

Annual Report 2019



Virginia's best public resource to help manufacturing and industry
innovate, compete, and grow.

GENEDGE

Message from Board Chair

GENEDGE ALLIANCE has continued to play a key leadership role in improving our Commonwealth's economy, all the while encouraging and developing critical technology and manufacturing growth in the Old Dominion. The continued bipartisan support from our General Assembly has paved the way for more advanced technology jobs and has grown business opportunities for Virginia manufacturers. Our technology base continues to change rapidly and our understanding of how to bridge the opportunity gaps for clients is the core business of GENEDGE.

In the new decade, GENEDGE will increase its reach and uplifting support to the needs of each of Virginia's economic regions. From the mountains to shipbuilding ports, and from peanut fields to data centers, Virginia demands highly specialized consultative leadership and guidance as existing companies add employees and new businesses locate here. The opportunity for greater prosperity and strength to meet future economic challenges will continue to demand uniquely situated job growth generation as delivered by GENEDGE.

It is my honor and pleasure to serve as GENEDGE's Board Chair. I urge all of Virginia's leaders, manufacturers, teachers and industrial professionals to actively get involved with GENEDGE's many programs and continue to make a more prosperous future for Virginians with opportunities for all.



Dr. Wayne P. Stilwell, CEO
Stilwell Technology and Robotics LLC

Governance

The **GENEDGE ALLIANCE Board of Trustees** acts on behalf of the Commonwealth of Virginia, through their appointment by the governor.

Chair and Vice Chair:

Dr. Wayne P. Stilwell, Chair
CEO, Stilwell Technology and Robotics LLC



Jeffrey S. Jaycox, Vice Chair
President / Owner,
Tabet Manufacturing Co.



Board Members:

Dr. Makola M. Abdullah, President
Virginia State University

Ed Albrigo, President
Center for Innovative Technology (CIT)

Peter Bale, CEO & Founder
Sentinel Robotic Solutions LLC

The Honorable R. Brian Ball
Secretary of Commerce & Trade

Matthew Clarke, President & Founder
Clarke Precision Machine

Dr. John A. Downey, President
Blue Ridge Community College

Marc Foglia, President & Co-Founder
NVIS, Inc.

Tamea L. Franco, President & CEO
Global Metal Finishing

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Averett University

Douglas Frost, PE, Senior Vice President
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Aviv Goldsmith, President
Precursor Systems, Inc.

Marilyn Hanover, President
Hanover Business Solutions LLC

Dr. Brian Hemphill, President
Radford University

Roy C. Irvine, Quality Manager
Diversified Converters, Inc. Plt. #5

Jim McEwan, President & CEO
Technology Advancement Group (TAG)

John E. Mead, Chairman of the Board
Master Gage & Tool Co.

Abdelkarim Moharram, Senior Project Developer
Orascom Construction

Dr. Jackie Gill Powell, President
Danville Community College

Wesley Reid, Director of Operations
Integrity Windows and Doors

GENEDGE's vision is to be Virginia's go-to resource that accelerates the growth of manufacturing and technology industrial clusters and quality jobs.

Executive Director's Message

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The final quarter of 2018 proved to be prosperous for our Commonwealth.

Unemployment remains at near record lows, substantially below that of the national average with Virginia held constant at 2.8 percent. Furthermore, initial **Unemployment Insurance (UI)** claims continued to decline sharply at the end of the year and all but five of the twelve major industry sectors saw positive over the year growth according to the most recent **Quarterly Census of Employment and Wages**.^{*} Our core markets of manufacturing, engineering and technology sectors added 8,950 jobs to an approximate total of 329,000 positions statewide. In contrast, rural areas continue to struggle with growth in both new businesses and employment opportunities. The state's workforce capacity is constraining employment growth with not enough qualified workers. In response, GENEDGE redirected focus on how to better meet company needs by strategically enhancing our service model all while maintaining our vision to be a key contributor in helping **ALL** regions of the state realize their growth plans.

Started in 2019, our new **Industrial Development** team was structured to support service expansion statewide with local stewardship through **Regional Growth Managers (RGMs)**. A key role for our RGMs is working collaboratively by partnering with economic development organizations, resource providers, regional assets and third-party resources. In doing so, we become trusted advisors to our clients, helping them to not only identify their growth obstacles, but to also help provide the resources and plans to overcome those obstacles to achieve their business goals.

