NBA QUALITY SYSTEMS
LIMITED

PROFESSIONAL
SOFTWARE ENGINEERING

NBA QUALITY SYSTEMS LIMITED

NBA was founded in 1987 as Nigel Biggs Associates and was incorporated in 1991 as NBA Quality Systems Limited. The company provides Information Systems and Services from Consultancy to Complete System Supply and Support, Nationwide.

▲ ORIENTATED TOWARDS PEOPLE

Since the start we have always been orientated towards people – the people who are our customers, the people who are our staff and the people who are our suppliers.

Business today means operating as a team to the maximum benefit of all the involved parties. Customers and suppliers have to work together - both have to understand that circumstances vary, project requirements change, unforeseen difficulties do occur and yet corporate deadlines have still to be met.

▲ FLEXIBILITY AND FOCUS

Flexibility and Focus are our watchwords. Flexibility in operation with continual focus on our customers' needs.

We as suppliers must understand that the system being developed is not there in isolation; it is probably just one piece of a large jigsaw, one small but vital cog in our customer's corporate machine.

▲ A VITAL COG

This vital cog must be delivered on time and must work properly for the whole machine, that is all the myriad people who are not our direct customers or users but who may be affected by our system, to operate efficiently and effectively.

▲ COMMITMENT TO QUALITY

At NBA this understanding is embodied in our Commitment to Quality; a commitment not just with words but with actions.

Since 1990 NBA has invested directly in Quality and in 1992 the NBA Quality Management System was certified as meeting BS5750 Part 1, ISO9001 and TickIT.

The commitment therefore is to Quality for all our customers by all our staff. We listen also to our suppliers as their advice can be invaluable.

Overall our company aim is to form, maintain and improve relationships with all the people that are important to us, to make our business your business and to make your business work.
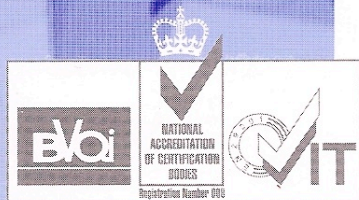
PROFESSIONAL SOFTWARE ENGINEERING

The growing availability of OPEN SYSTEMS i.e. the mixing of hardware and software from a variety of manufacturers, means that you, our customers, have a much wider — and sometimes confusing — choice of systems. You have an equally growing need for one company that can handle all your requirements professionally and securely.

▲ CONSULTANCY AND ANALYSIS

NBA Quality Systems Limited offers a range of professional services that are aimed at building TOTAL CUSTOMER SUPPORT.

From the earliest moments when just the idea of an Information System is born, NBA can help you with consultancy or strategic analysis.

As your need grows, NBA can provide help with defining requirements or evaluating products and systems. Then, once a detailed solution has been identified and agreed with you, NBA will design and deliver a complete system, will train your staff in its use and provide help desk support as necessary by telephone or on-line.

▲ COMPLETE SYSTEMS

Every system we deliver has a quality guarantee. You have unlimited telephone support for the life of your system and should a fault occur in our software after customer acceptance we will fix it absolutely free of charge.

We call it Professional Software Engineering.

