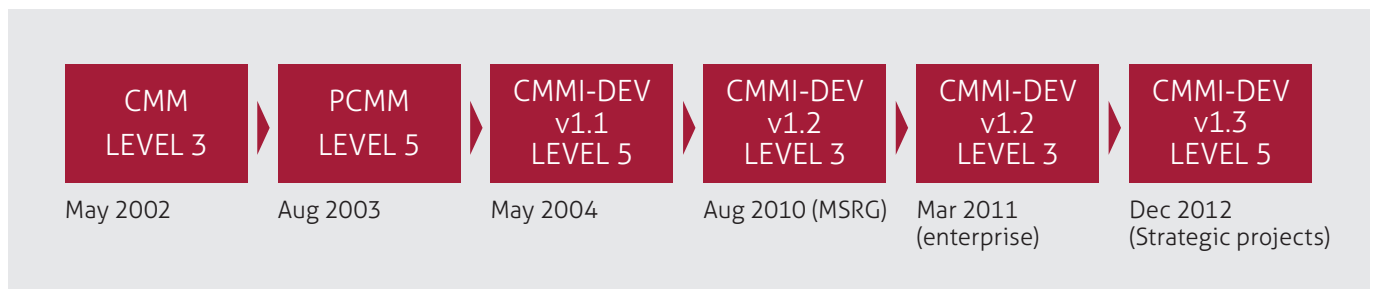


## Mindtree quality standards.

Mindtree adopted the Capability Maturity Model (CMM) family since early 2002.



Mindtree uses multiple standards and models to deliver predictably with high quality such as ISO 14000, ISO 20000 and ISO 27000. The choice of standard are determined by customer and business needs.

### Capability maturity models

Mindtree is assessed to Capability Maturity Model Integration (CMMI) DEV 1.3 Level 5 – the highest maturity level for all strategic projects being executed from Bangalore and Chennai. The assessment was carried out by an independent transition partner from CMMI Institute – QAI.

A CMMI-DEV Level 5 assessment is very relevant and important for us to achieve our goals. CMMI-DEV maturity Level 5 affirms the organizational ability to statistically manage leading indicators to achieve process and business objectives.

We embarked on the CMMI-DEV Level 5 journey to enhance our project management and engineering

capabilities and bring in continuous improvement in the organization. In this path to business excellence, we reached a significant milestone by getting assessed to Level 5 for our strategic projects.

This journey has strengthened our ability to deliver high quality solutions and services to our customers in a consistent way and improve our internal efficiencies. This endorses our capability to consistently deliver expertise-led, high quality solutions and services to our customers. It emphasizes the high level of rigor in data and metrics-driven practices we follow. It further highlights our use of statistical methods during project lifecycle to improve individual and team performance.

### ISO standards

Mindtree is a very active user of ISO standards such as ISO 14000, ISO 27000 and ISO 20000

In today's world, businesses are increasingly basing their success strategies on Information Technology (IT being one of the key enablers).

IT leadership now has a huge responsibility of aligning IT functions (planning and implementation) with the organization's strategic requirement. One way to ensure this is to follow internationally accepted standards and get the necessary assurance from an outside agency.

International Organization for Standardization (ISO) is one such organization which lays down

guidelines on how business should plan, execute and continuously improve operations. Not only do they provide guidelines, they also ensure such operations are audited and certified by an independent body of certified auditors.

ISO 20000 and ISO 27000 are two very popular standards followed by IT organizations worldwide. ISO 20000 certifies that an organization is running its IT operations to its stipulated standards and ISO 27001 specifically certifies the robustness of an IT organization's ability to secure and manage information.

These standards can be applied by IT organizations which support their own business. They can also be adopted by external IT solution and service providers. It reassures IT organizations and their businesses that services provided are to an established international standard.

The leadership team of Mindtree has consistently demonstrated the fullest commitment and involvement for process improvements and quality. The biggest strength of the organization is the empowerment and opportunity to implement process improvement initiatives at all levels. This ensures good practices which sustain in the long run.

#### ISO 27000 certification achieved in April 2012

ISO 27000 is certification for compliance to information security management systems which provides best practice recommendations on information security management, risks and controls within the context of an overall Information Security Management System (ISMS)

#### ISO 20000 certification in December 2010 for Bangalore and Chennai location

ISO 20000 is certification for design, transition, delivery and improvement of services that fulfill service requirements and provide value for both the customer and the service provider.

#### ISO 14000 certification achieved in September 2010

ISO 14000 is the certification for compliance to environmental management systems. It provides assurance to the management and to external stakeholders that environmental impact is being monitored and that applicable laws and regulations are being complied with. Mindtree has many initiatives such as recycling and power management and have used ISO 14000 to assist with those initiatives.

Refer:

[https://peoplenet.mindtree.com/petalsnew/green\\_council/mt\\_initiatives.html](https://peoplenet.mindtree.com/petalsnew/green_council/mt_initiatives.html)

### About Mindtree

Mindtree is a global information technology solutions company with revenues of over USD 400 million. Our team of 11,000 experts engineer meaningful technology solutions to help businesses and societies flourish. We enable our customers achieve competitive advantage through flexible and global delivery models, agile methodologies and expert frameworks.