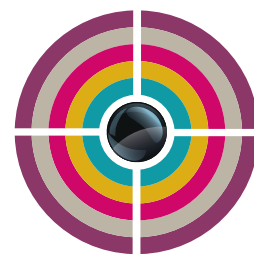


QUALITY MANAGEMENT



Are you regularly involved in IT projects in your organization? Then you know that quality is important for both intermediate and final products, but also when the project is finished. If your IT organization provides high quality output, your end users, your clients and your shareholders will be happy.

Easy?

This may sound like an easy job, until you realize that your business results are increasingly dependent on IT. Your business does not only direct the IT activities, but IT also has an increasing direct impact on your business activities. Defining your requirements in such a way that IT can design and build a suitable solution already is a challenge. This becomes even more complicated when IT starts impacting your business activities. Quality management helps you to keep this complexity under control.

What is Quality management?

The purpose of your primary process should be to provide clients with the right products and/or services. The responsibility of management is to assure the existence of the organization by offering the right product at the lowest cost. Quality management plays an important supporting role in this process. It provides insight in the processes and any weaknesses. It also stimulates the dialogue between operation and management and it supports management and operation where possible.

But how can you ensure quality? How do you know that you are on the right track? Fortunately you do not have to do it all by yourself. ViQiT has extensive experience with activities at the interface of Business and IT. We are second to none in finding the right answer to the question you have. We do not take anything at face value, but we listen carefully and continue to ask questions until we find the root cause of the problem.

How can ViQiT help you?

ViQiT provides Quality management services. We divide these services in three areas of attention (*ref. figure 1*):

- Process quality
- Project quality
- Product quality

Within these areas some components will overlap, but each area has its specific focus.

Process quality

The goal of process quality is to assure that the organization is provided with the most efficient and effective IT services. We achieve this by assuring and optimizing IT related processes. ►

“We asked the support of ViQiT for the realization of Quality Assurance. The effectivity of our internal projects has been improved considerably with the added knowledge of ViQiT.”

**Willem van Loenen
Martinet**

Coördinator Expertise
Centrum, Rijksdienst voor
Ondernemend Nederland
(RVO.nl)

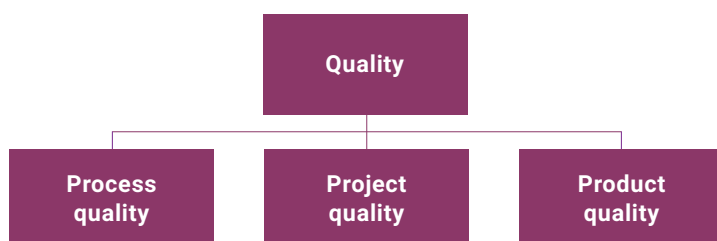


Figure 1:
The focus areas for quality management

For this we use process models such as ITIL, CMMi, ASL and BiSL. When possible we connect with quality models that already exist within the organization.

Project quality

Here we focus on the various aspects of a project. You can think about project management processes, scope, dependencies, risk management and acceptance of (partial) products. But also transition to the operational organization and business case validation are important topics.

Product quality

Here we focus on the quality of software products and intermediates. The goal is to ensure and improve the quality of these products. We do this by applying audits, reviews, inspections, code inspections, tests, etc.

Continuous improvement process

The common denominator of these areas in quality management, is that ViQiT strives for a process of continuous improvement. What is sufficient today can be quite different tomorrow. To assure quality and provide continuous improvement ViQiT uses proven methods such as the Deming Quality circle (ref. figure 2), Lean, Six Sigma, ISO, BSC, etc. Of course we select the method which suits your organization and the actual situation.

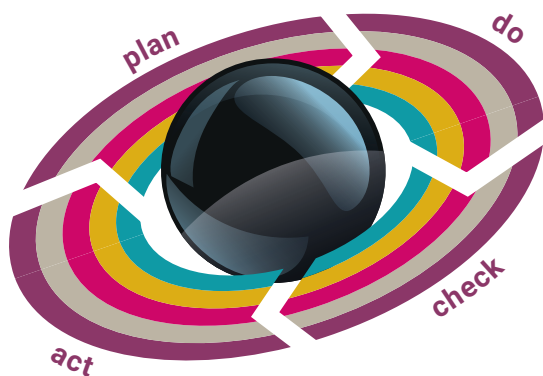


Figure 2:
The Deming Quality circle

We can imagine that you would like to know more about ViQiT's services regarding Quality management. Do not hesitate to contact us, we will be happy to discuss this with you.

The services ViQiT provides:



Consultancy

We advise about the various elements of Quality management. We organize processes and perform quick scans, audits, reviews and inspections on your processes, project or product.



Staffing

ViQiT executes work and activities regarding Quality management based on time and material calculation. We take on roles of auditor, quality -, improvement -, project -, program -, or process manager.



Sourcing

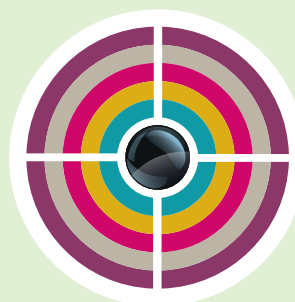
You outsource your Quality management activities to ViQiT on a fixed price basis. We can example implement a complete quality management system. We can also carry out quick scans, audits, reviews or inspections.



Training and coaching

ViQiT trains your colleagues and coaches them during quality management activities. We also offer standard training as well as tailor made modules based on your specific requirements.

What we do in IT:



- Client
- Project definition
- Application Lifecycle
- Governance
- Improvement management
- Quality management

ViQiT

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