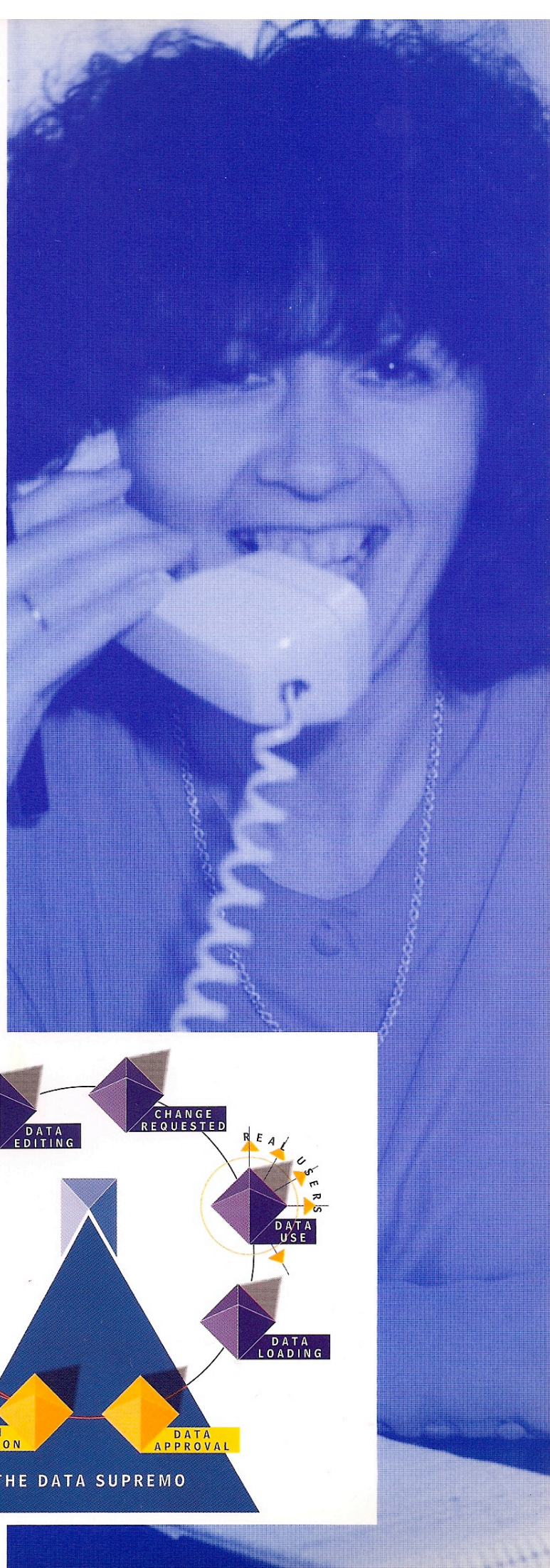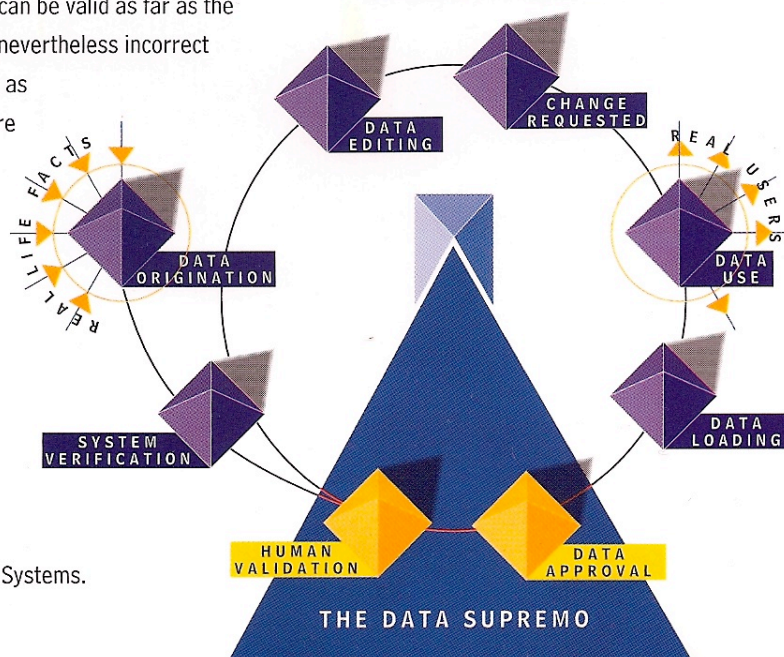## ▲ DATA QUALITY AND THE HUMAN TOUCH

