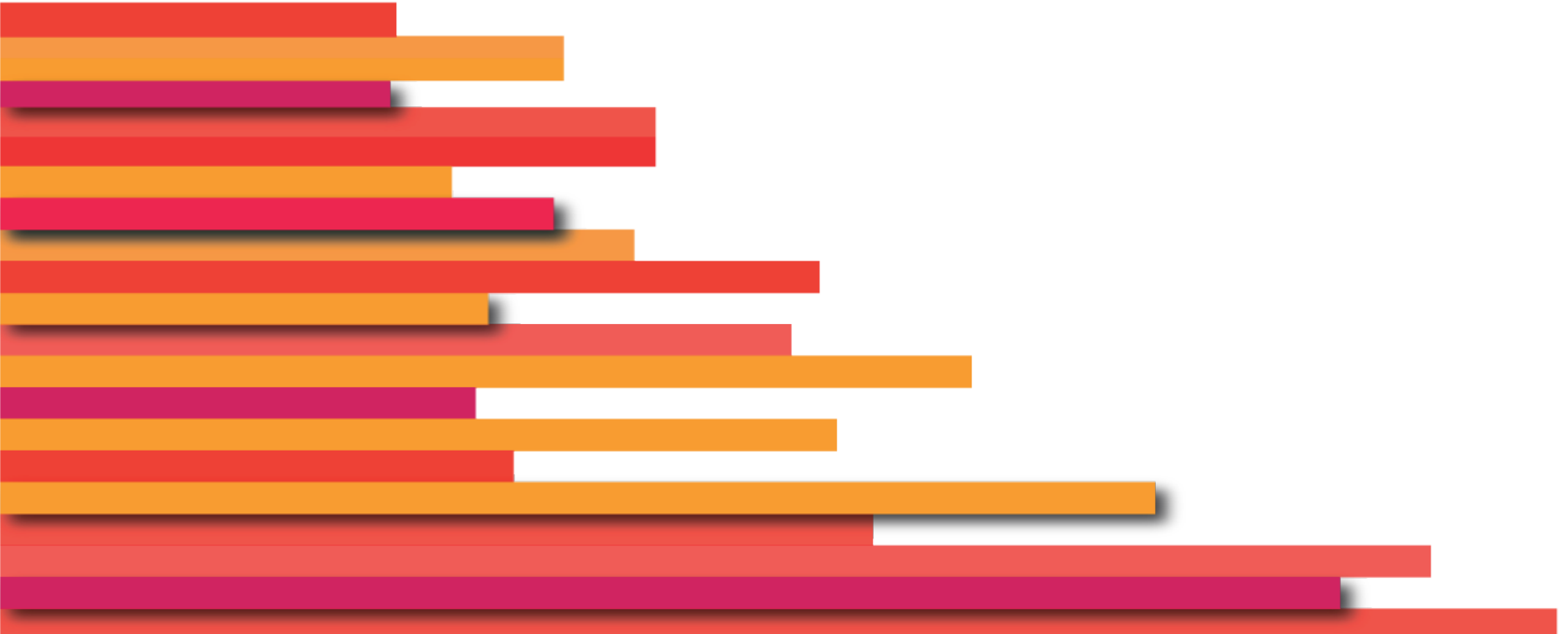


# CMMI Service Methodology



## About Us

TOPCertifier, (a division of Veave Technologies), is a consulting firm providing Business Advisory, Training, Process Consultation and Certification services. We operate in over 40 countries and have more than 150 consultants and auditors

We have successfully executed over 5000 projects. Our consultants and auditors come from many different backgrounds and are united by a set of shared values. They deliver certification, with simple documentation and minimal efforts from our customers.



Click here to watch our **Corporate Profile**  
[https://www.youtube.com/watch?v=dLQm\\_NnDPw](https://www.youtube.com/watch?v=dLQm_NnDPw)



### TOPCertifier in the news

Coverpage interview of TOPCertifier Founder  
Directors in SiliconIndia magazine, May 2017 Edition.

