews, and attended regular training sessions for LIA's.

2006 – 2010, Self – Employed, Dallas, Texas

Part owner of small minority owned business, K&D Shoes, delivered shoes to local customers, received orders via phone or text, assisted in maintaining inventory, maintained the books, researched local, state, and Federal regulations for compliance, maintained proper licensure for the business, handled accounting, payroll, accounts receivable, accounts payable, assisted with establishing and maintaining vendor relationships, developed and successfully implemented a plan for growth and development with a strict budget of \$2,500.00 by increasing profits 1000% in three quarters.

EDUCATION AND TRAINING:

AAS, Paralegal Certification, El Centro College – Dallas, Texas

Certified Trainer, New Peaks – Orlando, Florida

Board Certified Credit Consultant, Credit Consultants Association – Tampa, FL

Life Insurance Agent, Texas
Business Ownership Certification

REFERENCES:

Ben C. Martin
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Phone: 214-761-6614

Landi Spearman
Email: landispearman@gmail.com
Phone: 832-439-0784

Tayari Garrett, Esq.
Email: m.tayari@tayarilaw.com
Phone: 877-829-2740

GARY TUCKER

Proposed Position : Performance Review Manager	Proposed Labor Category
Duties: Monitoring, auditing, evaluating, or otherwise reviewing performance of	Company Manager

<p>organizations, including experience in monitoring settlements, consent decrees, or court orders;</p>	
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QUALIFICATIONS SUMMARY:

Gary has over 25 years legal experience (including Assistant District Attorney, legal assistant, and law clerk), seven years governmental experience. Admitted to Texas and New York State Bars, Northern and Eastern Districts of Texas.

SELECTED PROFESSIONAL EXPERIENCE:

2004 – present, Self-employed attorney, Dallas, Texas

Handled all matters for plaintiff's firm including intake, investigation, negotiation, lawsuit preparation, and discovery matters. Admitted Pro Hac Vice on several civil litigation cases. Responsible for consumer bankruptcy and estate planning. In charge of marketing as well as computer equipment and upgrades.

2003 – 2004, Attorney, McLeish & Associates, P.C., Duncanville, Texas

Worked on behalf of Prudential Insurance to resolve class action suit by policyholders. Duties included researching past insurance transactions and preparing offer letters. Provided instruction and guidance to other employees while serving as Assistant Team Leader.

1995 – 2002, Internal Revenue Service, Austin, Texas Instructor/Tax Examiner/Programmer

Requested by IRS analyst to travel to Washington, DC headquarters to help redraft the Internal Revenue Manual. Certified classroom instructor. Taught numerous classes on the Internal Revenue Manual to newly-hired as well as returning seasonal tax examiners. Created numerous additional training materials. Quite often served as the sole instructor in courses meant for two to three instructors.

EDUCATION AND TRAINING

University of Texas Law School – Austin, Texas

J.D., May 1989

Honors Grades: Admiralty, Banking Law, Bankruptcy, Bankruptcy Seminar, Constitutional Law, Real Estate Law and Development Seminar

Research Assistant for Alternative Dispute Resolution textbook

University of Texas – Austin, Texas

B.A. English, December 1985

Golden Key National Honor Society

University Goodfellow for service to the school and community

Bishop Dunne High School – Dallas, Texas

Diploma, May 1980
National Honor Society

REFERENCES:

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202-247-0120
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JAMES THOMAS

Proposed Position: Accountant	Proposed Labor Category
Duties: Analyze, examine and interpret account records, compile financial	Managing Accountant

<p>information, reconcile reports, process data entries, ensure accuracy of records, calculate tax deposits, prepare federal and state payroll tax forms, issue annual tax documents for clients i.e, 1099, W2, compile quarterly and annual financial statements, utilize accountant software to ensure accuracy of records. Send records to outside CPA</p>	
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QUALIFICATIONS SUMMARY:

James is an experienced accountant with over five years’ experience as an accountant; he holds a master’s degree in accounting and finance; he has coordinated internal affairs and has exceptional experience preparing financial statements, preparing payroll, and monthly statements. He has significant experience preparing federal and state payroll tax forms, and has a keen eye for detail and accuracy with numbers

SELECTED PROFESSIONAL EXPERIENCE:

January 2013- Present, Accountant Mesquite, TX

Analyzed, examined and interpreted account records, compiled financial information, reconciled reports and financial data. Process journal entries and perform accounting corrections to ensure accurate records. Worked closely with clients to collect, organize and maintain accurate financial information Processed client payroll: recording transactions, calculating tax deposits and preparing federal and state payroll tax forms. Issued annual tax documents for clients (i.e. 1099, 1096, W2, W3) Prepared federal and state tax returns including 1040, 1120, Texas franchise tax and sales tax. Worked closely with CPA to coordinate internal affairs and projects Compiled ad-hoc, quarterly and annual financial statements.

October 2010 to January 2011, Accountant, Axxess Home Health, Mesquite, TX

Prepared payroll and monthly reports.
 Posted revenue, expense, and closing entries to the general ledger.
 Experience in claiming Insurance and filing.
 Researched and resolved internal account inquires.

