

# Comparison of CSIA Best Practices Ver. 4 to ISO 9001-9004



CSIA Best Practices Criteria	ISO 9001 Requirement
1.0 General Management	
1.1 Strategic Management	5.3 Quality Policy, 5.4.1 Quality Objectives 7.1 Planning of Product Realization 4.1 General Management 4.2. Documentation Requirement 5.2 Strategy and Policy Formulation (9004)
1.2 Organizational Structure	5.1 Management Commitment 5.5 Responsibility, Authority and Communication
N/A	5.5.2 Management Representative 5.6 Management Review
1.3 Corporate Risk Management	4.1 General Requirements 4.3 Organizations Environment 6.3 Infrastructure
1.4 Information Systems Management	6.3 Infrastructure
1.5 Facilities and Equipment	6.3 Infrastructure 6.4 Work Environment
2.0 Human Resources Management	
2.1 Administration	6.2.2 Competence, Awareness and training 6.3.1 Management of People (9004)
2.2 Recruiting and Selection	6.2.1 General 6.2.2 Competence, Awareness and Training 6.1 General (9004)
2.3 Performance Management	6.2.1 General 6.2.2 Competence, Awareness and training 6.3.3 Involvement and Motivation of People (9004)
2.4 Training & Development	5.4.1 Quality Objectives 6.1 Provision of Resources 6.2.1 General 6.2.2 Competence Awareness and Training 6.3.2 Competence of People (9004)
2.5 Compensation and Benefits	6.3.3 Involvement and Motivation of People (9004)
2.6 Employee Communications	5.5.3 Internal Communications
3.0 Marketing, Business Development, Sales and Opportunity Management	
3.1 Marketing	4.2 Sustained Success (9004)
3.2 Business Development	7.2.1 Determination of requirements related to product 7.2.3 Customer communication
3.3 Sales Management	6.7 Knowledge Information (9004) 7.3.1 Development Planning
3.4 Opportunity Management	7.2 Process Planning and Control (9004) 7.2.2 Review of Customer Requirements 9.3.5 Risk (9004) 7.2.1 Determination of Requirements
4.0 Financial Management	
4.1 Measures of Financial Performance	6.1 General
4.2 Financial Planning	6.2 Financial Resources
4.3 Billing Procedures	6.2 Financial Resources
4.4 Management of Credit, Expenses, Cash, Purchasing & Security	6.4 Suppliers and Partnerships 6.2 Financial Resources
4.5 Project Financial Reporting	6.2 Financial Resources
4.6 Tax Policy	N/A
5.0 Project Management	
5.1 Project Contract Management	7.2.1 Determination of Requirements Related to the Product 7.2.1 Review of the Requirements Related to the Product
5.2 Project Procurement Management	7.4.1 Purchasing Process 7.4.2 Purchasing Information
5.3 Project Planning	5.5.3 Internal Communications 7.2.1 Review of the Requirements Related to the Product 7.2 Process Planning (9004)
5.4 Project Risk Management	9.3.5 Risks (9004) 8.3.1 Measurement (9004)
5.5 Project Resource Management	6.2.1 General 6.2.2 Competence, Awareness and Training 7.2 Process Planning and Control (9004)
5.6 Project Communications Management	5.5.3 Internal Communications 7.2.3 Customer Communications
5.7 Project Scope Management	5.2 Customer Focus 7.2.1 Determination of Requirements Related to the Product 8.3.1 Measurement (9004)
5.8 Project Schedule Management	5.2 Customer Focus 7.1 Planning for Product Realization
5.9 Project Budget Management	6.2 Financial Resources (9004)
5.10 Project Change Management	4.2.3 Control of Document 4.2.4 Control of Records 7.2.2 Review of Requirements Related to the Product