Click here to read full article

<http://www.siliconindiamagazine.com/magazine/consultants/may-2017-issue.html>

We focus on practices that could increase your bottom-line than just sticking to standard guidelines. All our customers have reported increase in sales, brand recognition, employee retention and as a result increased profits due to our certification services.

We handle end-to-end turnkey projects. From advising what certifications would give you maximum return on investments, which certification body to choose, gap analysis, documentation, training, internal audits and organize external audits. We are your one-stop solution provider.

## Global Locations



Australia  
Austria  
Bahrain  
Bangladesh  
China  
India


South Africa  
New Zealand  
Mozambique  
Nigeria  
Thailand  
Turkey

Ghana  
Uganda  
Ukraine  
UAE  
USA  
Ethiopia

Vietnam  
UK  
Egypt  
Oman  
Saudi  
Qatar

Kuwait  
Jordan  
Lebanon  
Singapore  
Malaysia  
Philippines

## Director's Word



Our emphasis is on adapting to changing environments, enabling us to meet our clients' expectations. By focusing heavily on developing and empowering our people, we are confident we will continue to be relevant to the issues at hand and provide practical insight to help businesses and organizations to navigate through changing environments.



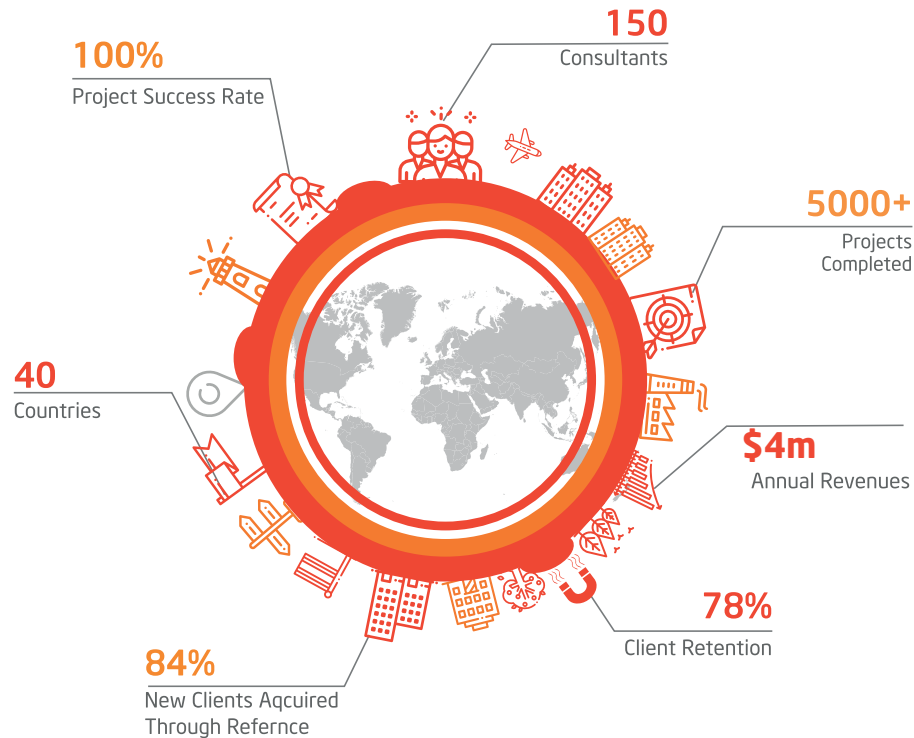
**Vijay Boregowda**  
Director

Our mission is to provide cost-effective, competitive and practical business solutions to help companies achieve ISO certifications in quick time. We are one of the handful of professional consulting companies with a global customer base and service portfolio that covers all the International Quality Certifications including ISO, CE, HACCP and CMMI. TOPCertifier's blend of international expertise and local knowledge makes us well positioned to serve our clients in this exciting market.





# TOPCertifier Global Outing 2019



## Why Work With TOPCertifier?

Over two decades of consulting experience. Completed over 5000 projects in 30 different standards across 40 countries.