July 2010 to October 2010 Accountant Trainee Mesquite, TX

Prepared payroll reports including 941 and performed bank and account reconciliations.
 Responsible of collection, classification, analysis and interpretation of accounting data and maintenance of client's books of accounts. Assisted CPA in preparing financial statements

EDUCATION AND TRAINING:

Bachelor of Divinity in Divinity
Serampore University
Shrirampur, West Bengal
Masters of Finance in Finance
University of Kerala
Bachelor of Finance in Finance
Mahatma Gandhi University

QUICKBOOKS

REFERENCES

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9144194835

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2143646975,

ADRIAN BAILEY

Proposed Position: Information Technology Manager	Proposed Labor Category
Duties: Work with departments to increase compliance, manage risk, and improve overall effectiveness. Document findings and recommendations, as well as current processes and procedures. Plan, execute, and lead audits across the organization to evaluate risks and risk management	IT Engineer

QUALIFICATIONS SUMMARY:

Adrian has over 23 years of experience as an IT expert providing direction on IT infrastructure systems, design, upgrades, modifications and installation. He serves as a technical subject matter expert and point of contact concerning all Information Technology and computer/network issues. Adrian’s current assignments include comprehensive incident support for customers remotely, including rapid problem resolution followed by root cause analysis with a focus on proactive prevention and knowledge transfer. He develops and implements Standard Operating Procedures, Work Instructions, and training plans. Adrian has solid experience in risk and health assessments on customer environments using toolsets and governance interviews to review customer’s product configuration and assess possible risk in their management and operations. His technical qualifications include troubleshooting technical, operational, and customer service problems and taking corrective action to resolve issues. As a Network Engineer, Adrian is an expert at preparing statistical and narrative reports regarding operational, vendor, or user activities. He provides training to assigned staff or other personnel regarding specialized computer applications. As a proven IT expert, Adrian demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide high quality seamless Network and infrastructure support.

SELECTED PROFESSIONAL EXPERIENCE:

10/2015-Present Tier3 Windows Network Engineer, Microsoft (Convergys), Richardson, TX

Provide comprehensive incident support for customers remotely, including rapid problem resolution followed by root cause analysis with a focus on proactive prevention and knowledge transfer. Lead risk

and health assessments on customer environments, using toolsets and governance interviews to review customers' product configuration and assess possible risks in their management and operations.

In depth knowledge and technical proficiency in 2003/2008/2012 Server ,TCP/IP protocol stack and other network protocols such as: SSL, DNS, Branch Caching, BITS,DHCP,SMTP,802.1x,RADIUS,NLB,LBFO,Windows Firewall, Direct Acces,VPN,IPV4,IPV6,SMB,IPSEC,Kyberos, and other related areas with troubleshooting at the expert level with large network environments. Provide technical analysis of network traces via NETSH, Wireshark, Message analyzer, and Netmon.

05/2015-7/2015, Cisco Network Consulting Engineer, Cisco, Dallas, TX

Perform analysis and diagnosis of highly complex networking problems

Act as a technical expert with other team members, as well as with other Cisco worldwide teams

Build simulated networks to resolve problems and compatibility issues, and perform an analysis of network designs Design and document large scale wired and/or wireless networks (including 802.11 wireless environments) and supporting infrastructure. Troubleshoot network connectivity issues and outages in a wired (802.3) and wireless (802.11) TCP/IP network Installation, configuration, and management of all network components and technology Day-to-day operations of a highly available network, consisting of Cisco routers, switches,F5 load balancers, and VPN Provide improvement opportunities and recommendations in solutions and products Keep up-to-date with the latest technology products, to provide high-quality support in current and future services Lead and execute projects with minimal supervision Lead and manage subcontractors on job sites as required Identify when external resources are required to complete assigned tasks Proven ability to document technical information for training, technical operations run books, and knowledge objects Customer-interaction and architectural interaction. Good analytic process to resolve any issue, and synthesize complexities into clear communications and action plans. Good business judgment, a comfortable, open communication style, and a willingness and ability to work with teams. Ability to use and contribute to the knowledge base of solutions and techniques, and shift from theoretical to pragmatic

08/2013–06/2015, IT Service Analyst/Associate Network Engineer, Fleet Pride, Inc. Irving, TX

Provided all levels of technology service desk support to all users and locations; including support of computer hardware, software, printers, network, and telephony issues.

Filled out service requests and incidents in a manner congruent with our service level agreements via telephone, email and in-person. Evaluated and prioritized incoming service request in order to deliver service in the most efficient manner possible. Researched problems using internal knowledge base, colleagues, the internet and other tools. Basic active directory tasks such as account creation/deletion, password reset, unlock user accounts, computer object administration. Configured Cisco switches 2950, 3750 Cisco routers 2900, 1900's as well as the Adtran router 3430 and Adtran Blue Socket WAP's for 275 branches. Responsible for site turn-ups in a timely fashion to ensure that the business technology needs are met. Monitor network alarms with Solarwinds management tool. Escalate down networks to appropriate ISP providers.

09/2011 – 8/2013 Desktop Support Technician PSR, LLC, Dallas, TX

Provide day to day computer hardware and software support. Create and disable security groups, and distribution groups. Support 110 Dallas based employees and 200 remote employees located in 30+ states. Create user network names and passwords in Active Directory as well as reset passwords. Set up outlook email accounts for internal and remote employees. Install desk phones and setup and assign the phone numbers. Create fax numbers for internal and remote employees and troubleshoot when issues arise. Create images for all desktops and laptops. Set up desktops and laptops for internal and remote employees. Troubleshoot desktop and laptop hardware issues. Install and provide support for all desktop software such as Doc-link, Mas90, Pint, Tangier, MS office 2007-2012, SQL, VPN connections, etc. Cell phone configuration and set-up for remote employees and internal employees. Make sure all printers are working properly and if not call in for repair. Manage the data and phone drops.

