



Quality Assurance Practices and Metrics in CCSi

“In Japanese, the same word — Okyakusama — means both ‘customer’ and ‘honorable guest.’ Disney World has always thought of its customers as its ‘guests,’ and many companies address their customers as being part of their ‘family.’ Customers in today’s market place are looking for the special treatment that typically honors guests — and they are receiving it.”

— Capezio and Morehouse

The Founder/CEO Dr. Manju Bewtra formed CCSi to bring the cost effective-complex computing services to the Federal Government with the similar ‘Family Treatment’. Since the formation of the Company in 1992, Dr. Manju Bewtra has been a proactive advocate of Quality Practices in all aspects of Services and System Development. Hence, CCSi has an ‘Internal Quality system’, which has been at work since the advent of the first project. This ensures that our clients continue to receive this ‘honorable guest’ treatment.

Dr. Bewtra formulated the following CCSi Quality policy on 8/15/2001 based on her thoughts on this Quality System:

“We believe Quality is a natural result of Process Control.

We strive for Total Control of all our Processes.

We challenge ourselves to achieve this Control by:

- *Understanding the benefits and continuously improving our Processes*
- *Fitting various Processes together*
- *Relating Processes to Assignments*
- *Meeting Customer Needs and Expectations Every time. ”*

CCSi’s Quality System is a sum total of the simplicity and commonsense in services, system development, and general administration principles around the logistics of integrated management, namely keeping accurate records and performing simplified procedures for performing various tasks. This has not only increased our efficiency in overall Project Management but has consistently helped CCSi staff to reduce the time taken to perform a Project, related services or development task, or an Administration function.

CCSi strongly believes that the key pre-requisites for successful Management, Operations, Development and Implementation Services on a Project are:

- a) Complete understanding of customer's requirements and translating the same into a sound technical solution,
- b) Utilizing the latest, easy-to-use, and flexible techniques, tools and technologies,
- c) Deploying committed, experienced, and qualified staff, and
- d) Developing and following a sound management plan, with well-defined work decomposition, schedule and phases.