Business Excellence

Process Improvement based solutions.
BE – Business Excellence

Thought leaders in the process improvement revolution

In this era of rapid technological innovations and changes, the formula for the success of an organization lies in the continual improvement of its processes and leveraging its effectiveness for business excellence.

BE prepares organizations to move towards business excellence through an integrated model-based and non model process improvement and assessment services.

Our expertise includes:

**CMMI** – Capability Maturity Model Integration (CMMI) is a process improvement approach that provides organizations with the essential elements of effective processes. It can be used to guide process improvement across a project, a division, or an entire organization.

**PCMM** – The People Capability Maturity Model (P-CMM) is a maturity framework that focuses on continuously improving the management and development of the human assets of an organization.

**Six Sigma** – Reaching pinnacles of business success is fostered by setting clear business strategies and ensuring that such strategies are effectively implemented. KPMG facilitates this process through methodical improvement programs using the Six Sigma Process Improvement framework (SSPI).

**Lean Six Sigma** – Lean Six Sigma offers a platform to enable organizations to achieve process optimization and thereby attain underlying efficiencies and cost savings.

**ISO** – Offers an established structure for adopting a methodical approach to managing your business processes in order that they constantly churn out products that meet the requirements of the customer (ISO 9001:2000, ISO 9001:2008, ISO 20000, etc).
The BE advantage

- Global CoE - specific practice catering to global clients.
- Team of highly experienced process and quality assurance advisors with relevant backgrounds.
- Thought leaders in model and non model based process improvement.
- SEI Certified Lead Appraisers; experts to evaluate organizational maturity - 250 + assessments in India and abroad.
  - Black Belts in six sigma services who can drive and guide quantitative process improvements.
- Transition Partnership with Carnegie Mellon (SEI), US. Well - established in the market with an identified engagement team and organization structure for engagement management.
- Specialists in areas like High Maturity Practices.
- High recall among stakeholders and clients.

KPMG treats PI initiatives as projects and has established a comprehensive methodology

- Process improvement journey implemented as a Project where project objectives are aligned to business needs.
- Milestone based, with clearly - defined activities and deliverables.
- Metrics driven to provide quantitative insight on progress and performance.
- Adapted to suit client requirements, needs and constraints.
- Close collaboration with clients teams.
- Leveraging clients existing strengths and best practices.
- Cognizant to organizational change management issues.

ITIL - ITIL compiles leading practices that enable organizations to implement integrated processes to effectively and economically deliver services aligned to business needs

VOC - Independent assessment from customer on processes and governance models

Software Testing Advisory – Software testing advisory will focus on providing service offerings in the areas of process and competency assessment across the testing life cycle for IT services divisions and product organizations. It would also help in adapting and implementing industry wide best practices and methodologies in testing

Competency Assessment – The PCMM based competency assessment identifies key competencies for key job profiles based on the competency dictionary. The individuals are quantitatively evaluated through interactive methods of evaluation such as role playing and case scenarios and an objective analysis on the same through a competency assessment dashboard is prepared.

Quality Outsourcing – Quality Outsourcing services cover end to end management of quality assurance function in IT and ITeS organizations. The services cut across establishing, managing, optimizing and excelling the quality assurance activities. The offerings include a partial or complete QA outsourcing vis-a-vis Quality leadership, SEPG (process focus and management), SQA (process implementation facilitation and compliance verification), Process automation drive, etc.
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