07/2008 – 09/2011 Site Support Analyst, Medical Edge\Physerv Inc., Dallas, TX

Provide day to day computer hardware and software support at the billing and corporate office. Manage and deploy software and hardware assets to Remote users, Billing users and other corporate field employees. I am the primary Site Tech for the Billing office. I provide fulltime onsite IT support to 200-250 Billing Reps, Directors, VP's and Executives. Manage hardware inventory, software licenses, and coordinate with third party vendor to order requested hardware and software for the department. Setup end users computers and laptops, including but not limited to: new installations, memory upgrades, computer repair, network printing setup, mapping network drives, and configuring MS Exchange Server email accounts. Create and disable Active Directory users, security groups, and distribution groups.

EDUCATION, TRAINING AND CERTIFICATIONS

- 1993-1996 NEC Technical School
- 2015- CCI Certificate of completion (CNA) Computer and Network Administration
- 2013 CompTIA Security+ Certified
- 2014 CompTIA A+ Certified
- 2014 CompTIA N+ Certified
- 2015 CCNA Certified

COMPETENCIES: MS SharePoint 2007, 2010; Windows OS (Windows 7, 8.1, 10); Oracle Solaris Enterprise OS; MAC OS; MS Server 2003, 2008, 2012 and Exchange; Firewalls (CISCO, McAfee); McAfee IDS (Intrusion Detection Systems) and Host Intrusion Protection (HIPS); (SCCM) System Center Configuration Manager; Web interface (IIS); DHCP and Static IP configuration; UNIX; Linux, Red Hat Enterprise; Microsoft Office Suite (Word, Excel, Access, PowerPoint, Outlook, Visio); MS Visio, Project

HARDWARE/ MACHINES/ COMPONENTS: Sequential Access Storage Device (SASD); Direct Access Storage Device (DASD); Redundant Array of Independent/Inexpensive disks (RAID); Storage Area Network (SAN); Expandable Storage Devices; Point of sale devices (POS); Mainframes; Cisco Patient Connect (CPC), Cisco Unified Communications Manager (UCM), Cisco Interactive Experience Manager (IEM), Cisco Interactive Experience Client (IEC), Cisco IPICS, Cisco WebEx, Ubuntu,

MySQL, Apache Tomcat, Apache HTTP Server, PHP, VMware vSphere, VMware vCenter, VMware vCloud, Virtualization, Cloud Computing

CORE COMPETENCIES: Enterprise management; system patching management; network administration; asset accountability; life cycle replacement; help desk support; software licensing; networks; fiber optics; configuration management; computer security policies; information processing standards. Knowledgeable of network operations, configurations, network protocols and infrastructure. Cisco routers, Cisco switches, Adtran routers, Adtran Blue Socket WAP's. Cisco VPN, Microsoft VPN.

EDUCATION, TRAINING AND CERTIFICATIONS

Pending B.A Computer Science Degree, University of Maryland

Pending A.A. Information Management Technology, Community College of the Air Force

ITIL V3: Certified

Security + CE- Certified

Microsoft Certified IT Professional (MCITP) Enterprise Server Administrator

Microsoft Certified IT Professional (MCTIP), Windows 7, Enterprise Desktop Administrator

Microsoft Certified Solutions Associate (MCSA): Windows 7

Microsoft Certified Solutions Associate (MCSA)

Microsoft Certified Technology Specialist (MCTS)

COMPETENCIES: MS SharePoint 2007, 2010; Windows OS (NT, 98, 2000, XP, Vista, Windows 7); Oracle Solaris Enterprise OS; MAC OS; MS Server 2003, 2008 and Exchange; Firewalls (CISCO, McAfee); McAfee IDS (Intrusion Detection Systems) and Host Intrusion Protection (HIPS); (SCCM) System Center Configuration Manager; Web interface (IIS); DHCP and Static IP configuration; UNIX; Linux, Red Hat Enterprise; Windows server 4.0, 2000, 2003, 2008; Netware; Windows CE .NET/ Palm OS/ Blackberry; Handheld devices (Blackberry, Windows Mobile); Dame Ware NT Utilities; Microsoft Office Suite (Word, Excel, Access, PowerPoint, Outlook, Visio); MS Visio, Project

HARDWARE/ MACHINES/ COMPONENTS: Sequential Access Storage Device (SASD); Direct Access Storage Device (DASD); Magnetic tape/ Hard disk/ Magnetic disk; Redundant Array of Independent/Inexpensive disks (RAID); Storage Area Network (SAN); Expandable Storage Devices; Point of sale devices (POS); Mainframes; Supercomputers

CORE COMPETENCIES: Enterprise management; system patching management; network administration; component-level troubleshooting; asset accountability; life cycle replacement; help desk support; dynamic trouble ticket generation systems; software licensing; government/military computer systems and networks; fiber optics; configuration management; computer security policies; information processing standards.

