



Innovations in Quality

CTG's commitment to total quality management

The Innovations in Quality Program

CTG was one of the first—and remains one of the few—companies to design and implement a comprehensive Total Quality Management (TQM) program. CTG's program, called Innovations in Quality (IQ), guides CTG employees worldwide in qualifying opportunities, delivering projects on time, hiring the right professionals, and ensuring that customer requirements are fully satisfied.

CTG IQ and ISO 9001

ISO 9000 is a series of quality management and quality assurance standards published by the International Organization for Standardization. CTG has chosen the ISO 9001:2000 standard for the CTG•IQ program because it includes design and development, a significant function of our managed services.

CTG has elected to have our quality system and its implementation formally assessed by an independent registrar, or auditor: Bureau Veritas Quality International (BVQI). This registration is valid for three years, after which it must be renewed.

CTG•IQ ensures that our services are delivered at a level of quality unparalleled in the industry. What is more, clients can be confident that our commitment to quality is as real as it gets. Every year, all aspects of our operation are scrutinized, on site, by an external, independent registrar to ensure that we continue to have the right to say, "We are ISO 9001-certified."

CTG Quality Processes

All CTG projects and services are based on formalized, proprietary methodologies that ensure standardized, repeatable approaches to delivering information technology solutions. Our methodologies include:

Project Management: This methodology defines the activities, steps, and roles required in conducting a project, including setting and understanding a client's needs and expectations, planning the work, tracking and monitoring its execution, regularly reporting on engagement execution, and fulfillment of quality assurance requirements. Successful project management ensures that deliverables CTG produces for our clients are timely, cost-effective, and in full compliance with requirements and expectations. Used in conjunction with all other proprietary CTG methodologies, the Project Management Methodology regulates project management tasks that are common to all projects; as a result, those tasks are excluded from other CTG methodologies.

Engagement Management (meeting client needs): This process ensures that client expectations and success criteria are fully understood. It uses a Service Quality Assessment to define customer expectations at the outset of the engagement, and then to periodically measure how well we are meeting those expectations throughout the project.

Recruiting (staffing with the right people): Our recruiting process ascertains that all CTG personnel staffed on the engagement are equipped with the technical skills and personal characteristics required by the nature of the work and the client organization's culture.



Human Resource Management (retaining the right people): CTG's management process ensures that employees clearly understand job expectations at the start of each assignment. It also helps our people formulate personal development action plans for acquiring and expanding the skills and experience they need to achieve their career goals.

Performance and Service Level Agreement (SLA) Reporting: This quality process defines how and to whom CTG will report performance and progress relative to the agreed-upon service levels. CTG's proprietary tool is used to track work and time and provide custom reports to the client.

Transition: This process guarantees a seamless transition of maintenance responsibilities from the client to CTG. It addresses all aspects of the transition—from obtaining security badges to learning the client applications. The knowledge transfer is designed to minimize demands on the time of client staff and to deliver usable application documentation.

Production Support: The production support process defines how CTG will respond to disruptions in day-to-day operations. It sets client expectations, defines service levels, and provides mechanisms for tracking the service provided.

User Consulting: This process defines how CTG will respond to day-to-day questions from users, sets expectations with respect to service levels, and establishes how time is to be tracked.

Software Development: These processes govern the definition of requirements from users, approvals, the analysis and design of software, the standards that will guide coding, testing requirements, software quality assurance, and system implementation.

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