A critical element of the value that GENEDGE provides is **broad expertise**, which allows us to support a company throughout their journey and enables us to meet them where they are today. Our **Operations Team** has focused on improving consulting services through the development and delivery of relevant practice areas and offerings that address the needs of the companies we serve. We cannot do it alone. As GENEDGE develops new ways to address client needs, we continue to build and leverage partnerships across Virginia. Additionally, we continue to grow a set of premier, third-party independent contractors to provide the right resources, at the right time to our customers.

While much of 2019 has been spent recruiting new talent and building the necessary organizational processes, a critical part of the upcoming year will be implementing the systems and tools that make this platform business model possible. Implementation of a new **Customer Relationship Management (CRM)** system will be integrated with our customer facing applications to gather much deeper market intelligence and uncover new means to better serve our clients.

Soliciting investor support continues to address under-performing subsectors in the economy, as well as promote major opportunities for new and existing cluster growth across the state. Our **MedMMAPSM** efforts builds advanced quality capabilities into the medical device supply chain toward achieving **MedAccredSM** accreditation, leading to long-term global sole source positions for their products. Support continues for the **Tobacco Region Revitalization Commission (TRRC)** to drive entrepreneurial activity by providing strategic growth services to early stage companies by assisting them in arriving at their next stage of growth. Our **DOD Rural Growth** program utilizes DOD funds to help rural companies expand federal business as an opportunity for overall new growth. We are also pleased to have received additional funding for our **DEFENDCUI-VA** program to further provide support for companies in the DOD Supply Chain to address compliance with DFARS 7012 requirements for cybersecurity. These additional program opportunities help us to better position GENEDGE in leveraging a key industry to spur cluster growth by riding the upturn in defense spending.

A great deal of thanks and appreciation is owed to all GENEDGE's team members, to our affiliate MTC and to our investors, partners, clients, and board members for contributing to a strong FY 2019. We are looking forward to more successes in 2020 - as we ourselves continue to **innovate, compete and grow** into a better and stronger organization.



Bill Donohue
President / Executive Director



Bill Donohue
President,
Executive Director



Josh Dawson
CFO,
Business Manager

GENEDGE Leadership



Cindy Glisson
Vice President
of Operations



Dean Young
Vice President,
Industrial Development



Anthony Cerilli
Director,
National Programs

GENEDGE Values Statement

GENEDGE seeks to apply its expertise and share our values in unique ways to develop long-term relationships with our clients and partners.

GENEDGE associates will be guided by the following values:

1. **Work with integrity** (by being responsible, respectful, trustworthy, and with upstanding character)
2. **Work collaboratively** (by embracing differences, encouraging others, supporting teamwork, empowering others, and seeking strong two-way communications)
3. **Always be learning and applying new knowledge** (by being adaptable, flexible, open minded)
4. **Be inclusive** (by being self-aware in all interactions, mutually respectful with others, open and fair-minded, embracing differences)
5. **Think creatively** (focus on doing new things differently, apply new learning and approaches)
6. **Positive Results** (by doing what is right for the client)

^{*}Source, VA Employment Commission, 2018 4th Qtr. Indicators Report

4 Regional Support

Business Model Platform

As we implement our **Strategic Vision for 2021**, GENEDGE is moving to a new business model based on increased collaboration, more modern communication tools, and varying service delivery methods to provide value in the most efficient and effective way possible. Through this model, GENEDGE will work to accelerate growth in technology and industrial clusters and businesses, thereby growing Virginia's GDP while helping to retain and create quality jobs.

Regional Growth Managers

To make the platform model a reality, we have developed a team of **Regional Growth Managers (RGMs)** who serve as trusted professional business advisors engaging directly with senior leaders in manufacturing, engineering and technology companies to better understand their needs. In addition, they maintain relationships with a variety of public and private sector stakeholders to develop and deliver initiatives to improve regional growth and competitiveness. Through a process of engagement and assessment, RGMs work with companies to develop

plans that help them effectively address their obstacles and realize real impact for their businesses. Whether by coordinating access to program resources and partners or by working with our **Practice Managers** to deliver services through information sharing, direct consulting services, third party subject matter experts, or even university-based student intern teams, GENEDGE can provide connections to a broad alliance of quality resources to help Virginia companies *innovate, compete, and grow*.

