

home sitemap feedback contact us legal

Vertical Industries

Technology Solutions

Other Satyam Sites



# Satyam Computer Services Ltd.

Welcome

- ◆ About Us
- ◆ Solutions
- ◆ Investor Information
- ◆ Careers
- ◆ Media Room
- ◆ Quality
- ◆ Alliances
- ◆ Knowledge Management
- ◆ Community Services



**You are here:** Home > Media Room > Latest Press Releases

◆ This section offers a host of support in the form of press releases, downloadable logos and photographs for media professionals.

◆ For any further information or regular updates from us please write to [corporate\\_communications@satyam.com](mailto:corporate_communications@satyam.com)

## Latest Press Releases

### Satyam's units get assessed at highest Quality Level

Automotive Business Unit and Microsoft Solutions Group Assessed at SEI CMMI Level 5

**Hyderabad, December 22, 2003** - Satyam Computer Services Ltd.(NYSE:SAY) today announced that two of its units - Automotive Business Unit and the Microsoft Solutions Group have been assessed at Level 5 under Capability Maturity Model Integrated (CMMI), instituted by the Software Engineering Institute (SEI), Carnegie Mellon University, USA. The assessment has been done by SITARA Technologies Pvt. Ltd. an India-based Lead assessment firm.

This is a milestone achievement in Satyam's efforts to scale greater heights in delivering the best to its Customers. This assessment is part of Satyam's efforts in further improving the processes across the entire organization.

The CMMI framework is the latest release from SEI and integrates the four bodies of knowledge, namely systems engineering, software engineering, integrated product and process development, and supplier sourcing. It enables an organization to set process improvement objectives and priorities, and continuously raise its levels of quality. It also acts as guidance for ensuring stable, capable, and mature processes.

*Mr. Raghav S Nandyal, lead appraiser SITARA Technologies Pvt. Ltd. said "The SCAMPI class A appraisal results at the optimizing level of maturity on the CMMI is an indication of both the richness of management systems and vigor of engineering practices. By embracing the CMMI and successfully demonstrating the Level 5*

maturity, Satyam's Automotive Business Unit and the Microsoft Solutions Group have demonstrated that right thinking towards building a learning organization is in place".

*Commenting on the achievement, Satyam's Senior Vice President - Quality, Mr. CR Nagaraj said, "Achieving CMMI Level5 is an important milestone in Satyam's journey towards excellence. In fact, it addresses two of our core values of Customer Delight and Pursuit of Excellence. CMMI backed with our initiatives of ORBIT 5 & Six Sigma will continuously raise the Quality bar and deliver better value to our customers".*

Satyam was the ninth organization in the world to have been assessed at SEI CMM Level 5 in March 1999. Ever since, Satyam's quality journey has crossed many a milestone, one of them being the first organization to be certified ISO 9001:2000 by BVQI in March 2001. Satyam has embarked on an internal initiative called ORBIT 5 (Organizational and Business Transformation), which enables value creation across the organization by benchmarking the various processes against the global best-in-class and achieving level 5 performances. Satyam has also adopted the PCMM, BCMS, ISMS (BS 7799) and Six Sigma methodologies to achieve higher levels of maturity and be consistent with business demands.

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**Safe Harbor:**

This press release contains forward-looking statements within the meaning of section 27A of Securities Act of 1933, as amended and section 21E of the Securities Exchange Act of 1934, as amended. The forward-looking statements contained herein are subject to certain risks and uncertainties that could cause actual results to differ materially from those reflected in the forward-looking statements. Satyam undertakes no duty to update any forward-looking statements.

For a discussion of the risks associated with our business, please see the discussions under the heading "Risk Factors" in our report on Form 6K concerning the fiscal quarter ended September 30, 2003 furnished to the United States Securities Exchange Commission on November 14, 2003 and the other reports filed with the Securities Exchange Commission from time to time. These filings are available at [www.sec.gov](http://www.sec.gov)

[Back](#)

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