

Quality and Compliance Services

CIS INTERNATIONAL



CiS International

Quality....

.... the provision of services for ensuring that communications infrastructure engineering, installation and testing are carried out within the principles ISO 9000 and TL2000 standards.

....for Carriers and Suppliers

Quality and Compliance Services are appropriate when Carriers and Equipment Suppliers undertake planning, design, construction, maintenance and operational activities on their networks.

Private Infrastructure Developers and Enterprises may also extend ISO standards to their IT&T activities involving their Staff, Contractors and Value Added Service Providers.

Investors and financial institutions with an investments in communications equipment and systems will wish to

ensure assets are secure and competently deployed and maintained.

Scope of Services

CiS has a suite of services and solutions which fall under the umbrella of Quality and Compliance Services including:

- Process Review and Re-engineering
- Specifications and Benchmarking
- Compliance Audits of Designers, Contractors and Service Providers
- Network Element and Infrastructure Benchmarking and Audits
- Pre-acceptance Audits
- Acceptance and Test Services
- Handover Advisory and Compliance Reports
- Warranty Release
- Project Studies and Post Implementation Reviews

Quality Concepts

CiS brings a *Unique Carrier View* to Quality and Compliance Services:

- Benchmarking Infrastructure Utilisation and Technical Competence as well as a culture of Quality and Continuous Improvement;
- Optimising Networks and Creating Value by operating Independently of Suppliers;
- Bringing a Carrier's Perspective which focuses on Integrated end-to-end services;
- Meeting Industry Benchmarks and Client Target quality standards;
- Defining Standards and matching these to Acceptance and Handover Criteria;
- Achieving a "Commercially Acceptable Level of Quality" that optimises installation and maintenance standards over an asset's lifetime, without undue expense. Combine this with the principle of "do it right first time" and it is possible to achieve benchmarked "World Best Practice" asset pricing.

"CiS offers a telecommunications-specific approach to quality based on ISO 9001 TL2000 standards for design, development, production, delivery, installation and maintenance of telecommunication products and services."

Quality and Compliance

Service Examples

CiS Quality Services are intrinsically linked to asset lifecycle management. Measurable, direct business benefits are achieved from CiS's integrated approach to Quality and Compli-

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"CiS's Quality Service is intrinsically linked to asset lifecycle management."

Benchmarking & Process Reviews

CiS will analyse business and engineering processes for operators, suppliers and contractors to ensure appropriate compliance. The service draws upon Industry and World Best Practice standards. CiS sets standards and specifications for infrastructure installation and maintenance that are appropriate as measures and result in effective ongoing management. Re-engineering practices are collaborative involving all key stakeholders.

For Example: To improve productivity and ownership of a new design process each stakeholder is engaged to specify and agree benchmark standards used.

System & Compliance Audits

CiS is independent of suppliers and is able to effectively audit operational processes, produce reports and advise on gap analysis and rectification. Such audits may also be applied effectively to internal design and engineering units, as well as outsourcing providers. Operational areas will be self governing to ensure the "cause is treated" and standards are maintained into the future.

For Example: In preparing a compliance audit relating to an efficiency improvement program CiS works with stakeholders to develop a self assessment program.

Infrastructure Audits

CiS will apply industry and a best standard audits on existing network elements and systems. It will also undertake benchmarking of geographic and organisation groups as well as network sub-systems. Measuring will be against set standards or competitive performance.

For Example: When two networks are integrated CiS will carry out a Total System Audit consisting of:

- a. Voice quality;
- b. Coverage overlap;
- c. Hand off parameter changes; and
- d. Drop Call analysis.

Record Database Validation

CiS will complete analysis on the accuracy and effectiveness of asset records, processes and undertake reconciliations. *For Example: Network Developers will be accountable for asset record accuracy.*

Pre-Acceptance Audits

CiS will cost effectively carry out project acceptance function and handover compliance reports. This service will add value in terms of accurate warranty management, reduced maintenance, invoicing consistency and improved records. *For Example: Network roll-out programs will be reviewed prior to acceptance and approval of invoices for payment.*

Warranty Release

CiS will undertake site inspection for assets, systems and network elements prior to releasing suppliers of warranty obligations. This clears latent issues and assigns accountability. Network performance and maintenance costs will improve.

Post Implementation Reviews

CiS can provide PIR services to ensure all lessons are learnt from a project implementation. Such a service is valuable to contractors and carriers alike.

Network Utilisation & Asset Alignment

CiS can carry out assessment studies to ensure networks are being effectively utilised and meeting investment guidelines. *For example: Companies looking to privatise, improve their credit rating or invest will ensure funding is being appropriately spent.*

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