Southwest Virginia Region 1

Region 1 includes the counties of Bland, Buchanan, Carroll, Dickenson, Grayson, Lee, Russell, Scott, Smyth, Tazewell, Washington, Wise, and Wythe, and the cities of Bristol, Galax and Norton

Target Industries:

Advanced Manufacturing, Agriculture, Food and Beverage Manufacturing, Information and Emerging Technologies, Energy and Minerals

Region 1 Stats:

Total Population	381,015
Total Employment	149,694
Unemployment Rate	4.1%
Median Income Level	\$34,237
Mfg. Establishments	527
Mfg. Employment	17,767



Sam Wolford
Regional Growth Manager
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"Our collaboration with GENEDGE has been integral to the continued growth and process improvement of Lawrence Brothers. In my honest opinion, GENEDGE's work in Southwest Virginia is vital to not only the survival, but to our regional growth as a whole. As a small business owner, the impact of their programs and grants have meant to us a more sustainable business model that has boosted our growth by nearly \$1M in the first year of implementation of our strategic growth initiatives. Moving forward, we anticipate that impact to compound as we continue to work with GENEDGE and other regional bodies to revitalize SWVA as a manufacturing hub and help other small to mid-size businesses grow as well."

- **Melanie Protti-Lawrence, President, Lawrence Brothers, Inc., Bluefield, Va.**



"As the MEP for the Commonwealth of Virginia, GENEDGE contributes to the growth of Paul's Fan Company located in Big Rock. Through GENEDGE support, we completed a Corporate Value Assessment, developed an ISO 9001:2015 QMS, participated in regional economic growth efforts, and GENEDGE is currently facilitating an ongoing growth strategy project. GENEDGE has built trust with our leadership team and key staff promoting enthusiastic participation and buy-in for upcoming strategic projects. Since beginning work with GENEDGE, our business has realized growth in efficiencies, quality, and profitability. GENEDGE has demonstrated a commitment to our success and the economic prosperity of the region. We appreciate GENEDGE and how they continue to help us move our business and region forward."

- **Todd Elswick, President, Paul's Fan Company, Grundy, Va.**



"Our experience with GENEDGE has been very positive. Prior to learning of the services they offer, we struggled to find effective ways to improve our project management skills and create an improved culture of quality. GENEDGE's expertise steered us in the right direction. We are now confident that we understand how to accomplish our goals."



- Ken Piazza, VP/COO/Managing Principal, Draper Aden Associates, Blacksburg, Va.

"GENEDGE's Project Manager James Smith clearly identified our requirements up front, supplied competent personnel to conduct the ISO 9001:2015 GAP analysis, and wrapped up the project assuring all expectations were met. GENEDGE's skill and experience has helped to accelerate our quality system performance and reduce deficiencies. The end result is 'Customer Evident' quality improvements driving increased sales force confidence and overall growth – resulting in more investment and jobs in the Roanoke Valley."



- Wesley Reid, Director of Operations, MARVIN, Roanoke, Va.

"GENEDGE service offerings helped Tyton BioSciences provide a new perspective on our business objective of delivering fiber solutions for improving the circular green renewable value chain."



- Julian Bobe, PhD, Chief Technology Officer & Co-Founder, TYTON BioSciences LLC, Danville, Va.

"GENEDGE consistently provides effective business service solutions for assisting Applied Felts reach our internal company objectives."



- Carl Fleming, CFO, Applied Felts, Martinsville, Va.

