



Global Quality Solution

Uncover Insights. Simplify.

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# Uncover

As businesses worldwide adjust to the evolving challenges, they are deepening strategic efforts, re-engineering business processes and re-defining business models as a norm guiding the process-technology spectrum. Global Quality Solution aids you, in this transformation, with an expert-learner model. A foundation of high level of functional expertise buffered with tools to grow and handle increased complexity-diversity and methodologies to systematically de-layer the problems and uncover the relationships among the most important factors. An approach you can rely on for a realizable future.

*Organize. Model. Differentiate.*

# Uncover

At Global Quality Solution, Domain Expertise means more than a knowledge capsule and contribution towards reaching project goals. It is partnering a vision, leading a shift and nurturing the right techno-process ecosystem – through continuous learning.

## Solutions for your Industry

Global Quality Solution brings a wealth of expertise and experience in Financial Services sector across Retail Banking, Consumer Lending, Cards & Payments, Investment Management, Investment Banking and Brokerage. Aided by a career exposure to Manufacturing, Energy, Healthcare and Telecom industries, we are building solutions and domain leaders for a range of industry sectors. Partner with us and experience the difference our team can uniquely construct for you.

## A full range of Services

From application and technology outsourcing services to process and business excellence solutions, we offer a full range of IT, Process, Quality and Governance solutions. We also offer well-defined product frameworks as point solutions, building on our domain expertise.

## Success, Commitment, Customer Focus – The Team

Global Quality Solution is built around a nucleus of professionals who, as senior management in Fortune 50 companies and leading service providers, have built successful teams, path-breaking products and services and well executed outsourcing strategies. Our team is committed to delivering on customer needs with stringent international quality standards and thrives on customer value creation.



## Insights

Businesses focus on their core functional expertise. Having uncovered, Global Quality Solution's service is to ensure realizing your vision and goals Innovation in technologies, their applications, related tools and improved processes; Attention to constraints and optimization of resources, budgets and talents with the tenet that quality of service and its improvement is an expectation and a given.

*Align. Clarify. Advance.*

# Insights

We define Innovation not just by novelty, but by added value, effectiveness in achieving goals, managed risk and hence, success in implementation. Managing innovation is as important a process as the function it lends itself to.

## Interactive Solution and Transition Management

We involve customers and build on uncovered domain expertise and our wealth of technical and operational knowledge to deliver well integrated and managed end-to-end solutions. Our well-defined, six sigma-driven, tollgate-based solution and transition management process ensures speed and effectiveness while minimizing customer risk.

## Product Management

Product management at Global Quality Solution jumpstarts new service/ product development through a rigorous six sigma based New Product Introduction (NPI) methodology and Product lifecycle management process starting with capturing customer expectations.

## Technology Management

We manage the entire process of technological change – evaluation, planning and design, introduction and reassessment - through portfolio management and Design for Six Sigma (DFSS) process to effectively introduce emerging technologies into our solutions. Feel the comfort of “no risk” with new technologies.

## Industry-leading technologies

Global Quality Solution works with and has developed a portfolio of Industry-leading technologies. Moving forward, we will continue to reinvest in designing and developing customer solutions by building on our technological capabilities. We intend to establish ourselves as a clear market leader in enabling technologies in the domains of our focus. We will evolve our technologies and applications to provide a path for our customers to update to new industry-leading technologies and innovative applications at a faster pace.

We pursue our strategy of technology leadership through innovation, building partnerships, sharing knowledge & building competency in new technologies, with initiatives such as

- Integrating disparate IT systems in the organization through SOA and helping businesses respond more quickly and cost-effectively to changing market conditions.
- Providing IT solutions, consultancy and customized solutions encompassing Open Source Software, to meet emerging customer requirements to both large corporations and Small and Medium Enterprises
- Identifying, evaluating and building competence in emerging technologies



# Simplify

We deliver true results. To deliver results, we reduce clutter, save time, minimize maintenance and re-work and simplify daily operations. We re-engineer, standardize, re-design, measure and correct. We eliminate for the better.

Processes. Methodologies. Organization.

# Insights

We define re-engineering as identifying and abandoning outdated rules and fundamental assumptions. It is a continuous attempt to be in touch with reality – that change is constant. Obsolete models, changing technologies, ever-changing goals and expectations – We address all of these in an analytical manner. We change, but we manage change acceleration. Above all, we just simplify!

## ITIL-CMMi-Lean-Six Sigma

We use an integrated roadmap for process integration, deployment and optimization. ITIL framework is used to assess performance and capability of organizational processes vis-à-vis the objectives. CMMi estimates integration and documentation of diverse processes referred to as “maturity”. The desired state of operations is determined, and a roadmap of process improvement initiatives is identified utilizing Lean, Six Sigma, Change Acceleration Plan and Brainstorming tools in order to achieve the desired state.

## Process and Inventory Mapping

In most of our simplification engagements, we start with a current state process mapping exercise visually depicting ‘who does what’ in a process. A checklist of all key inventory elements associated with a process ensures comprehensive information availability.

## Process Consulting

We lead process improvement initiatives to optimize business processes based on resources, requirements and priorities. Activities include assessment of process strengths, impact of re-engineering decisions, risks and mitigation options and planning and managing re-engineering activities.



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