REFERENCES:

Microsoft

Jebadiah Thames: Network Manager

Email: v-2jeth@microsoft.com
Phone: (214) 837-4563

Cisco
Wayne McCloud: Customer Solution Manager
Email: wayne@mvestco.com
Phone: (832) 508-4224

FleetPride
Matt Perry: Service Desk Supervisor
Email: Matt.Perry@fleetpride.com
Phone: (817) 726-7581

PSR
Vu Ngyuen: Network Manager
Email: vugyuen@psrinc.net
Phone: (214) 538-2130

WAYNE M. CLOUD

Proposed Position: Data Analyst Manager	Proposed Labor Category
Duties: Execute technical and analytical functions to ensure smooth flow in the organization, data mapping, compliance, and statement validation, data summarization, generate Metrics, risk assessment	IT Client Solutions Consultant

QUALIFICATIONS SUMMARY:

Wayne is an experienced Customer Solutions Consultant with significant expertise in the IT industry including in virtualization architectures - cloud computing, VMware hypervisor infrastructure, Cisco UCS product portfolio / NEXUS, virtual machine deployment, high availability and data center robustness. Exceptional skills as a strategic focused, and business oriented Information Management Systems and Project Management professional with diverse knowledge of developing, maintaining, organizing and implementing various software and information system. Wayne’s current responsibilities included administering full life cycle contract and subcontract management, including pre-award, post-award and closeout activities. Direct actual against forecast reports to owner detailing budgets, timeline and scope. Single point of contact while successfully delivering regional projects in a fast-paced, high functioning environment.

SELECTED PROFESSIONAL EXPERIENCE

2011 – Present, Cisco Systems, Inc., Customer Solutions Consultant Manager, Dallas, Texas

- Created, revised and documented back-end business processes used to load patient and physician data into Cisco Patient Connect databases.
- Develop processes and procedures for data mapping, compliance and statement validation.
- Created specialized reports in Jasper Reports to report summarized data for Parkland Memorial Hospital.
- Used Unix terminal along with VI editor to manipulate files and to execute batch processes/scripts manually.
- Analyzed and summarized patient satisfaction survey data and produce yearly reports.
- Supported network connectivity and file sharing using Active Directory.
- Involved in understanding of data extraction, which involves Online Transfer Processing (OLTP) system and centralized database server. Generated weekly and quarterly Metrics to track trends, changes in business climate, and statistical variances. Ensured provision of appropriate analytical support and outcome recommendations for key partners in the business and provided effective project management and delivery of analytics projects. Directed global rollouts of Cisco Remote Expert Solution and Systems for clients including Home Depot, PNC Bank, Comerica Bank, Key Bank. Led design and

multinational rollout of Cisco Patient Connect robust, scalable and secure healthcare Patient Experience Solution, enterprise resource planning (ERP) and point-of-sale (POS) systems for clients including Parkland Memorial Hospital. Provided weekly status to management including progress and action plans for addressing risks/issues/changes. Communicated directly with senior management for external customers to confirm requirements, discuss progress and deliver project deliverables.

Dec 2007-2011 Innovative Services of America, Inc. - Information Technology Consultant and Network Engineer, Dallas, Texas

Involved in understanding of data extraction, which involves Online Transfer Processing (OLTP) system and centralized database server. Worked in conjunction with development team and senior management in preparation of data mapping reports, validation reports, and business reports. Collaborated with data architect, business users, and developer team with validation issues and defects. Worked in conjunction with development team and senior management in preparation of data mapping reports, validation reports, and business reports. Met with customers to gather and document reporting requirements. Acted as a lead driver of the project success, facilitating the resolution of day-to-day business, technical and general project issues. Performed risk assessment, create RFP's, service agreements, and participate in and managed. Supported network connectivity and file sharing using Active Directory. Communicated computer concepts as well as policies and procedures to diverse level of users.

EDUCATION, TRAINING AND CERTIFICATIONS

B.S Computer Science Degree, University of Alabama
VMware Certified Professional (VCP)
Certified Novell Salesperson (CNS) - End-User Computing Sales Specialist
Certified Novell Salesperson Workgroup
Certified Novell Salesperson (CNS) - Data Center Sales Specialist
Novell Certified Linux Salesperson
Novell Certified PartnerNet - Workgroup Specialist
Novell OES Partner Bootcamp

COMPETENCIES: Microsoft SharePoint, SQL Server, Project, Visio, Exchange, Office, Dynamics CRM, Windows Server and Windows OS; MAC OS; McAfee IDS (Intrusion Detection Systems; DHCP and Static IP configuration; UNIX; Linux, Red Hat Enterprise; Ubuntu Desktop and Server; Novell Netware; VMware vSphere, vCenter and EXSi; MySQL; PostgreSQL; Apache and Tomcat; Cisco WebEx, Jaber, Remote Expert Manager (REM), Interactive Experience Manager (IEM), Patient Connect (CPC), AnyConnect VPN

HARDWARE/ MACHINES/ COMPONENTS: Cisco Unified Communications Server, Cisco Routers and Switches, Dell Desktops, laptops, Routers and Switches, Lenovo Desktops, Laptops and Servers

CORE COMPETENCIES: Enterprise management; system patching management; network administration; component-level troubleshooting; asset accountability; life cycle replacement; help desk support; dynamic trouble ticket generation systems; software licensing; configuration management; computer security policies; information processing standards.

