



QUALITY  
PROMISE

**SAP**  
**QUALITY PROMISE**

**THE BEST-RUN BUSINESSES RUN SAP**





## **PRINCIPLES OF QUALITY**

SAP's experience of delivering tens of thousands of successful implementations has led us to develop a key set of principles that we believe are fundamental to the success of every implementation.

### **Understand our customer's business objective as well as their technical requirement**

Throughout a project many design implementation decisions will need to be taken. It is the responsibility of the implementation partners to ensure the business objectives and the technical requirements are fully understood, so that the solution proposed will fit the customer's need.

### **Agree what can be delivered, in what timeframe and how delivery can be proved**

The implications of a proposed solution need to be formally communicated in order to guide decisions on the scope of the project, and to enable a realistic timetable to be set. This timetable needs to be agreed and signed off by all parties, along with the deliverables and their respective acceptance criteria, so that our customers can be assured of a quality implementation.

### **Work co-operatively with partners to achieve customer objectives**

SAP and its partners focus on the achievement of our customer objectives, and will endeavour to provide open and transparent communications when working with sub-contractors, business partners or competitors.



### **Agree project roles and responsibilities from the outset**

To ensure all those involved are clear as to who is responsible for the various elements in a project or programme, roles and responsibilities need to be defined at the initial engagement phase. Full governance structure and systems, with practical processes and formal reporting mechanisms help to ensure success is formally managed and predictable.

### **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 programme, the skills and competencies of the implementation team are regularly reviewed by SAP and its partners to ensure skills are up to date. Where the right resources cannot be made available directly, resourcing is discussed and managed through either sub-contracting or specific training.

### **All projects should be managed professionally using formal methodology**

Before implementation begins, the assigned project or programme managers from all parties need to agree a formal way of working with the customer. SAP's strategic methodology (or equivalent proven methodologies) along with tools such as Solution Manager, backed up by industry-recognised project management training and certification, ensure an implementation is managed professionally.

### **Risks should be identified and managed jointly**

Careful identification, analysis and management of risk is key to the success of all SAP implementations. This process should be formal, involve all relevant parties throughout the entire project lifecycle, and be supported by an effective governance structure. SAP and its partners commit to be honest and transparent in acknowledging risk, and to recommending and helping implement pragmatic, rigorous mitigation actions.



### **Always develop and execute a Quality plan**

SAP and its partners work against a Quality plan, in line with the customer's own Quality programme and industry best practice. A formal Quality management system provides the neutral forum for consistent evaluation of the solution and the deliverables, against agreed standards.

### **Where standard SAP functionality and built-in best practice will best serve their needs, highlight this to our customer**

The flexibility and configuration possibilities of SAP solutions mean many seemingly unique business requirements can in fact be satisfied without major modifications. This leads to a more sustainable solution delivered with less risk to the customer. SAP and its partners commit to demonstrating the advantages offered by the standard SAP solution.

### **Ensure sufficient customer staff training and help to manage the impact of change**

Project team and end user training are key to a successful implementation and its future customer value. SAP and its partners offer advice on the appropriate training needs. The impact of change on customer employees, partners, and management systems requires further systematic management attention, and should also be discussed and help offered.



## **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 customers' 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.



Please carry our Quality Promise and contact details for your convenience.

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It is in our customers', as well as SAP and its partner's, interests to follow the principles of Quality. SAP is further able to support these commitments with specialist services and complementary offerings.

Please do not hesitate to ask your contact at SAP for more information or mail SAP UKI's Quality Director on [svan.lembke@sap.com](mailto:svan.lembke@sap.com)

**SAP (UK) Limited**

Clockhouse Place  
Bedfont Road  
Feltham  
Middlesex, TW14 8HD  
T +44 (0)870 608 4000  
F +44 (0)870 608 4050

[www.sap.com/uk](http://www.sap.com/uk)

**SAP (Ireland) Limited**

1012-1014 Kingswood Avenue  
Citywest Business Campus  
Dublin 24  
T +353 1 467 4000  
F +353 1 855 8034

[www.sap.com/ireland](http://www.sap.com/ireland)

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