



Registration Process for Quality Certification



1. REGISTRATION PROCESS FOR ISO 9001:2000 CERTIFICATION

PSEB has been communicating with the industry regarding this program through the national press, exhibitions, and bulletins in the past. The majority of available slots have now been filled. PSEB has discontinued the registration process in July 2005. For the sake of completeness, however, the registration process involved is given below:

1.1. Registration Form

In order to register for this program, software companies are requested to apply on the prescribed form along with the supporting documents mentioned in the form.

1.2. Consultancy

Upon selection, the IT companies are asked to select an ISO consultancy company of their choice from PSEB's approved panel of ISO consultants. In the next step, a trilateral agreement is signed between PSEB, the IT Company and the ISO consultancy company to govern the execution of the consultancy work. Depending upon the size of the company and the consultant selected, the total cost of an ISO consultancy ranges from Rs. 80,000 to Rs. 120,000. PSEB bears 75% of the total cost.

The list of ISO consultancy companies is as follows:

Table 1 List of Consultants

ISO 9001-2000 Consultants	
Company	Telephone
Abacus Consulting	042-5884981
House of Quality	051-2291403, 051-2260447
KMRSRIR	051-2821504-5,2821533-4
NUST Consulting	051-2103425-27
Pakistan Institute of Quality Control	042-5140001-2
Path Finders	042-6667857
Quality Systems	021-4387614-7, 042-5856809
Quality Management Systems 9000	051-2107288
Quality Professionals	042-5715973, 0425715953

1.3. Implementation

The participating IT companies develop and implement an ISO 9001:2000-compliant system according to the consultant's prescribed guidelines. PSEB closely monitors the implementation process and ensures the removal of any bottlenecks.

1.4. Audit

After the implementation of the ISO 9001:2000-compliant system, the consultant informs PSEB that the IT company is prepared for a final audit. PSEB conducts an internal audit through its own team to independently verify the consultant's opinion.

The IT companies are then asked to select an audit body from PSEB's approved panel of ISO auditors. The standard cost for an ISO audit is Rs. 95,000, and PSEB bear 75% of the total cost. A separate trilateral agreement is then signed between PSEB, the IT company and the ISO audit body.

The audit body conducts a pre-audit and identifies non-conformities, if any. The consultancy company then works with the IT company to remove those non-conformities. The audit body then conducts a formal ISO 9001:2000 audit of the IT company, and issues a certificate if no major non-conformity is discovered. The list of PSEB's approved audit bodies is as follows:

Table 2 Auditors

ISO 9001:2000 Auditors	Telephone
BVQI	021-5876795, 5866044
DNV	021-4390026-27
MOODYS Intl	042-111-284-284

2. REGISTRATION PROCESS FOR COPC CERTIFICATION

The registration process for the second phase of COPC certification has now been closed. For the sake of completeness, however, the process is described below:

2.1. Upon advertisement in national press and complete Registration Form

PSEB solicits ITeS companies' Expressions of Interest (EoIs) regarding this program through the national press. In order to register for this program, ITeS companies are requested to apply on the prescribed registration form along with the supporting documents mentioned in the form.

PSEB's technical committee's selection criteria include:

- Number of Customer Services Representatives (CSRs) working full-time for the company
- Number of months in the business
- Demonstrable annual revenues as verified through the State Bank of Pakistan (SBP)
- Number and size of international clients

The disqualification criteria include companies which do not have:

- Valid PTCL registration to operate an offshore ITeS in Pakistan
- Valid membership of PSEB and PASHA
- Any international clients

2.2. Consultancy Services

As a result of a formal selection procedure, advertised nationally, PSEB has engaged the services of the following company in order to provide COPC consultancy services to the selected companies. These services include reviewing company operations and providing feedback and coaching to the management about the processes that need to be followed to qualify for COPC certification:

2.3. Stress Test Audit

PSEB arrange companies' stress test audit as pre-assessment, ensuring the organization's readiness for the final certification.

PSEB arranges a final certification audit for participating companies.

