

Quality Management

Quality and continuous improvement are major priorities at CPAS – they are key to everything we strive for. We achieved ISO 9001:2000 registration in July of 2001. ISO 9001:2000 is the newest international quality assurance model and the most comprehensive available for software firms; it encompasses all phases of design, production, delivery and support. The ISO quality assurance model is made up of 20 sets of quality system requirements ranging from management responsibilities to defining the quality policy through inspecting, testing and control of software non-conformances and corrective and preventative action. The CPAS quality management system undergoes an annual assessment by an external, independent auditor (QMI); additionally, CPAS also conducts routine internal audits by accredited staff.

CPAS was the first pension administration software firm in the world to have achieved the ISO 9001:2000 registration. This registration and the processes behind it have enabled us to respond in a more rapid and effective manner to clients than ever before allowing us to deliver unmatched, world-class levels of quality in service and products.