Roanoke/New River/Lynchburg Region 2

Region 2 includes cities of Bristol, Covington, Galax, Lynchburg, Norton, Radford, Roanoke, Salem, and the counties of Alleghany, Amherst, Appomattox, Bedford, Botetourt, Campbell, Craig, Floyd, Franklin, Giles, Montgomery, Pulaski, Roanoke, and Wythe

Region 2 Stats:

Total Population	781,648
Total Employment	362,604
Unemployment Rate	3.1%
Median Income Level	\$41,152
Mfg. Establishments	1,247
Mfg. Employment	48,444

Target Industries:

Manufacturing (basic and advanced), Life Sciences and Health Care, Food and Beverage Processing, Emerging Technology and IT



James Smith

Regional Growth Manager
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Southside Region 3

Region 3 consists of the cities of Danville and Martinsville, and the counties of Amelia, Brunswick, Buckingham, Charlotte, Cumberland, Halifax, Henry, Lunenburg, Mecklenburg, Nottoway, Patrick, Pittsylvania, and Prince Edward

Region 3 Stats:

Total Population	373,322
Total Employment	153,265
Unemployment Rate	4.0%
Median Income Level	\$33,846
Mfg. Establishments	498
Mfg. Employment	18,027

Target Industries:

Advanced Manufacturing, Healthcare, High-Value Natural Resource Products, Professional Services, Business Services, and IT Data Centers



John Hagwood

Regional Growth Manager
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Regional Support

Central Virginia Regions 4 & 6

Regions 4 consists of the cities

Colonial Heights, Emporia, Hopewell, Petersburg, and Richmond, and the counties of Charles City, Chesterfield, Dinwiddie, Goochland, Greensville, Hanover, Henrico, New Kent, Powhatan, Prince George, Surry, and Sussex

Region 6 consists of the city of Fredericksburg, and the counties of Caroline, Essex, Gloucester, King and Queen, King George, King William, Lancaster, Mathews, Middlesex, Northumberland, Richmond, Spotsylvania, Stafford, and Westmoreland

Region 4 Stats:

Total Population	1,262,655
Total Employment	622,715
Unemployment Rate	3.0%
Median Income Level	\$51,575
Mfg. Establishments	1,751
Mfg. Employment	39,958

Region 6 Stats:

Total Population	508,626
Total Employment	231,258
Unemployment Rate	3.1%
Median Income Level	\$44,058
Mfg. Establishments	518
Mfg. Employment	7,956

Target Industries Combined:

Advanced Manufacturing, Food and Beverage Processing, Healthcare/Life Sciences and Biosciences, Information Technology, Emerging Technologies, and Logistics



Aimee McCarthy
Regional Growth Manager
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amccarthy@genedge.org

"GENEDGE has influenced multiple projects over the last year. From ISO 14001 certification, to starting our Lean/5S journey, to OSHA 10 training – we've had nothing but positive experiences that propelled our company to new levels in each of those areas. We were also fortunate enough to be paired up with an expert in the environmental and safety fields that not only helped our company improve immensely, but also became a professional mentor to me."

- Anna Clark, Director of Business Quality and EHS&S, CHT USA, Inc., Richmond, Va.



"I very much appreciated the quick response and availability of the GENEDGE team to help look at our manual processes. This work inspired several members of our team to pursue formal training in Lean / Six Sigma."

- Bob Beckler, Chairman, Temperpack™, Richmond, Va.



Hampton Roads Region 5

Region 5 consists of the cities

of Chesapeake, Franklin, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach, and Williamsburg, and the counties of Accomack, Isle of Wight, James City, Northampton, Southampton, and York

Region 5 Stats:

Total Population	1,727,781
Total Employment	786,346
Unemployment Rate	3.3%
Median Income Level	\$45,720
Mfg. Establishments	1,928
Mfg. Employment	89,095

Target Industries:

Advanced Manufacturing, Cybersecurity/Data Analytics/Model-Sim, Logistics/Port Operations/Warehousing, Shipbuilding and Repair, Water Technologies and Unmanned Systems and Aerospace



Steve Holcomb
Regional Growth Manager
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"GENEDGE was a great experience for our company and very, very helpful. They were excellent guides and facilitators that helped us focus on prioritizing the elements needed to be successful and grow. Our company was a bit different than the usual companies [very young, very small high tech], but they were able to adapt their tools to provide great insight on the project."

- Bill Cumbie, CEO & Founder, PANCOPIA, Inc., Hampton, Va.



"I really appreciate all the work and patience GENEDGE had with us. We have not moved far yet, but did get [some large, high cost equipment] ordered. We are still talking about building sizes and shapes with [the owner]. We also submitted for some funding and are now waiting approvals, but now we have a vision and can work to move forward."

