

Global Star Certified - Orientation Overview -

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History

- Based on 20 years of client sponsored assessments of Offshore/Outsourced service providers (by Certellus Corporation)
- Involving over 100 outsourcers in Central/South America, China, Eastern Europe, India, Middle East and Africa
- Mature process approach packaged in June 2007
- Released for IIOM Administration in July 2007



Value Proposition

- Benefits Both Service Provider and Client
 - Independent and Consistent Assessment
 - Conducted by Qualified/Experienced Examiners
 - IIOM Board Oversight
 - Expedient Delivery
 - Significant Value to Cost Benefit Ratio
 - Market Differentiator
 - Rates Viability and Considers Process Maturity



Overview

Global Star Certified (GSC)TM...

➤ Assess Outsource Business Viability

- ❖ Business Foundation
- ❖ Operational Foundation

➤ Embraces other Assessment Models

- CMM, CMMi, V&VMMxTM, TPI....

The focus is on company vitality!



Overview (continued)

Like a STAR there are Five Possible Ratings

One Optimal Level (o)

Two Stable Viability Levels (s & s1)

Two Foundation Viable Levels (F & F1)



Assessment Approach

All Assessments are Conducted by Qualified Examiners with Specialization in Business Process Viability

Step 1	GSC™ Contracted Engagement Established	
Step 2	GSC™ Pre-Assessment Questionnaire	(2-3 days-Client)
Step 3	GSC™ Offsite Questionnaire Review	(3-5 days/IOM)
Step 4	GSC™ Onsite Examination	(2-5 days/IOM & Client)
Step 5	GSC™ Onsite Offsite Full Examination Review & Scoring	(5-10 days/IOM)
Step 6	GSC™ Qualification Awarded	(within 30 days)



Rating/Qualification

- Initial Assessment Fee \$ xxxx USD
- Valid for Three Years With Voluntary Questionnaire Submission (Annually) Renewal Fee \$xx USD
- Mandatory Reassessment Every Three Years or Upon Request – Prevailing Rates Apply

(Note: Prior Assessment Averaged \$12,500 USD plus expenses. All expenses apply on quoted rates.)



Certification Elements

- Business Viability Foundation
 - Management Qualifications & Tenure
 - Short & Long Term Planning Vision
 - Historical Performance – Fiscal & Evolutionary
 - Financial Stability
 - Capitalization and Funding
 - Budgeting and Monitoring
 - Ratio Study (eg. Debt/Earning...)
 - Marketing Collateral & Vision
 - Sales Framework
 - Short & Long Term Planning Vision
 - Staffing and Technology Dynamics



Certification Elements (continued)

- Operational Foundation
 - Staffing – Qualifications/Turnover/Development
 - Process Qualifications & Maturity Level
 - Technical & Operational Infrastructure
 - Communication Channels
 - Organizational Depth
 - Capacity Bandwidth Analysis
 - Historical Delivery Performance
 - Customer Satisfaction
 - Product Delivery Snapshot Assessment
 - Operational Cohesion



The Goal...

Qualify Service Providers as to their ability to deliver a suitable result and remain viable as a business.

Secondary Benefits...

- Provide Valuable Insight for Purchasers of Service
- Establish a Measure for Tracking Ongoing Capability
- Puts Together an Independent Pragmatic Score Covering Multiple Essential Business Elements



Contact

The Institute for Outsource Management

Or

The Regional IOM Office

For further Information