The COPC certification process for the following companies is currently underway:

Table 3 COPC Certification

Companies undertaking COPC Certification	
Company	Telephone
Alt-Source Communications	5302273-77
Call Central	2823250
Ovex Technologies	2871171
Touchstone Communications	111-111-044
The Resource Group (TRG), Lahore	042-111-874-874

Four more companies have been chosen for the next phase, and the process of selecting a COPC registered coordinator to provide these companies with consultancy services is underway:

Table 4 Companies selected for second Phase

Companies Selected for second phase of COPC Certification	
Company	Telephone
AMZ Access	021-4391340-9
Arwen Technologies	021-2651513-15
Voxel Communications	051-2822938
The Resource Group (TRG), Karachi	021-111-874-874

3. PSEB's CMMI INITIATIVE

In May 2004, PSEB launched the first phase of the program, aiming to assist 5 companies in achieving CMMI level 3 or above. After a rigorous selection process, the following IT companies were selected for support:

1. NetSol Technologies (Pvt.) Ltd
2. Xavor Pakistan (Pvt.) Ltd
3. Systems (Pvt.) Ltd
4. KalSoft (Pvt.) Ltd
5. Digital Processing Systems

As a parallel activity, PSEB also selected the following companies to provide CMMI consultancy and appraiser services to the above-mentioned IT companies:

1. Moodys International/Quality Assurance Institute, Singapore
2. NetSol Consulting Services (Pvt.) Ltd.

Under the guidelines of the consultancy/appraiser companies, the selected IT companies have remarkably improved their systems from mid-2004 onwards, and most of them will be achieving higher maturity levels of CMMI soon.

The second phase of the program, aiming to assist 30 companies in achieving CMMI level 2, and aiming to train 10 Pakistanis as SCAMPI appraisers, was launched in late 2004.

The minimum pre-requisite conditions for software companies to qualify for PSEB's assistance include:

1. ISO 9001:2000 certification
2. Majority shareholding by Pakistanis
3. Minimum human resources strength of 25

PSEB invited IT companies to submit their Expressions of Interest (Eols) for PSEB's assistance in achieving CMMI level 2 through the national press during late 2004 and early 2005. The above-mentioned criterion was then used to technically evaluate the applicant companies. As a result, the following companies have been selected for PSEB's support in the second phase:

Table 5 Companies Supported by PSEB

Company	Telephone
Abacus Consulting Technology (Pvt.) Ltd	042-5884981
Advanced Computing & Engineering Solutions (Pvt.) Ltd	051-52611042
AMZ Access (Pvt.) Ltd.	021-111-77-88-66
Avanza Solutions (Pvt.) Ltd	021-5675240
CARE (Pvt.) Ltd	051-2874115 / 4794

Descon IT24 (Pvt.) Ltd	042-6365134
E-Dev Technology	021-4314571-2
Eworx International (Pvt.) Ltd	042-5853396-8
Geopaq Technologies (Pvt.) Ltd.	051-2826114
Innovative (Pvt.) Ltd.	042-111-000-911
Masinfosoft (Pvt.) Ltd	042-6311881-3
NADRA (Project & Technology Directorates)	051-90391002
Prosol Technologies (Pvt.) Ltd	051-2826866
PrisLogix (Pvt.) Ltd	021-4388185
SKMCH&RC	042-5180725
System Innovations (Pvt.) Ltd.	021-111-111-743
Techlogix (Pvt.) Ltd	042-5753205-6
YEvolve (Pvt.) Ltd.	051-5867527

In the future, any inclusions to this list will be made through advertisements in the national press. Following consultancy companies have been selected to provide technical assistance to the IT companies:

Table 6 CMMI Consultants

CMMI Consultants	
Company	Telephone
Business Beam (Pvt.) Ltd	021-4559076
Moody's Intl (Pvt.) Ltd	042-111-284-284
NetSol Consulting Services (Pvt.) Ltd	042-111-44-88-00

The selected IT companies were asked to choose a consultancy company from PSEB's approved panel. Trilateral agreements have now been signed between PSEB, the IT companies and their chosen consultancy companies.

3.1. Implementation

In this phase, the IT companies will develop, and implement, a system with the help of the consultancy companies, which will be in full compliance with the CMMI level 2. Two persons from every company will also be trained as appraiser team members. Workshops on "Introduction to CMMI" have already been conducted and widely-attended by the selected companies' representatives in this regard.

3.2. Final Appraisals

After the system's implementation, PSEB will use the services of the pool of SCAMPI appraisers, whose training is currently in progress. They will conduct the final appraisals, and submit their reports for the SEI's (Software Engineering Institute) approval. The appraised company will then be awarded the desired level of CMMI.

3.3. Training of SCAMPI Appraisers

PSEB has selected a panel of ten individuals from consulting companies and the academia for their training as SCAMPI (Standard CMMI Appraisal Method for Process Improvement) Appraisers by advertising in the national press. So far, the selected candidates have successfully completed the first phase of their training i.e. "Workshop on Introduction to CMMI". In the next phase, they will attend a "Workshop on Intermediate Concepts of CMMI". Candidates passing through the second phase successfully will subsequently attend the "SCAMPI Appraiser Training" after sitting in two SCAMPI Appraisers as ATMs.