REFERENCES:

ISA, Inc
Jamal Forss President of the company
Email: jamal@ISAUS.net
404.691.0058

Vito Amato Engament Manager
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602.617.4914

3(E) Proposed Activities

ABOUT THIS DOCUMENT

The purpose of the document is to outline Moore Financial Services Quality Management approach, Quality Assurance requirements and processes, & Quality Control approach and actions to support the requirements of the Independent Compliance Auditor to assess and report on Herbalife's compliance with and implementation of a judicially-enforceable Stipulated Order for Permanent Injunction and Monetary Judgment ("Order"). Signed by the Hon. Beverly Reid O'Connell, United States District Judge, Central District of California, on July 25, 2016

INTRODUCTION

This document details the quality management system (QMS) that will be employed by Moore Financial Services in executing services to support the customer's needs. The quality management system would ensure that Moore Financial Services consistently delivers quality products/services in a timely manner to the customer.

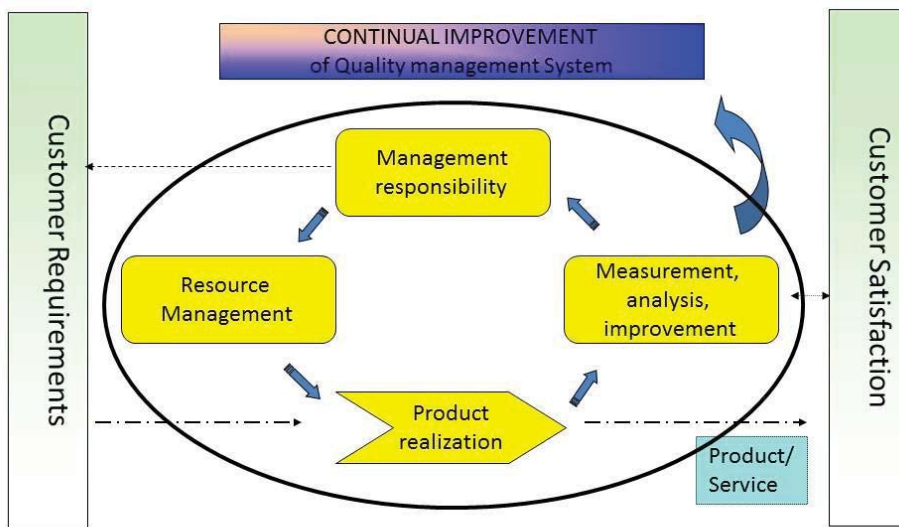
The Quality Assurance Plan (QAP) outlines the organizational functions, process and information flows to ensure that quality is planned-in, monitored and controlled as well as ensuring it is driven from the executive leadership at Moore Financial Services. The Quality Assurance (QA) section identifies project level success factors, requirements and processes necessary to deliver the quality.

The Quality Control (QC) section details actions that are required from each organization, division and person. It will prescribe specific actions for action owners but also generic enough to ensure frequent updates unless the processes change within the QAP.

Moore Financial Services' quality management tenets are consistent with the processes prescribed by ISO 9001:2008 with focus on the Processes that are relevant to the requirements of the FTC that provide the framework to ensure quality of product & services delivered and customer satisfaction. It addresses all aspects including:

- Management Responsibility
- Resource Management
- Product and Service Delivery (Product Realization)
- Measurement Analysis and Improvement

ISO 9001:2008 Framework



The Quality Assurance Plan is developed from a whole company perspective and provides the overall quality guidance. The QAP and QCP are at a project or program level to ensure specific requirements are addressed and involve each employee working on the program/project.

QUALITY ASSURANCE PLAN CONFIGURATION MANAGEMENT

The Quality Assurance Plan is part of the Moore Financial Services' Quality Management System. Revisions to the document have to be approved by Moore Financial Services' Project Managers.

The QAP will be reviewed annually by Moore Financial Services, Management Team and Project/Program Managers to identify areas of Quality Management System improvements. The QCP and QAP section of the document is reviewed monthly by the Moore Financial Services' Management Team and Project/Program managers at a Program or Project level to ensure validity of the quality processes employed and incorporate changes that are appropriate based on review of metrics with focus on continuous improvement and customer satisfaction.

QUALITY POLICY

Moore Financial Services' quality policy is to deliver highest quality services through continual improvement in best practices and consistently deliver Quality and Timely deliverables. **Moore Financial Services' Project Manager** is the owner of the Organizational Quality Policy.

Moore Financial Services, as a financial services organization, will strive to deliver work product that fit the customer's requirements circumscribing the high level policy objectives:

- On-Time Delivery (strive for zero schedule variance)
- Defect free product and service delivery (zero defects)

- On Budget Delivery (strive for zero cost variance)
- High customer satisfaction (Beat customer satisfaction SLAs required by a project)
- Continuous Process Improvement (Measure and Optimize delivery processes)

QUALITY PROCESSES

These are the sequence of activities or procedures to perform certain task. (For example: Project planning). Each of these process are outlined with the input to the process, entry criteria, activities performed, output from the process, and exit criteria etc., These processes are appropriately named for easy retrieval and usage by the intended users. Each of these procedures calls for the respective template, forms, guidelines and checklists as appropriate, in the context.