Our focus is on improvement. With right practices put in, certification is just a by-product.

All our consultants are certified lead auditors and industry experts.

Simplified certification process. Minimum documentation. Focus on training and improving bottom-line.

Post certification support. Regular visits to ensure compliance & support during surveillance audit.

End-to-end responsibility. One-stop solution for consulting, training, audit and certification.



Our services and expertise span across various industry segments, with our majority of clients from IT/ITES, manufacturing, government and services. Our services include product and corporate certifications across over 30 standards.

Apart from consulting and certification, our experts deliver high quality services in application development and support, information security services, digital marketing, training and staff augmentation.

# Global Client Feedback

“

Your perseverance and enthusiasm were the main reasons we managed to obtain our certification in record time. PCS looks forward to working with you in the future and will unreservedly recommend you to other Companies who may require your services.



**David Stock**  
Managing Director  
Process Containment Solutions  
**South Africa**



“

The most beneficial aspect of the whole service provided is not the actual certification (although it's nice to get confirmation we are doing things right) but the feedback as to how we can do better and improve our systems, customer service, change management and how to properly implement new ideas.



**Nick Hunt**  
Managing Director  
Intergate Immigration  
**South Africa**



“

We have really improved our processes after ISO certification and TOPCertifier helped us achieve the certifications in a very simple and unique way. The team at TOPCertifier is extremely professional and helped us from day one till the day we got our certificates.



**Bernard Joseph Shyam**  
Siyana Industrail Services  
**Sitra Kingdom of Bahrain**



“

TOPCertifier helped us in restructuring our system and now we have the right model to excel. We thank the team at TOPCertifier for creating the difference.



**Tojomon Joseph**  
Chief Executive Officer  
ASAATCO  
**Muscat, Oman**



“

Everything done right. Doing ISO with TOPCertifier was a positive experience for us. We now have a clear and organized system that works well for us.



**Ahmed Salah Abdulhaleem**  
Technical Solutions Engineer  
Data Ocean  
**Jeddah, Saudi Arabia**



“

Good, hassle free and cost effective implementation of ISO standards by the team at TOPCertifier. Definitely worth recommending.



**Mr. Sree kumar**  
Service Manager  
Haji Ali Haji Co  
**Askar Kingdom Of Bahrain**





TOPCertifier helped us tackle the ISO Certification process in a very simple and cost effective method. Their years of experience across various standards helped us get a better understanding on how to continuously improve our processes.



**Rashid Mohamed**  
Manager - Business Development  
SECON  
**Qatar**



We approached TOPCertifier for ISO Certification requirements and their support and implementation techniques are one of the best in the global market.



**Stanphen George**  
H R Manager  
CONCORD ELECTRICAL CONTRACTING L.L.C  
**Qatar**



The team at TOPCertifier is very good to work with and helped us throughout the certification process and helped us post the process as well. Definitely worth a recommendation.



**Binish M Balakrishnan**  
Mail Manager  
GRAND  
**Qatar**



Working with TOPCertifier has not only helped us achieve the certificate but also has enriched our knowledge in conducting business. Looking forward for an abiding journey with TOPCertifier.



**Jacques Wagner**  
Managing Director  
Primal Plastics  
**South Africa**



Team TOPCertifier helped us to confidently go through the ISO Certification process in a quick and effective way



**Said al-Sowaidi**  
CEO  
TRIDENT INTERNATIONAL  
**Qatar**



TOPCertifier proved to be a one stop solution for all recognized certification need an efficient & professional way. We are glad & we enjoyed dealing with their highly experienced team who guided & supported us to achieve our goals.