- Ken Mebane, Vice President, Colonna's Steel America, Norfolk, Va.



"GENEDGE has been a strategic partner in ESI's growth and development since 2008. Quickly differentiated from 'traditional' consultants with cookie cutter approaches, the GENEDGE team continues to deliver real bottom line impact. Initially GENEDGE was called upon to help us leverage years of innovation to hone and hyper-focus our business model, value proposition and right-fit customer. GENEDGE has since worked with ESI through strategic planning, marketing, manufacturing scaling, business process and product development. In all my years as an entrepreneur and prior years in 'top-5' corporate America, you won't find a more effective, value driven partner for your business."



- **Alexander C. Marcus, President & CEO, ESI Total Fuel Management, Ashburn, Va.**

"Tiber Creek Consulting has worked with GENEDGE on multiple initiatives including a partnership in helping us better understand, assess, and implement the DOD DFARS 252.204-7012 regulation and its requirements to comply with the NIST SP800-171r1 standard. GENEDGE's support of the Virginia Small Business Defense contractor landscape will ensure these businesses can continue to do business with the DOD. GENEDGE has also helped our organization identify and explore additional synergies within our state such as collaborating with the BRCC's GoVirginia Cyber Grant Program to train in cybersecurity and provide employment opportunities to program graduates within the Shenandoah Valley region. Our partnership with GENEDGE has directly increased overall revenue, assisted in our go-to market strategy for our software solution, and provided a supply of qualified cybersecurity experts for our organization and clients."



- **Asfand Ozzie Saeed, Director of Cyber Operations, Tiber Creek Consulting, Fairfax, Va.**

"While our formal GENEDGE impact statement tells a story of our level of satisfaction for GENEDGE's efforts working with us, we want to relay our appreciation for guiding the discussions over the past several months – a very informative and worthwhile effort. We want to stay engaged with GENEDGE as we grow and scale, not only to have a fresh set of eyes in our planning, but also to help maximize our potential with available GENEDGE resources."



- **Mike Tyson, VP Programs, Dynovis, Inc., Fairfield, Va.**

"XDOT has done several marketing and business development projects with GENEDGE over the past 5 years. We have been very happy with their ability to provide us with high quality resources that are a great fit to our evolving needs, and at a budget level that works for us as a small business. We expect that GENEDGE will continue to be an important resource as we grow."



- **Erik Swanson, PhD, PE, President & Founder, XDOT™ Engineering // Analysis, Charlottesville, Va.**

Northern Virginia Region 7



Dean Young

VP, Industrial Development
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Region 7 consists of the cities Alexandria, Fairfax, Falls Church, Manassas, Manassas Park, and the counties of Arlington, Fairfax, Loudoun, and Prince William

Region 7 Stats:

Total Population	2,515,053
Total Employment	1,301,155
Unemployment Rate	2.4%
Median Income Level	\$74,835
Mfg. Establishments	2,714
Mfg. Employment	55,131

Target Industries:

Computer Services, Cybersecurity, Consulting Services, Financial Services, Engineering Services, Life Sciences, and Research Organizations

Shenandoah Valley/Blue Ridge Regions 8 & 9



Steve Dalton

Regional Growth Manager
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Regions 8 consists of the cities of Buena Vista, Harrisonburg, Lexington, Staunton, Waynesboro, Winchester; and the counties of Augusta, Bath, Clarke, Frederick, Highland, Page, Rockbridge, Rockingham, Shenandoah, and Warren

Region 8 Stats:

Total Population	538,346
Total Employment	248,553
Unemployment Rate	2.9%
Median Income Level	\$40,052
Mfg. Establishments	803
Mfg. Employment	35,084

Region 9 Stats:

Total Population	432,939
Total Employment	208,404
Unemployment Rate	2.6%
Median Income Level	\$48,154

Region 9 consists of the city of Charlottesville, and the counties of Albemarle, Culpeper, Fauquier, Fluvanna, Greene, Louisa, Madison, Nelson, Orange, and Rappahannock

Target Industries Combined:

Financial and Business Services, Healthcare, IT/Communications, Light Manufacturing, Transportation and Logistics, Biotechnology and Biomedicine, Food and Beverage Manufacturing

8 Subject Matter Expertise



IT & Cybersecurity

Concerned about protecting your proprietary and confidential information? We've all heard about companies who lose confidential information, have information held for ransom, and lose proprietary information. GENEDGE uses a risk management framework to help assess your company's risks and develop a plan to protect your critical information. In addition, we can help you comply with specific Cybersecurity requirements like the Dept. of Defense DFARS 7012 requirement to meet the NIST 800-171r1 guidelines to protect Classified Uncontrolled Information (CUI).