SPECIFIC PROCESSES

The specific quality processes that would be applicable to this project are:

- Contract Management Process (CMR)
- Customer Management Process (Business Relations)
- Service Delivery Process (Project Management/Product Delivery/Service Delivery)

MANAGEMENT RESPONSIBILITY

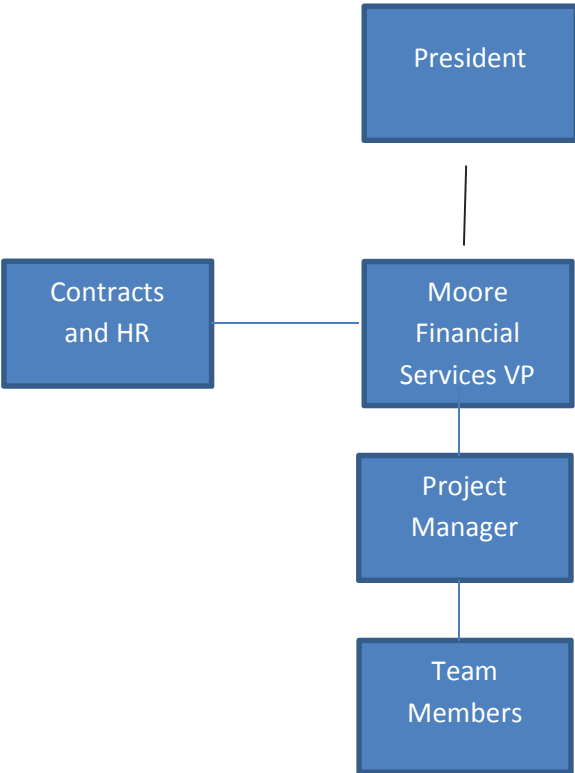
Moore Financial Services' senior management team is involved in the implementation of the company's quality policy. Moore Financial Services' executive management team also allocates resources that are necessary for the successful implementation of the quality policy and ensure commitment to Quality.

Moore Financial Services achieves quality excellence to support Quality Policy by ensuring:

- Management Review of Quality Performance metrics.
- Active customer feedback through strong communication plan and implement customer feedback conforming to customer's contract requirements and clauses.
- Collect actionable data on customer satisfaction and continual improvement to ensure successful implementation of quality policy.

QUALITY ORGANIZATION

Moore Financial Services' quality organization is a flat organization that is headed by the Owner of Moore Financial Services. Each project manager has direct access to key leaders and peers to discuss any quality related issues as they are executing the project.



Moore Financial Services’ Project Manager is custodian of individual quality planning, assurance and control. Each Project or Program Manager has the authority to initiate quality related actions including:

- Collect quality metrics and maintain as required by specific customer requirements.
- Implement corrective procedures to prevent product and process quality non-conformance.
- Verify that implementation of procedures have fixed the quality problem.
- Issue stop work order to ensure continuing quality requirements compliance.
- Serve as the customer liaison for quality related matters to ensure quality product delivery and customer satisfaction.
- Serve as the liaison for the project/program for Senior Management for quality.
- Approval authority on acceptance of quality in deliverables from the team members.

Moore Financial Services executive management is finally responsible for delivery of quality products and services that meet or exceed customer’s expectations and contractual requirements.

QUALITY PLANNING

Moore Financial Services' executive management and line management will be involved in monitoring quality of project delivery by:

- Briefing from Program Manager/Project Manager on the effectiveness of the Quality Program
 - Review of QA and QC sections to ensure its effectiveness
 - Review of Quality Metrics collected from project execution
 - Customer Contract Administration Metrics
 - Schedule Variance
 - Defect Tracking
 - Cost Variance
 - Requirements Stability
 - Customer Satisfaction Metrics
 - Review of non-Conformance reports
 - Status of corrective and preventive actions
 - Review customer feedback and satisfaction metrics
 - Review feedback from execution to see if Quality Assurance Plan needs to be amended as part of continuous improvement process.

RESOURCE MANAGEMENT

Moore Financial Services' executive management will identify and allocate resources required for the successful implementation of quality objectives at a company level, program level and project level. Moore Financial Services' management will provide action owners (team members, PMs and Executive Management) with the appropriate tools and resources to ensure they deliver a quality product consistent with the Quality Objectives.

QUALITY PLANNING

The quality planning in the resource management area relevant to the Quality Processes might include:

- Ability for action owners to communicate with executive management team on quality issues.
- Provide process documentation (review forms, document templates, SOPs, training etc.) to ensure they deliver a quality product and capture quality metrics required at the company, program or project level.
- Provide software programs to capture critical information like time records that will be used in compiling critical quality metrics.

PRODUCT REALIZATION

Moore Financial Services' executive management team, program/project managers and action owners/team members actively collect quality metric measurements during the product realization phase. Moore Financial Services' executive management team and the project manager will review the metrics periodically depending on the type, frequency and schedule of metric measurement. The metrics are dependent on the Quality Processes that are applicable to a specific customer project/program.

CONTRACT MANAGEMENT PROCESS

Moore Financial Services will implement strong contract management processes that ensure contract management performance requirements are addressed with high quality. The quality metrics tracked and controlled for this process include:

- Time Records Metrics
- Contract Communication
- Contract Amendments
- Contract Statutory Requirements
- Special Contract Reporting Requirements

Moore Financial Services' Owner reviews customer contract related quality metrics with the team on a monthly basis to ensure compliance. The action owner, Moore Financial Services PM on quality issues with contract management process is Moore Financial Services' Manager.

CUSTOMER SATISFACTION PROCESS

Moore Financial Services will use customer satisfaction as the key metric in determining that quality deliverables are being delivered to the customer conforming to the contract requirements. Moore Financial Services will be utilizing the monthly meetings with the COR to capture feedback on quality and timeliness of deliverables produced. Each deliverable will be formalized in the Deliverable Acceptance Form that is signed-off by the COR. Moore Financial Services will also collect metrics on Request for Information (RFI) from the Government to ensure it conforms to the requirements specified in the Performance Requirements Summary. Moore Financial Services will be collecting information from the Government Contracting Officer and/or Contracting Officer Representative to compile this metric. Specific steps for Quality Assurance with regards to this process will be specified in the Quality Assurance Plan section of this document.

