



Adopting Industry Best Practices

Why a Quality Program is Important to Catapult and its Customers

The federal government expects adherence to industry best practices.

By working hard to achieve the important industry certifications described in this brochure, Catapult:

- » Demonstrates that we are serious about our commitment to quality.
- » Shows that we believe in following the best practices recognized by the information technology field.
- » Increases our customers' confidence and reduces their risk.

From Catapult's perspective, possessing these certifications makes us more competitive because it ensures that we are apprised of the latest industry trends and standards and follow them in our projects.

From the customer's perspective, working with a certified contractor presents less risk for them than working with a company that does not possess these certifications. When industry standards are being closely followed, there is less chance for failure.

What is ITIL/ISO 20000:2005?

"ITIL"® is an acronym for the Information Technology Infrastructure Library®. It is a collection of best practices for IT services and is the basis for the ISO 20000:2005 standard for **IT Service Management**, which Catapult earned in 2009.

ITIL® is published in five core books and provides in-depth guidance. Some of the topics are similar to those in CMMI, but they are specific to an IT service management environment. ITIL® has become the de facto standard for IT services.

What is ISO?

Catapult earned ISO 9001:2000 in 2004. The process model commonly called "ISO" is the 9001:2000 standard developed by the International Organization for Standardization.

Catapult was recertified in 2007 and received ISO 9001:2008 certification in 2010, confirming that Catapult operates a corporate **Quality Management System (QMS)**, a set of requirements for best practices in a system used to direct and control an organization with regard to quality.

What is CMMI?

Capability Maturity Model® Integration (CMMI®) is a set of best practices for **Systems and Software Development**. The model is maintained by the Software Engineering Institute (SEI), which is a partnership between the Department of Defense and Carnegie Mellon University.

There are five maturity levels in the model. Each level includes the practices from the levels below, so Level 5 is the highest achievement. Government agencies prefer organizations at higher levels because there is less risk to their projects, and some Requests for Proposal require that contractors possess maturity Level 3 in order to submit a proposal. Catapult follows CMMI Level 3 processes.

What is Six Sigma?

Six Sigma originated as a set of practices designed to improve processes and eliminate variability and

defects, which are defined as any process output that does not meet customer specifications, or that could lead to creating an output that does not meet customer specifications.

Six Sigma uses a set of statistical methods and creates a special infrastructure of people within the organization who are experts in these methods. Catapult has several staff members trained as “Green Belts” in Six Sigma.

What is PMP Certification?

Each Catapult Project Manager is required to be Project Management Professional (PMP®) certified. Established by the Project Management Institute (PMI), PMP certification demonstrates solid experience in effectively managing projects. Every Catapult PM must meet specific education and experience requirements, adhere to a code of ethics, and pass a test designed to objectively measure project management knowledge.

Quality Objectives:

- » Focus on customer needs and develop products and services that meet and exceed their expectations.
- » Incorporate continuous process improvement methodologies into all aspects of the corporate structure.
- » Ensure product, process, and program assurance are defined and implemented on each project.
- » Recruit, hire, and retain a high-quality staff and provide them with the tools and training to deliver quality results.
- » Foster an environment that supports trust, integrity, and teamwork to go above and beyond in all aspects of our work with a willingness to “go the extra mile.”

Quality on the Project:

How can every Catapult team member help facilitate the quality process?

You can access the organizational processes and forms for corporate activities in the Process Asset Library (PAL) on the Catapult intranet site. The PAL also includes information on how to perform project work.

There is a form on the PAL for submitting ideas on how to improve processes. We are always interested in good ideas for continuous process improvement! Send ideas to QA@catapulttechnology.com

By embracing quality principles in every aspect of our work, Catapult becomes our clients’ first-choice service provider.

Catapult’s Quality Credentials:

- » PMP®-certified Project Managers
- » ISO 20000:2005 Registered
- » ISO 9001:2008 Registered
- » Six Sigma

Catapult’s Quality Policy:

“Catapult is committed to maintaining customer satisfaction, trust, and integrity by delivering excellent quality products and services using the best practices and continuous process improvement.”



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