

# BSI QUALITY AWARD TO ROCC

## An Industry Landmark

The British Standards Institute (BSI) has awarded the first ever software engineering support and maintenance certificate to ROCC. The company has also been awarded the certificate for hardware maintenance. The certificates record compliance with the BSI 5750 quality assurance standard. "This formal public recognition of the quality of ROCC's hardware and software maintenance services by the duly constituted independent authority is a landmark for a company that takes great pride in the quality of the services it provides to its customers," said chairman Michael Aldrich.

"The recognition of software maintenance as an area for standards certification is a landmark for the computer industry. Years of invaluable experience of customer-centred service have helped us to become the first recognised software maintenance group," said Aldrich.

The award of the two certificates was the direct result of a detailed examination by the BSI of ROCC's maintenance procedures and documentation. To prepare for this examination, ROCC had undertaken a major 12 month review and enhancement programme for all of its maintenance activities. This programme was supported by consultants from Neville Clarke.

ROCC underwent the BSI 5750 assessment to ensure that its customer service policy could produce and reproduce a level of customer care to all ROCC's clients that could be benchmarked against an external, recognised and respected standard on a continuing basis.

"ROCC believes in standards," said Aldrich. "We have the goal of being excellent in all of our business activities as measured by any extant or emerging standards and as measured by comparators with other companies in a similar business," said Aldrich. As a standards-conscious company, ROCC was among the first computer companies to adopt Open Systems Interconnectivity, UNIX\*

and the British Computer Society's Professional Development Scheme.

ROCC's work on software maintenance dates back to 1980 when it set up the first software maintenance operation providing a direct service to customers. Field Software Engineering Operations had the goal of finding and fixing all operating software problems, reporting all known problems to all customers and with proper interfaces to software development, ensuring that problems did not recur in new releases of operating software.

It created a highly organised and motivated team of hardware and software people as customer 'carers'. The team is capable of dynamic self-assessment, and changing, correcting and improving its operations to achieve its care objectives. This is called customer-centred services.

ROCC's customer care objectives are documented for each client and for ROCC's staff. Each element or factor required to achieve the objectives is documented both organisationally and operationally to a degree that all levels of ROCC's management and staff can understand the requirements and comply with them.

By measuring the team's performance through quality indicators and striving for cost-effective improvements of these indicators, ROCC believes that it created a quality-led dynamic efficiency unit. This has enabled the company to achieve profit through customer satisfaction.

1. ROCC's Customer Services Division has been awarded the first ever BSI 5750 Part 2 and QAS 3302/355 certificate for software maintenance and has also become one of the very few computer manufacturers to be awarded the BSI 5750 Part 1 and QAS 3302/187 certificate for hardware maintenance.

2. ROCC is a British-owned company. 94% of its shares are employee-owned and over 60% of its employees are shareholders.

\* UNIX is the registered trademark of AT&T.

*BSI quality award to ROCC – an industry landmark. First ever software engineering support and maintenance certificate has been awarded to ROCC as well as a certificate for hardware maintenance.*