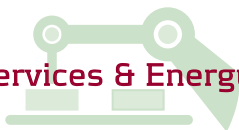
Quality, Risk, & Safety Management

Do your customers or new market opportunities require a quality system compliant to an established quality or safety standard? GENEDGE can help your company develop a quality system, audit an existing system, and identify potential solutions to close system gaps.



Supply Chain Management

Need to make significant cost improvements and believe you've exhausted internal opportunities? Need better reliability in your supply chain? Want to make supply chain decisions based on total cost and known risks?



Engineering Services & Energy Management

Need support for engineering projects? Can't find adequate technical resources? Want to improve your energy or environmental footprint? Let GENEDGE help with project management, plant layout, new equipment sourcing and install.



Strategy, Market, & Commercialization

Is your strategy and future unclear? Are there too many competing opportunities to determine a clear path forward? GENEDGE helps businesses clarify the future and the bold steps needed to get you there. Do you have problems that require a new approach, new thinking to reach a new level of performance? Whether it's new products, new processes, or a new business model, GENEDGE helps companies identify innovative solutions and develop an execution plan.



Process Improvement

Want to deliver better quality, on-time, at a lower cost while investing in your people? GENEDGE provides training and coaching to your team members who will work on your top roadblocks to achieving better customer satisfaction and operating results.



Advanced Manufacturing Technologies

Is there new technology or technical expertise that you believe could help your business compete and grow? Are you interested in learning more about newer approaches and technologies such as Industry 4.0 or robotics?



Organizational Development

Are you able to attract and retain the right people? Are your employees engaged and do they work collaboratively, as a team? Is communication a two-way street? Do associates know their responsibilities and how they contribute to company goals? Is your organization ready to make the necessary changes to reach your vision?

GENEDGE Operations



Michael Levy

Strategy, Market, & Communication,
Practice Manager



Roy Luebke

IT & Cybersecurity,
Practice Manager



Jeff Shook

Engineering Services &
Engineering Management,
Practice Manager



Pete Miles

Advanced Manufacturing
Technologies, Practice Manager

GENEDGE Key Contributors



Paul Bolesta
Project Manager



Frank Watson
Project Manager



Tom Zbell
Project Manager

**GENEDGE recognizes Paul, Frank, and Tom
for their many years of commitment and dedication.**

Together they not only displayed leadership, service and dedication, but also have directly contributed to the success and growth of our organization. Their contributions and friendships made during their tenures will never be forgotten and we wish them well in their new endeavors.

Linda Lancaster
Marketing &
Communications
Manager



Mindy Priddy
Marketing &
Outreach Specialist



GENEDGE Marketing



Brenda Bowman
Office & Security
Manager



Cindy DeOms
Systems
Administrator



Valerie Simpson
Executive Assistant,
Client Liaison



Connie Sharpless
Customer
Operations Specialist

GENEDGE Support

Key Alliances & Partners 9

Nelson Teed
Executive
Director



Shawn Wildman
Senior Project Manager



Kevin Mumpower
Senior Project
Engineer

Linda Newman
MTC Executive
Assistant



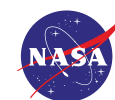
Vicki Delp
MTC Business &
Grant Coordinator

GENEDGE affiliates include the **Manufacturing Technology Center (MTC)** in Wytheville, Va., a premier network of over 50 **MEP National Network™** centers, and a broad community of third-party service providers.

GENEDGE operates through **key alliances** and **partnerships** for specific markets and sectors to affordably deliver top and bottom line growth assistance. Below are examples:



OLD DOMINION UNIVERSITY
Batten College of Engineering and Technology



10 How We Deliver Value

In the long journey to growth, GENEDGE is with you every step of the way.