SERVICE DELIVERY PROCESS

Moore Financial Services will be striving for continuous improvement and consistency in delivering quality and timely deliverables. Schedule Variance, Cost Variance (where applicable), Requirements Stability (where applicable) and Defect free product delivery will determine this aspect of Quality. The quality objective will be to deliver 95% of the deliverables with less than 5% schedule variance and zero defects. Moore Financial Services' manager will establish baselines on schedule, cost (where applicable) and scope. The metrics will be continuously reviewed and compiled by Moore Financial Services' manager. Moore Financial Services' manager will be presenting the metrics to the Senior Management Team on a monthly basis to ensure compliance. The quality assurance plan will detail specific performance requirements for the contract.

Moore Financial Services manager will also implement a comprehensive Software Quality Assurance for the delivery of software work packages to ensure there are no defects in the product delivered. Moore Financial Services' manager will collect metrics on the defects at various stages of the Software Quality

Assurance process namely Component Testing, Functional Verification Testing, System Integration Testing and User Acceptance testing.

Moore Financial Services' manager will implement corrective procedures if there are any quality issues identified in any of the process steps as identified by the defect volume metrics. Moore Financial Services' manager will be discussing these quality metrics with the Senior Management team as part of the Program/Project Status Debriefing held every month.

Moore Financial Services' manager will also be tracking support requests that are fulfilled during the execution of the contract to ensure timeliness in addressing user issues. We will strive to accomplish first call resolution for most issues through developing SOPs and FAQs for frequently occurring support requests.

QUALITY ASSURANCE SECTION

The Quality Assurance (QA) section identifies the tasks required to meet Moore Financial Services' Quality standards as they apply to the CBE Support contract. The QA will be modified as QA requirements are added to the contract. Moore Financial Services' Senior Management's involvement is detailed in this Quality Assurance Section, which will outline the review and revision process for any Quality Management product.

QUALITY ASSURANCE ROLES AND RESPONSIBILITIES

The Moore Financial Services Project Manager (Moore Financial Services manager) assigned to CBE Support project will be responsible for the day to day execution of this plan. The project personnel (action owners/ team members) working with the Moore Financial Services' manager will be familiar with the requirements and ensure they perform their role to ensure the successful implementation of this QAP and provide inputs to the Moore Financial Services' manager to implement the QA section of the QAP.

QUALITY ASSURANCE METHODS

Moore Financial Services' manager will be leveraging Inspection and Review as the primary Quality Assurance methods for this project. All documents produced as part of this contract execution will go through an internal review process to identify any defects or errors. Moore Financial Services' manager will work with the action owner responsible for the deliverable or metric input to take corrective action and ensure conformance.

QUALITY CONTROL SECTION

The QC section outlines the metrics and procedures used by Moore Financial Services to ensure CBE Support Project Requirements are met circumscribing Moore Financial Services' Quality Standards and Objectives. The QC section details specific metrics as outlined in the QA section of the QAP. The procedures are designed to ensure involvement from the Moore Financial Services manager to the support engineers to the Senior Management team at Moore Financial Services to ensure quality deliverables are being produced for this project.

QC ROLES AND RESPONSIBILITIES

The Moore Financial Services manager assigned to the CBE Support Project is responsible for the execution of the plan and the overall success of the plan. The project personnel reporting to the Moore Financial Services manager are responsible for the quality of the deliverables outlined in the PWS governing the project. Moore Financial Services Senior Management will be involved in working with the Moore Financial Services manager to review and approve the quality of the deliverables.

QUALITY METRICS

Moore Financial Services senior management and the Moore Financial Services PM will review the metrics outlined in the Quality Assurance Plan associated with this Quality Control Plan. Moore Financial Services PM assigned to Support Project will email details on the specific metrics to the Senior Management team monthly after the monthly briefing with all stakeholders to update on the quality ratings.

PERFORMANCE REQUIREMENTS METRICS

Deliverable	Due Date	Moore Financial Services Rating		COR Rating (If Applicable)		Remarks
		Delivered On Time	Quality of Deliverable (Consistent with PWS requirements)	Delivered On Time	Quality of Deliverable (consistent with PWS requirements)	
Business Relations	N/A					
Monthly Status Report	4.1					
Time Records	NA					
Support Call Resolutions Trend	N/A					

Project Management Approach

The Moore Financial Services Team will leverage PMI ® PMBOK Compliant Project Management processes to ensure smooth execution of the Independent Auditor tasks. The Moore Financial Services Team will utilize the following high level approach consistent with the PMI ® PMBOK to achieve the aforementioned objectives.

- Initiate
- Plan
- Execute
- Monitor and Control
- Close Out

Project Management Philosophy

The single most critical item that has been identified time after time that affects the success or failure of a project or program is communication, particularly between the customer and the Program / Project Leadership and between leadership and the people working on the project. Since this is the single largest identifiable known risk across many projects, we work extra hard to mitigate it – first by the creation of high performance teams and then by using collaboration technology like SharePoint, Confluence, and Outlook. Our ability to regularly produce positive outcomes with our customers is based on the Moore Financial Serviceteam’s communication plan identified in Section 3: Quality Assurance Plan.