5.11 Project Quality Management	7.5.1 Control of Production and Service Provisions 8.2.3 Monitoring and Measurement of Process 8.2.4 Monitoring and Measurement of Product
5.12 Project Closure	8.2.1 Customer Satisfaction 8.4 Analysis of Data
6.0 System Development Lifecycle	
6.1 Internal Kickoff	5.5.3 Internal Communication 7.2.1 determination of Requirements Related to the Product
6.2 Requirements	5.2 Customer Focus, Review of Requiprements Related to the Product 7.5.1 Control of Service Provisions 6.7.4 Technology (9004)
6.3 Design	7.3.1 Design & Development Planning, Design and Development Reviews
6.4 Development	7.3.4 Design and Development Review 7.3.5 Design and Development Verification 7.5.6 Design and Development Validation
6.5 Unit/Module & Integration Testing	8.2.3 Monitoring and Measurement of Process 8.2.4 Monitoring and Measurement of Product
6.6 Factory Acceptance Testing	7.5.2 Validation of Proccess for Production and Service Provision
6.7 System Shipping	7.5.5 Preservation of Product
6.8 Installation	7.5.1 Control of Production and Service Provisions 7.5.5 Preservation of Product
6.9 Commissioning	7.5.1 Control of Production and Service Provisions
6.10 Site Acceptance Testing	8.2.3 Monitoring and Measurement of Process 8.2.4 Monitoring and Measurement of Product
7.0 Supporting Activities	
	7.2.1, Determination of Requirements Related to the Product 7.2.2 Review ofRequirements Related to the Product
7.1 Process Development and Maintenance	5.1 Management Commitment 5.5.1 Responsibility and Authority 6.7.2 Knowledge (9004)
7.2 Standards and Templates	4.2.3 Control of Documents 4.2 Sustained Success (9004)
7.3 Project Methodologies	7.3.7 Control of Design and Development Changes 8.1 Measurement, Analysis and Improvement General 8.2.3 Monitoring and Measuring of the Processes, Monitoring and Measuring of the Product.
N/A	8.3 Control of Nonconforming Product
7.4 Procurement Management	7.4.1 Purchasing Process 7.4.2, Purchasing Information 7.4.3 Verification of Purchased Product
7.5 Risk Management	7.2.1 Determination of requirements related to the product 7.5.1 Control of Production and Service Provisions 8.2.1 Customer Satisfaction 8.4 Analysis of Data 9.3.5 Risks (9004)
7.6 Configuration Management	4.2.3 Control of Documents 4.2.4 Control of Records 7.3.7 Control of Design and Development Changes
7.7 Reuse Management	4.2.4 Control of Records 7.1 Planning of Product Realization 7.2.1 Determination of Requirements Related to the Product 7.3.1 Design and Development Planning
8.0 Quality Assurance Management	
8.1 Continuous, Measurable Improvements	5.5.3 Internal Communications 8.1 General 8.4 Analysis of Data 8.5.1 Continual Improvements 8.5.2 Corrective Action 8.5.3 Preventive Action
8.2 Client Satisfaction Measurement	8.2.1 Customer Satisfaction 8.5.1 Continuous Improvements
8.3 Client Services	5.1 Management Commitment 5.2 Customer Focus 6.4 Suppliers and Partners (9004)
8.4 Project Quality Assurance	ISO-9000 Standard
8.5 Support and Service Quality Assurance	8.2.2 Internal Audits
9.0 Service and Support	
9.1 Strategic Management	7.5.1 Control of Production and Service Provisions
9.2 Organizational Structure	7.5.1 Control of Production and Service Provisions
9.3 Methodology	7.5.1 Control of Production and Service Provisions 7.2.1 Determination of Requirements Related to the Product 4.2.3 Control of Documents 6.2.2 Competence and Training
9.4 Service Management	7.2.1 Determination of Requirements Related to the Product



## **CSIA Certification versus ISO Certification**

by Remco Kappert, EKB Group Netherlands

*Note: This information from Remco was copied from the CSIA Open Forum on 2010 09 24.*

1. The first main difference we tell our customers is that, in general terms, ISO tells you to write down the way you work and that you then need to implement tools to check that everyone works in that way. But if you write down a procedure that produces bad quality and everybody works that way, you still are ISO certified. So, being ISO certified does not prove to the customer that he is working with a quality system integrator.
2. CSIA's Best Practices and Benchmarks manual tells system integrators what they should implement in their company to be good system integrators. This book does not only tell you what to do, it also tells you why these issues are important. ISO does not have a book like this.
3. CSIA focuses on issues that are important for a system integrator. Things like Project Management and System Lifecycle Development are important business issues for system integrators (and its customers) and get minimal attention within the ISO system.
4. CSIA addresses people's safety where ISO does not.
5. I do not know how this is in the U.S., but in the Netherlands the ISO auditor can be a person who has never seen a system integrator company. CSIA's auditors have great experience with system integrators. The audits are very much consultative. Although you might be certified after an audit, the auditor/consultant still drives you to implement changes to become an even better company.
6. CSIA audits not only result in a pass/not-pass, but give a score. With this score the CSIA audit shows the system integrator its strengths and weaknesses in a better way than ISO does.
7. CSIA organizes a conference every year where professionals share issues that concern system integrators. Maybe more important during this conference is that system integrators exchange experiences that can be very valuable for all.

Some items where ISO is stronger:

1. Advantage of ISO is that an audit is performed every year; for CSIA it is every three years. This can possibly loosen the focus on quality.
2. CSIA does not mention Management Review, ISO does.
3. ISO focuses more on the quality circle PDCA (Plan-Do-Check-Act) than CSIA.