SAP Information Sheet
SAP Services | SAP Safeguarding

The "Quality Built-In" Approach from SAP Drives Customer Success

The "quality built-in" approach from SAP places proactive risk and quality management practices at the center of implementation projects to drive increased value and help secure high-quality outcomes for SAP customers.

Summary
The "quality built-in" approach from SAP is built on several pillars. One pillar is the proven ASAP methodology with quality gates (Q-gates). The other pillars are the SAP® Safeguarding portfolio of services from the SAP Active Global Support organization, quality assurance services from the global customer quality hub, and our project management platform: "people-performance-projects."

Business Challenges
- Accelerate time to value
- Reduce implementation time and cost
- Deploy high-quality solutions
- Embed strong quality management governance and practices in programs and projects
- Proactively manage risks associated with technology, implementation projects, upgrades, and organizational changes

Key Features
- **ASAP methodology** – Perform risk and quality management efficiently and employ a comprehensive, repeatable, proven value-centric implementation methodology for SAP-, partner-, and customer-led projects
- **Quality assurance and SAP Safeguarding services** – Leverage a broad range of risk-mitigation services for SAP, partner, and customer projects
- **Centralized platform** – Monitor and follow up on the "quality built-in" approach for projects led by SAP consultants or projects in which they are involved in another capacity

Business Benefits
- **Streamlined execution** and harmonized risk and quality management practices thanks to content-rich accelerators, templates, and guides of the ASAP methodology
- **High compliance** with project management standards and high quality of deliverables thanks to quality checkpoints with scheduled project Q-gates, a tool of the ASAP methodology
- **Enhanced management of risk** with a continuously evolving portfolio of SAP Safeguarding services and quality assurance services that complement the Q-gates of the ASAP methodology

For More Information
Call your SAP representative, or visit www.sap.com.

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THE ACTIVE QUALITY MANAGEMENT PROGRAM

With an active quality management program, SAP supports its partners across its ecosystem, working closely with them to identify and manage risk and quality in partner-led projects. In this way, SAP helps ensure the success of its partners and their customers.

QUALITY GATES IN THE ASAP METHODOLOGY

All projects conducted with the ASAP methodology undergo regular quality checkpoints at the end of each project phase. These quality gates (Q-gates) call for regularly scheduled reviews of project deliverables to make sure the deliverables satisfy the standards laid out by the ASAP methodology. Q-gates help keep a project on track by enabling early visibility of issues and any risk that may arise. Q-gates also ease the project into the next phase, facilitating a smooth transition.

A "QUALITY BUILT-IN" APPROACH WITH PROACTIVE RISK MANAGEMENT

SAP delivers rigorous world-class practices in risk identification and management approaches to keep project quality high and help avoid unnecessary delays or failure. Proactive risk management is performed before a project begins as well as throughout the project and adheres to the highest international standards.

QUALITY ASSURANCE SERVICES

The quality assurance services from the global customer quality hub provide a portfolio of services that deliver immediate benefit to customers. The services help ensure that implementation projects are executed with the highest level of quality and minimal risk. They help align projects with overall business strategies and, at the same time, contribute to lower implementation and operating costs by applying end-to-end standards that improve the quality of the SAP® solutions deployed. Quality assurance services are available in four areas, supporting the entire implementation and software lifecycle: technology, solution, organization, and project and program governance. Key services include project and program management reviews, design reviews, assessment of testing strategies, and assessment of education strategies.

BUILDING IN QUALITY WITH SAP CUSTOM DEVELOPMENT SERVICES

With SAP Custom Development services, custom-made software is designed and developed specifically for individual customer needs. The methodology used by the SAP Custom Development organization conforms to state-of-the-art standards for software development to produce unique, individualized, customer-specific solutions.

PLACING PROACTIVE RISK AT THE CENTER OF CUSTOMER PROJECTS

"Customer success is achieved by driving high-quality outcomes for our customers," maintains José Duarte, president of Global Services at SAP. "Every person at SAP plays a role by placing proactive risk and quality management practices at the center of the projects our customers undertake using SAP solutions. We are all quality managers, responsible for 'quality built-in.'"

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