Chartered by the Commonwealth of Virginia, GENEDGE deploys and assists Virginia's industries quickly with their toughest challenges. When the road to growth gets rough, GENEDGE is your trusted advisor and resource for solutions - no matter where you are in your journey.

Recruit, train, and retain the best workforce.

GENEDGE helps your organization identify and prioritize key resource needs and best practices for workforce development, employee selection, and training to drive success in your specific company situation.

"Process" is the most important word in strategic execution.

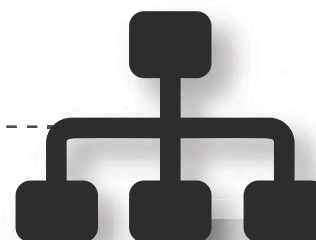
It's not enough to boast the best quality. Leadership is responsible for ensuring that the organization's people are empowered to execute quickly – and on-time – with well-defined processes that drive overall team success, and ultimately the fastest delivery possible to satisfy customer's needs.

Solid quality systems are your key to market credibility.

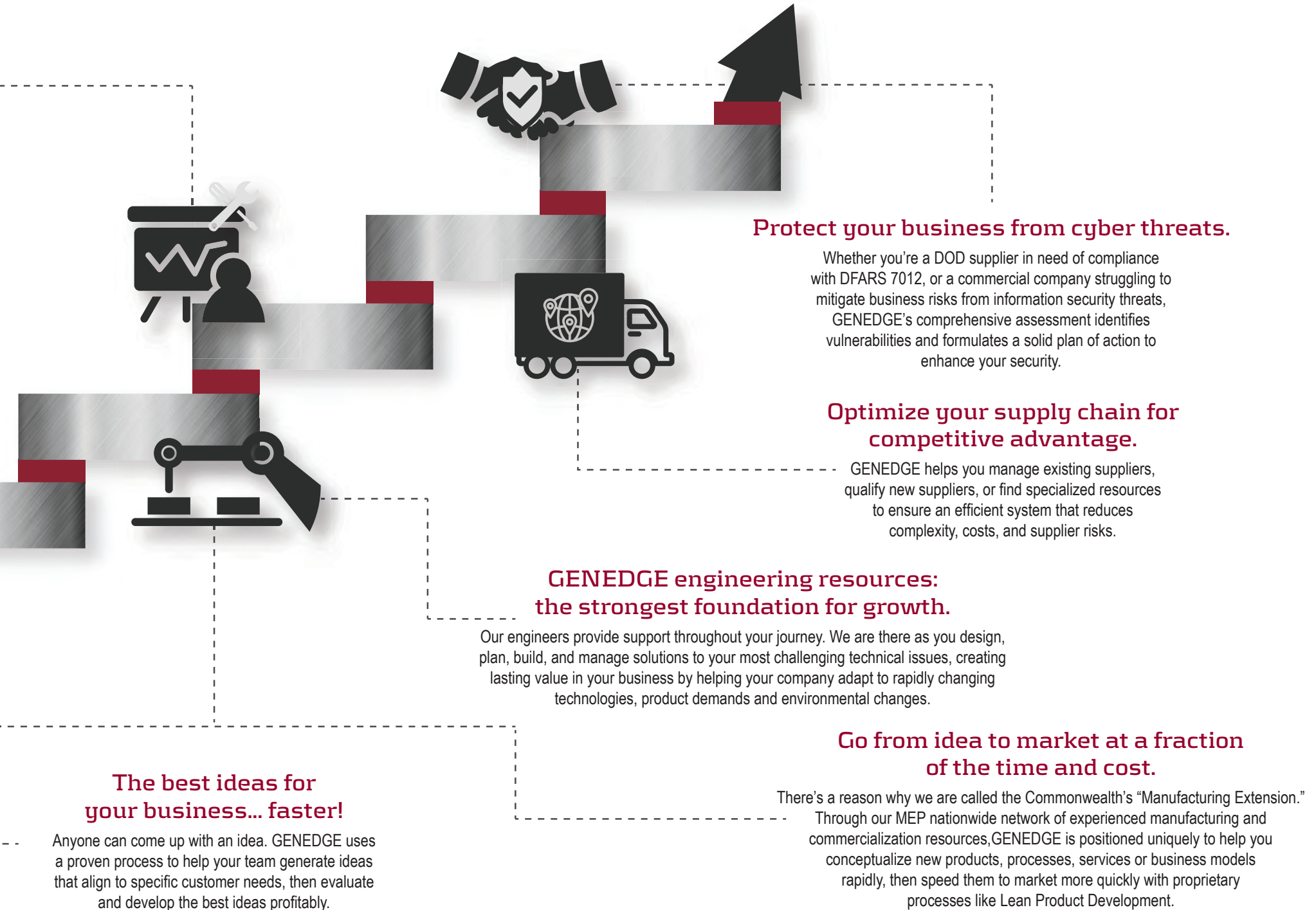
The ability to retain customers as well as gain market share are directly related to how customers perceive quality. GENEDGE is the leader in Virginia in providing a variety of quality system certifications to hundreds of companies, allowing them to enter new markets – both DOD and commercial – at lightning speed.

