

Process Improvement and International Standards Compliance



Perot Systems is a worldwide total solutions provider specializing in productivity improvement and process certifications and ratings. Our mission is to partner with our clients to:

- Provide real and tangible process and productivity improvements using internationally recognized standards, models, and frameworks
- Demonstrate improved capabilities by facilitating internationally recognized certifications, ratings, and registrations

While others view process improvement as satisfying external requirements, our consultants focus on helping your organization actually improve. We work with you to provide solutions that increase client satisfaction and improve your bottom line. Our methodology is designed to significantly reduce implementation investments in time, business process disruption, and costs while improving performance, security, efficiency, and productivity.

Internationally Recognized Standards

We use internationally recognized process standards as models for process improvement. They include:

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| ■ ISO 9001 (Quality Management Systems) | ■ AS 9100 (Aerospace) |
| ■ SEI CMMI (Information Technology Systems Improvement) | ■ QS 9000/ISO/TS 16949 (Automotive) |
| ■ BS 7799/ISO 17799 (Information Security Management Systems) | ■ OSHAS 18001 |
| ■ TL 9000 (Telecommunications) | ■ Six Sigma |
| ■ ISO 14001 (Environmental Management) | ■ Information Technology Infrastructure Library (ITIL) |

We Have Your Process Improvement Solution

Our dedicated program manager designs a customized program for you, ensuring on-time, within-budget achievement of your goals. Our consultants and lead assessors provide the detailed technical guidance necessary to ensure program success. Perot Systems combines knowledge of the standards and models with actual business experience to facilitate an efficient, practical, and user-friendly solution to enhance your business, improve profitability, and achieve your desired certification or rating. We can develop and implement options to meet any budget. Our products and services include:

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| ■ ISO/CMMI Management Overview (complimentary) | ▲ Documentation development training |
| ■ Gap assessment | ▲ Specific process training (dependent on selected process standard) |
| ■ Implementation planning session | ■ Documentation support |
| ■ Training (customized based on organizational needs) | ■ Implementation support |
| ▲ Executive awareness training | ■ Registrar selection assistance (ISO standards) |
| ▲ Appropriate standard/model introduction | ■ Pre-assessments |
| ▲ Process improvement implementation | ■ Assessments (CMMI) |

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