

SAP QUALITY PROMISE



SAP is committed to providing high quality software and support throughout the entire lifecycle of a software solution. We recognise that the value of our software depends upon its successful implementation and integration into a customer's organisation.

To this end, we have put in place what we believe to be the right processes, tools and services to drive success. SAP's Quality Promise is based upon a set of key principles which we adhere to throughout our organisation and which we encourage our certified partners to meet.

SAP software development, SAP's support organisation and our internal IT management are all ISO 9001 certified.

The principles of quality provide customers, partners, and SAP with an effective framework that leads to success.

THE BEST-RUN BUSINESSES RUN SAP



PRINCIPLES OF QUALITY

1. **Understand customers' business objectives as well as their technical requirements**
Throughout a project many design implementation decisions will have to be made. All involved parties must fully understand the business objectives and technical requirements to ensure that the proposed solution meets the customer's business needs.
2. **Agree on what can be delivered in what time frame and how timely delivery can be ensured**
The implications of a proposed solution must be communicated formally in order to guide decisions about the scope of the project and to set a realistic timetable. The timetable must be agreed on and signed off by all parties, together with the deliverables and their respective acceptance criteria. This will ensure that the customer receives a quality implementation.
3. **Work cooperatively with all stakeholders to achieve customer objectives**
Everyone working on the project must be focused on achieving the customer's objectives and must maintain open and transparent communications when working with subcontractors, business partners, and competitors.
4. **Agree on project roles and responsibilities from the outset**
Roles and responsibilities must be defined in the initial engagement phase to ensure everyone involved in the project clearly understands who is responsible for the various elements of the project. A full governance structure, systems -supporting practical processes, and formal reporting mechanisms help to ensure success.
5. **Make the right people with the correct level of authority, skills, and experience available for the project**
As part of a continuous training and development program, the skills and competencies of the implementation team should be regularly reviewed to ensure they are up to date. If the right resources cannot be made available directly, resource issues should be discussed and addressed through subcontracting or specific training.

6. **Manage all projects professionally using a formal methodology**
Before implementation begins, the assigned project or program managers must agree on the methodology they will use to guide how they work together. The strategic methodology from SAP (or an equivalent proven methodology), together with tools such as the SAP® Solution Manager application management solution, backed up by industry-recognized project management training and certification, helps to ensure that an implementation is managed professionally.
7. **Identify and manage risks jointly**
The careful identification, analysis, and management of risk is key to the success of all SAP implementations. The process should follow a formal methodology, involve all relevant parties throughout the project life cycle, and be supported by an effective governance policy. All parties must be prepared to acknowledge risk honestly, be committed to recommending pragmatic, rigorous actions to mitigate risk, and be ready to help in implementing those recommendations.
8. **Always develop and execute a quality plan**
Everyone involved must work according to the same quality plan and adopt clear measures that reflect the organization's quality standards, methodology, and industry best practices. A formal quality management system provides a neutral forum for evaluating the solution and deliverables against agreed-on standards.
9. **Ensure that the project team understands where standard SAP functionality and built-in best practices will best suit its needs**
The flexibility and variety of configuration possibilities SAP software enables that many seemingly unique business requirements to be satisfied without major modifications. This means that a more sustainable solution can be delivered at lower risk. All parties must be committed to demonstrating the advantages offered by the standard SAP software.
10. **Ensure sufficient staff training and help to manage the impact of change**
Project team and end-user training are key to a successful implementation. Advice must be provided on what training is required. The impact change will have on employees, partners, and management systems must be discussed and appropriate help offered.