

Symbioun Receives ISO 9001: 2008 Certification

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Symbioun reached yet another milestone earlier this month when TUV Rheinland issued the ISO 9001: 2008 certification for Symbioun's Chennai Delivery Center. This certification encompasses design, development, and maintenance of software applications. The ISO Certification has been a organization-wide effort for the last 6 months that culminated in an external audit and certification exercise. "A goal was set in April 2010, to finish this (ISO certification) by the year end and we made it! Special thanks, to our quality management team for working continually to set up the process and the systems. This exercise will ensure operational maturity as an organization as we scale operations", says Shanker Janakiraman, the Chief Technology Officer, at Symbioun. The ISO initiative was spearheaded by Allah "Al" Baksh, Quality Manager at Symbioun. Al spearheaded the challenging task of aligning internal processes in line with the ISO standards and also provided orientation to Symbiounites to help ease adoption of new process standards and methodologies. A unique feature of this exercise was the fact that Symbioun has become one of the few agile software development adopters to be ISO 9001 certified.

Here is an extract from **International Organization for Standardization** on the merits of the certification.

"The ISO standards place great emphasis on making quality management systems closer to internal processes, and on continual improvement. As a result, they direct users to the achievement of business results, including the customer satisfaction. Among the perceived benefits of adopting the ISO 9001 standards are:

- The connection of quality management systems to organizational processes.
- The encouragement of a natural progression towards improved organizational performance, via:
 - the use of the Quality Management Principles
 - the adoption of a "process approach"
 - emphasis on the role of top management
 - requirements for the establishment of measurable objectives at relevant functions and levels
 - being orientated toward "continual improvement" and "customer satisfaction", including the monitoring of information on "customer satisfaction" as a measure of system performance
 - measurement of the quality management system, processes, and product
 - consideration of statutory and regulatory requirements
 - attention to resource availability"