

Approach to Quality Assurance

IBM has an overriding commitment to the quality of the products, solutions, and services we provide to our customers; quality is recognized as a fundamental component of the value that all customers receive from IBM. IBM leaders are responsible for establishing objectives and using measurements to drive continual improvement in quality and in customer satisfaction, and our personnel are expected to contribute to continuous improvement as an integral part of our quality management system.

Integrating quality into IBM delivered products, services, and solutions is achieved through the strict discipline and application of proven program management and development methodologies. IBM's approach to quality management is based on our Global Quality Framework that defines core corporate quality processes with quality planning, quality assurance and quality control components. This framework is designed with a tiered approach, with responsibility for setting Quality Policy and direction residing at IBM's Corporate level, and refinement of specific quality programs at the business unit level.

IBM Global Services Quality Assurance includes both an organization and project focus, including business, project and technical quality processes that focus on risk management and continuous improvement. Our standard project management methodology incorporates these base processes, resulting in a common and consistent quality approach that is built into each project's management system. Independent Risk Management representatives who are specially trained in project management and the QA discipline review projects at set points of the lifecycle in order to recognize, contain, and mitigate any risks that could jeopardize the quality or success of a project.

IBM's commitment to quality is measured in several ways: through specific certifications of those in leadership and QA roles, through external quality certifications, appraisals and awards, through our internal QA processes and customer satisfaction programs, and through the execution of organizational continuous improvement programs.

Certifications and Assessments

As a leader in innovation, IBM has been at the forefront of development and participation in quality practices, including appraisal at Level 3 of the SEI Capability Maturity Model Integration® (CMMI) for Systems Engineering/Software Engineering (CMMI-SE/SW) and Global ISO 9001:2000 registration.