**Prashant Hanwante**  
R&D Manager  
Technical Supplies & Services Co. LLC.  
**Sharjah, UAE**



# CMMI Practice Areas for Services

**MATURITY  
LEVEL**

**5**

**With SAM**

## CMMI SERVICES WITH SAM VIEW: Level 5 Requirements

Practice Area	Level 1	Level 2	Level 3	Level 4	Level 5
Causal Analysis and Resolution (CAR)	█	█	█	█	█
Decision Analysis and Resolution (DAR)	█	█	█	█	█
Risk and Opportunity Management (RSK)	█	█	█	█	█
Organizational Training (OT)	█	█	█	█	█
Process Management (PCM)	█	█	█	█	█
Process Asset Development (PAD)	█	█	█	█	█
Peer Reviews (PR)	█	█	█	█	█
Verification and Validation (VV)	█	█	█	█	█
Incident Resolution and Prevention (IRP)	█	█	█	█	█
Continuity (CONT)	█	█	█	█	█
Strategic Service Management (STSM)	█	█	█	█	█
Managing Performance and Measurement (MPM)	█	█	█	█	█
Supplier Agreement Management (SAM)	█	█	█	█	█
Service Delivery Management (SDM)	█	█	█	█	█
Process Quality Assurance (PQA)	█	█	█	█	█
Configuration Management (CM)	█	█	█	█	█
Monitor and Control (MC)	█	█	█	█	█
Planning (PLAN)	█	█	█	█	█
Estimating (EST)	█	█	█	█	█
Requirements Development and Management (RDM)	█	█	█	█	█
Governance (GOV)	█	█	█	█	█
Implementation Infrastructure (II)	█	█	█	█	█

# CMMI Practice Areas for Development

**MATURITY  
LEVEL  
5**

**With SAM**

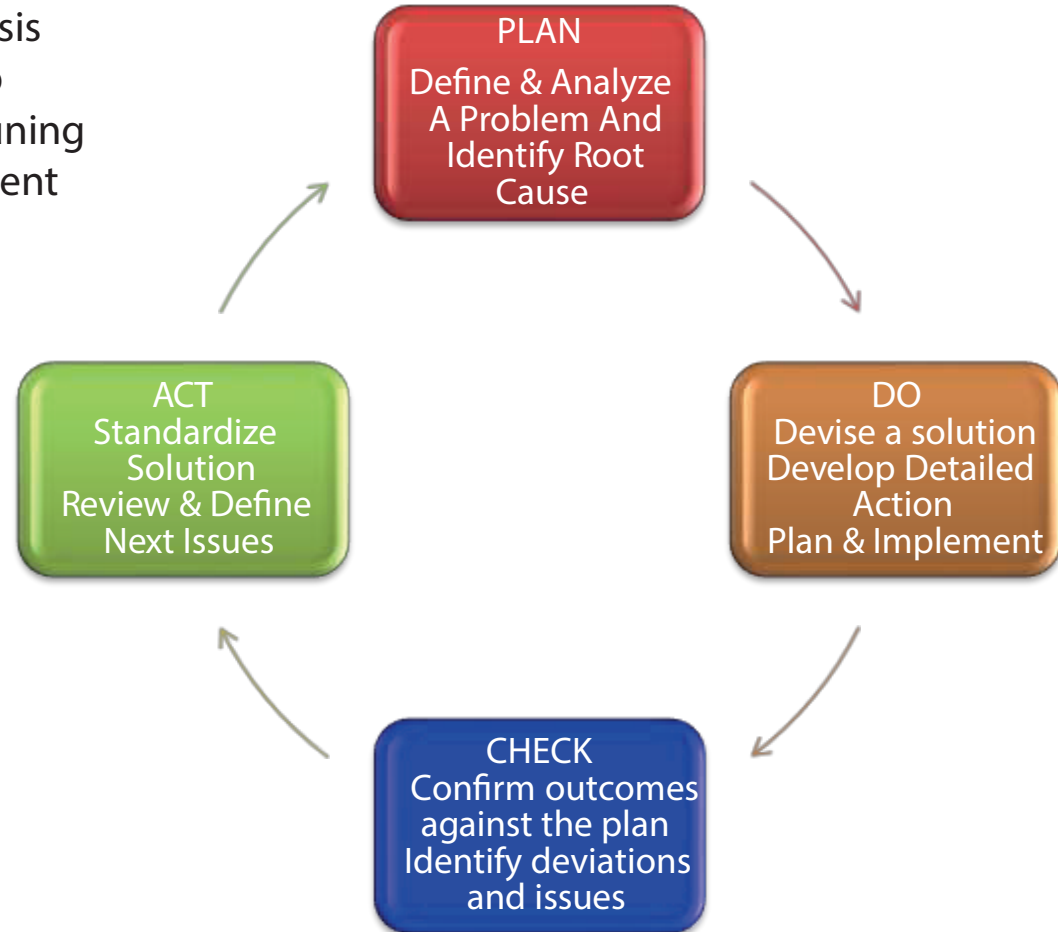
## CMMI DEVELOPMENT WITH SAM VIEW: Level 5 Requirements