High Performance Teams

Top performing teams are all about sharing data and communicating. We hold communication as a foundational cornerstone to success. From a virtual communications perspective, we rely heavily on email, conference calls, on-site meetings, Altassian Confluence and our Project Specific SharePoint Pages. Microsoft Project will be used as our project management tool.

Project Reporting

The other key Critical Success Factor in Program Success is to follow Project Metrics Reporting best practices that ensure that any negative issues or potential problems with customer projects are anticipated. The Moore Financial ServicesTeam will periodically prepare reports and communicate with various stakeholders IAW the SOW. Moore Financial ServicesTeam will optionally provide access to our internal Project Specific SharePoint Repository or Altassian Confluence that will give a clear view of the status of the project at any given point in time to the INDEPENDENT AUDITOR COR.

Initiate

During this Phase, The Moore Financial ServicesTeam will define the Project Charter and goals. Additionally the Moore Financial ServicesTeam will establish a project schedule (beginning and

ending dates, important due dates) and establish the project basis. The Moore Financial Services Team will identify project participants, including users, support staff, technical staff, management and a project manager. Working with the INDEPENDENT AUDITOR COR, the Moore Financial Services Team identify key stakeholders from the HERBAL LIFE BDE 2014 effort and any other stakeholders that are impacted by the project. We will discuss high level timelines to ensure buy-in and ensure availability of key resources in the INDEPENDENT AUDITOR to support the mapping process. The details will be key inputs to the Planning phase.

Planning

The planning activity will happen simultaneously with the Initiate phase to eliminate any risk in information gaps. Our planning activities ensure that project baselines will be presented to the INDEPENDENT AUDITOR. Signoffs will be based on the task deliverables. The Moore Financial Services Team will do the bulk of the planning activities during this phase including dividing the project into specific sub-projects, tasks (or objectives), identifying external dependencies, logistics, estimating duration for each task, and by assigning resources to tasks. The Moore Financial Services Team will develop the Project Management Plan (PMP) that will govern the Project Management Life Cycle Activities of the project.

Risk Management

The key to managing project risks is early identification and continuous reassessment of those risks using a systematic procedure. Risk Management is the process of identifying project risks, implementing strategies to mitigate or manage them, and designing contingency plans to supplement those strategies should the risk occur. Risk Identification and Management happens throughout the project life cycle. The Moore Financial Services Team will maintain a Risk Register that is constantly updated and integrated as part of the Project Binder. The INDEPENDENT AUDITOR COR will have access to this document in the Project Binder in our Project Specific SharePoint Archive, Confluence or other locations required by court order. The Risk Register and Issue Log will be included as part of the Monthly Report produced by the Moore Financial Services Team. Since an agile approach will be adopted for project execution to produce the deliverables, risks will be identified early and mitigation plans can be developed appropriately. As part of that process, Moore Financial Services has identified the following initial risks based on information in the ROA:

RISK	MITIGATION STRATEGY
Unexpected complexity in systems supported by Herbal Life.	Moore Financial Services Team has strong reach back resources that specialize in the specific areas covered by the contract like database support, reporting, project management and process improvement. The

RISK	MITIGATION STRATEGY
	project team will have the ability to leverage these resources as required.
Resource Attrition during the execution of the project.	Collectively Moore Financial Services Team has over 20 years of experience supporting audit compliances and project management. Moore Financial Services traditionally has very low attrition rate, less than 5%, due to our employee focus, team culture and comprehensive benefit package. If there is attrition during the execution of the contract, Moore Financial Services Team has a recruitment presence based in 4 regions of the United States.
Estimated Personnel Hours not utilized.	Moore Financial Services’ pricing approach is based on our employees being compensated irrespective of billable hours that ensures attrition risk is low.

Communications Plan

The Project Communication Plan is designed to enable communication to the stakeholders of all Stakeholders. As part of the PMP, the Moore Financial Services Team will perform stakeholder analysis to determine key stakeholders, assess their information needs, preferred communication frequency, and preferred communication mode. We will establish a master schedule to provide predictable communication schedule to key INDEPENDENT AUDITOR stakeholders including but not limited to Weekly, Monthly and Quarterly Project Status meetings during planning.

Quality Management Plan

Moore Financial Services’ Quality Management is an integrated part of the Project Planning and Project Execution Phase. Quality starts at the beginning of the project when our Project Manager and Team Members strive to clearly understand the quality parameters for the project as required by the PWS. The quality approach, methods, procedures and metrics are defined in the Quality Assurance Plan and a draft of the plan is included in the Quality Assurance section of this proposal. The plan includes guiding quality principles compliant with ISO 9001:2008 ®, Quality Assurance and Quality Control that is tailored specifically to the critical success factors for the CBE project.

Project Organization Plan

The Moore Financial Services Team’s organization plan is based on the information shared in the ROA and the staffing levels are based on the requirements explicitly included in the ROA. If there are more positions required, the Moore Financial Services Team will work with the COR

and the KO by presenting information about staffing levels required to successfully execute the Independent Auditor on the additional DBS and make necessary contractual and PMP changes.

3(f): Potential Conflicts Of Interest Or Bias

There is no conflict of interest or bias with Moore Financial Services being appointed as an Independent Auditor to assess and report on Herbalife’s compliance with and implementation of a judicially-enforceable Stipulated Order for Permanent Injunction and Monetary Judgment (“Order”) signed by the Hon. Beverly Reid O’Connell, United States District Judge, Central District of California, on July 25, 2016.

3(g): Estimated Costs