A shared leadership vision is the essential first step for your company's future.

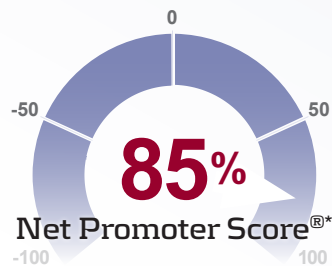
GENEDGE works with your leadership team to isolate key trends affecting your markets so you can act confidently with the right resources in place to meet your growth objectives.



How We Deliver Value 11



12 Return On Investment

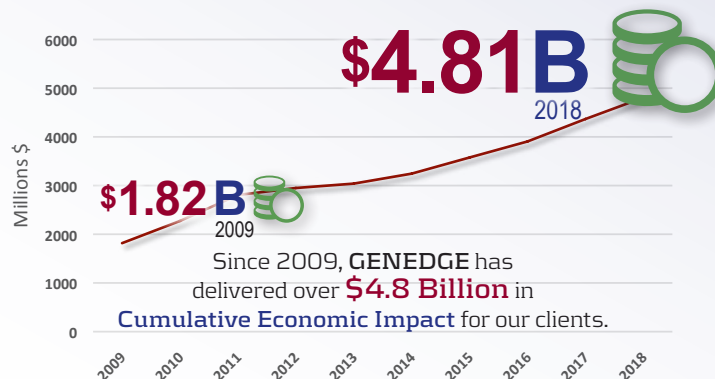


Net Promoter Score®*

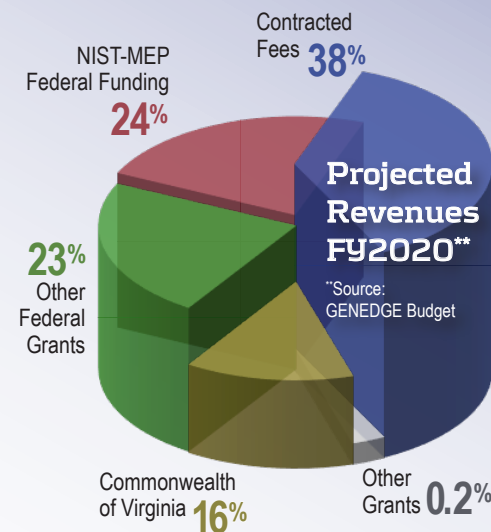
*Yearly percentage of clients surveyed that rated their **customer experience well above industry benchmarks of 40-45%** and indicate a strong likelihood of recommending **GENEDGE** to another company or colleague.



For every **\$1** dollar invested in **assistance and service...**
\$25 is returned to the client's **bottom line impact**.



Since 2009, **GENEDGE** has delivered over **\$4.8 Billion** in **Cumulative Economic Impact** for our clients.



Projected Revenues FY2020**

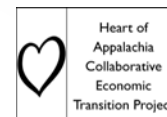
**Source: GENEDGE Budget

2000-2019 GENEDGE Client Impact***



***Source: U.S. Department of Commerce / Independent Survey of Clients

Funded Programs



Contact Us
in

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INNOVATE | COMPETE | GROW