Practice Area	Level 1	Level 2	Level 3	Level 4	Level 5
Causal Analysis and Resolution (CAR)	█	█	█	█	█
Decision Analysis and Resolution (DAR)	█	█	█	█	█
Risk and Opportunity Management (RSK)	█	█	█	█	█
Organizational Training (OT)	█	█	█	█	█
Process Management (PCM)	█	█	█	█	█
Process Asset Development (PAD)	█	█	█	█	█
Peer Reviews (PR)	█	█	█	█	█
Verification and Validation (VV)	█	█	█	█	█
Technical Solution (TS)	█	█	█	█	█
Product Integration (PI)	█	█	█	█	█
Managing Performance and Measurement (MPM)	█	█	█	█	█
Supplier Agreement Management (SAM)	█	█	█	█	█
Process Quality Assurance (POA)	█	█	█	█	█
Configuration Management (CM)	█	█	█	█	█
Monitor and Control (MC)	█	█	█	█	█
Planning (PLAN)	█	█	█	█	█
Estimating (EST)	█	█	█	█	█
Requirements Development and Management (RDM)	█	█	█	█	█
Governance (GOV)	█	█	█	█	█
Implementation Infrastructure (II)	█	█	█	█	█

# Engagement Approach

## Phases

- Gap analysis, AS-IS- TO BE state analysis
- Detail Action Planning and Road Map
- Process , Artifacts Definition / Fine -tuning
- Policy / Procedure definition, refinement
- Risk Management
- Implementation Support
- Metrics & Balance score card support
- Internal Audits
- Certification audit readiness support
- Ensuring Successful Appraisal / Certification



## Training

- Awareness training
- Project Management
- Risk Management
- Internal quality Audit Training
- Metrics Management
- Defect Prevention
- Root Cause Analysis
- Training on Models and requirements
- Process institutionalization coaching, handholding



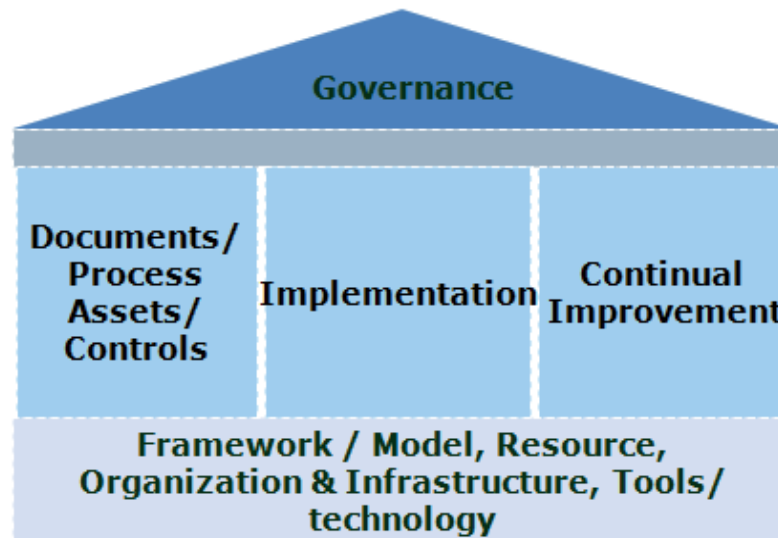
# Overall Process Improvement & Management Architecture

## Governance

- Policies
- Controls, Risk management
- Compliance, Leadership
- Projects, Program management
- Decision making
- Performance management
- Supplier management
- Reporting
- Management reviews

## Implementation

- Training, Coaching
- Mentoring
- Closure of audit findings gaps, OFIs
- Best practices sharing
- Support in institutionalization
- Piloting
- Quick wins



## Process Assets

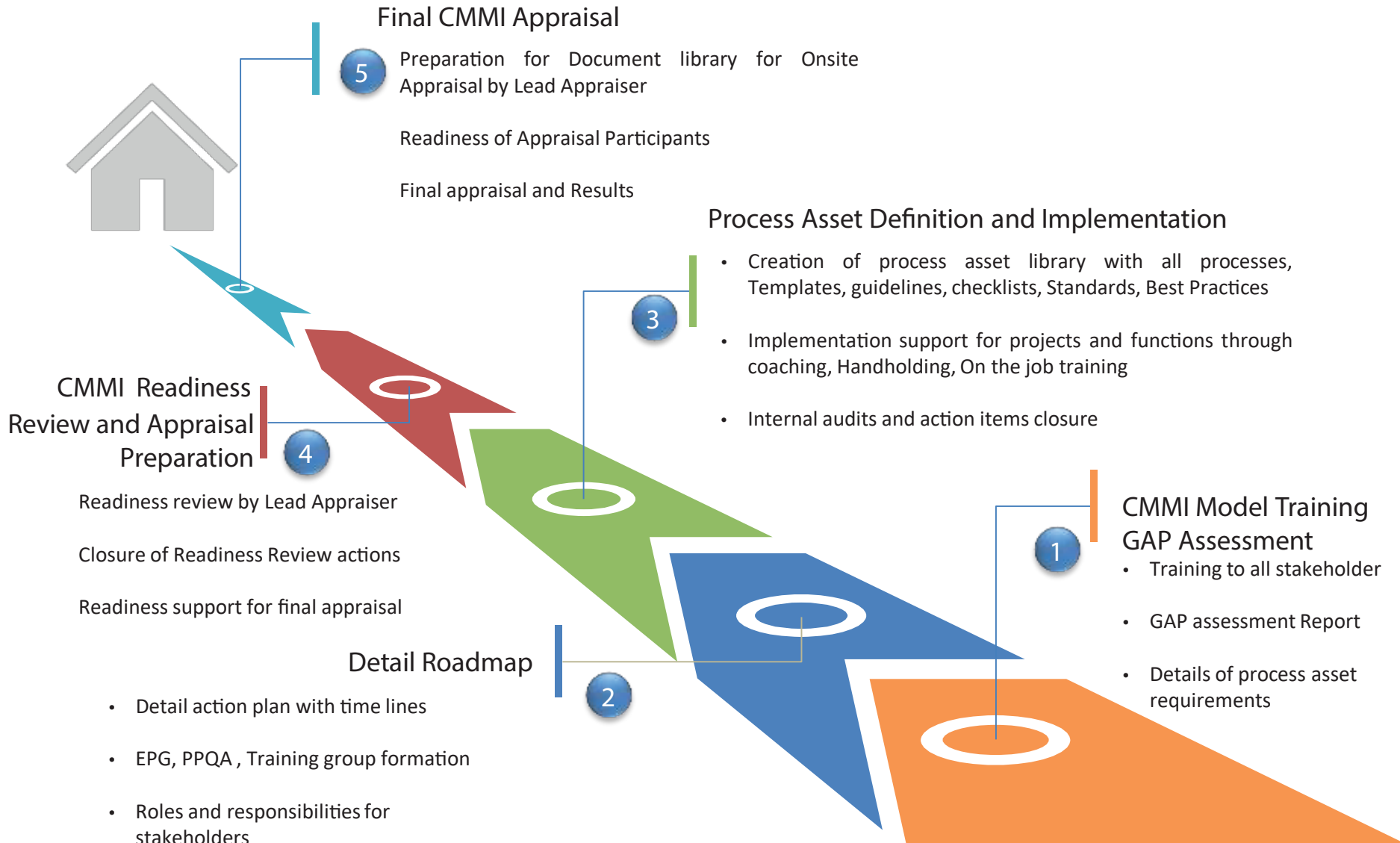
- Processes, Template, Checklists,
- Work instructions, Standards, Guidelines
- Frameworks
- Measurements repository
- Training materials
- Tailoring guidelines
- Processes, Framework interfaces
- Knowledge management database  
( Ex. Best practice, Lessons learnt , reusable artifacts )

## Service Improvements

- Goal setting - Measurement & analysis
- Benchmarking against best practices
- Leveraging best practices
- Process assessments / certifications
- Corrective and Preventive actions
- Continuous improvement focus groups
- Satisfaction survey
- Service improvement proposal implementation



# CMMI Initiative Key Phase with Deliverables





## Our Lead Appraisers



### Rajarshi Kumar Das

Has conducted more than 180 + appraisal across the world, First lead appraiser to conduct CMMI Ver 2.0 Level 5 appraisal in the world. More than 28 Years of Experience

### Anurag Jauhari

Has conducted more than 40 appraisal across the world. He is Lead appraiser for CMMI Level 3 Dev and SVC. and also authorised trainer for CMMI ver 2.0  
Total experience 20 years

### Ramamurthy Rangarajan

Has conducted more than 80 appraisal across the world. He is Lead appraiser for CMMI Level 3 Dev and SVC. Total experience 27 Years

### Puthucode Ratnagiri Guru Ganesh

He conducted more than 50 appraisal across the world. Lead appraiser for CMMI Level 3 Dev and also authorised trainer for CMMI ver 2.0 . Total experience 25 Years

### Rajat Panda

Has conducted more than 30 appraisal across the world. He is Lead appraiser for CMMI Level 3 Dev . Total Experience 25 years

## CMMI Appraisal Credentials

1. EMudhra, CMMI Level 5 Dev
2. Rosmerta Technologies, CMMI Level 5 Dev
3. CSM technology Pvt Ltd , CMMI Level 5 Dev
4. Prolifics Corporation , CMMI Dev Level 5
5. Expedien e-Solutions Limited, CMMI Level 3, Dev
6. Shubhshish IT services Limited, CMMI Level 3 Dev
7. ESquare Systems and Technologies pvt. ltd, CMMI L3 Development and Service Multi Model
8. Spatial Planning and Analysis, research center pvt. ltd, CMMI Dev Level 3
9. OASYS Technology, CMMI Dev Level 3
10. CES Information Technology Pvt Ltd, CMMI Dev L3
11. CES Limited, CMMI Dev L3
12. ZEN3 Info solutions pvt ltd, CMMI L3 Development and Service Multi Model
13. Cyberspace technologies, CMMI Dev L3 Lagos, Nigeria, CMMI Dev L3
14. Tatwa Technology Limited, CMMI Services L3
15. LEA associates limited , CMMI Dev L3
16. Ashghal DOHA, CMMI Dev L3
17. In2 IT , CMMI Level 5 Dev
18. High bar technology , CMMI Level 5 Dev
19. Prolifics Corporation, CMMI Level 5 SVC
20. CES Corporation CMMI for services Level 5
21. STL technologies CMMI V2.0 Level 3
22. Business Intelligence Professionals - CMMI v2.0 L3
22. Infotrack Telematics - CMMI v2.0 L3
24. Pinaka Aerspace - CMMI ver 2.0 L3 ( results uploaded)
25. Ceinsys Technologies - CMMI ver 2.0 Multimodal L5( results uploaded)
26. Inventive Software Solutions Pvt Ltd.

**5000+** successful projects  
in **40+** countries.

**150+** consultants  
in **18** international offices.

Expertise in **85+** standards.

***1 trusted partner.***