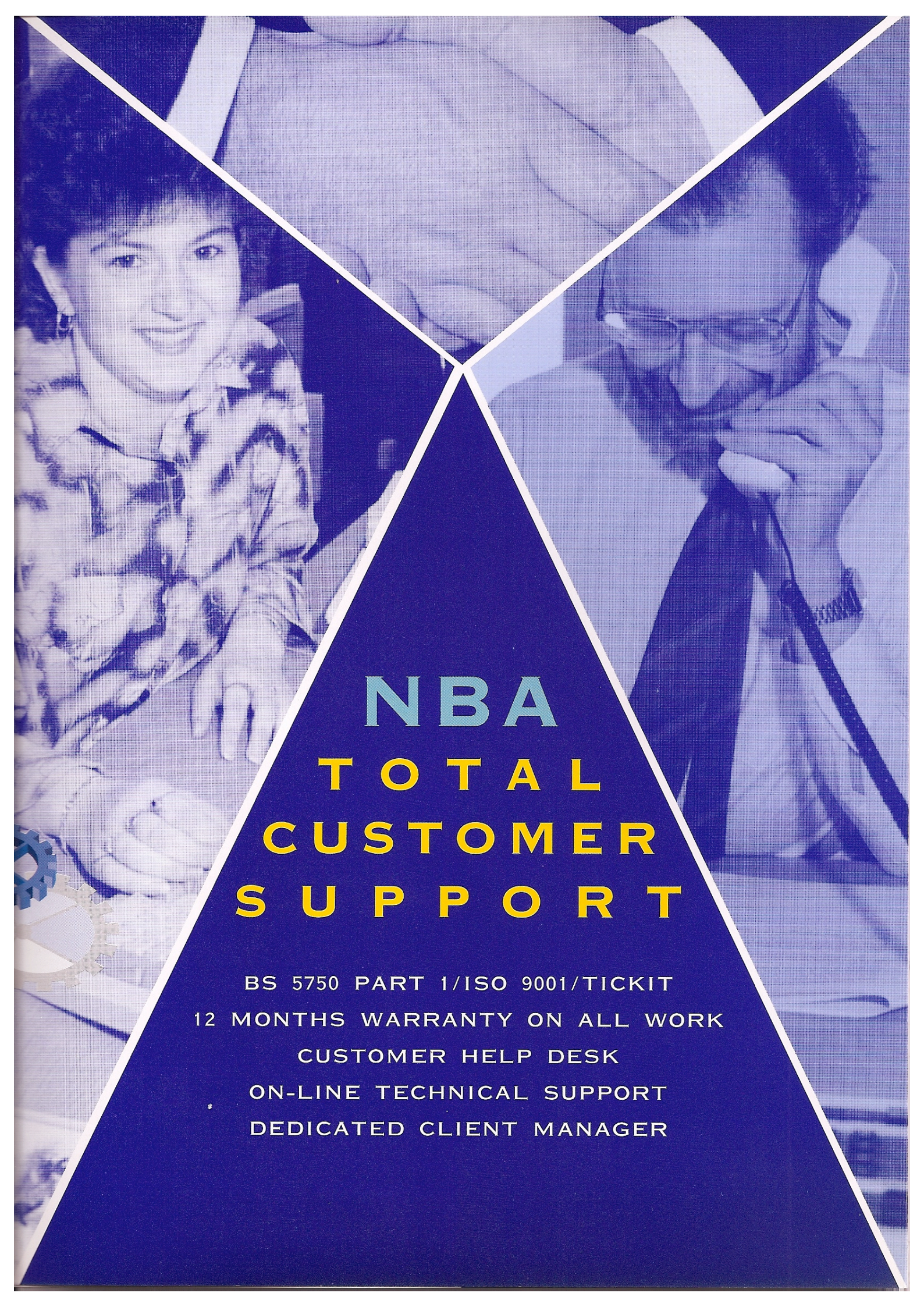Human error plays a major part in data entry but a computer system cannot catch it all. Data can be valid as far as the software is concerned but nevertheless incorrect (e.g. entering someone as MARRIED when they are actually SINGLE). Such errors are usually only spotted much later often by your customer accompanied by a loss of credibility of your organisation.

NBA has experience in adding the human touch to data validation to minimise such errors. We provide tools and methods for Data Audits, Data Quality Metrics and Data Approval Systems.

REAL LIFE FACTS

DATA EDITING

CHANGE REQUESTED

REAL USERS

DATA USE

DATA ORIGINATION

DATA LOADING

SYSTEM VERIFICATION

HUMAN VALIDATION

DATA APPROVAL

THE DATA SUPREMO

NBA

**TOTAL
CUSTOMER
SUPPORT**

BS 5750 PART 1/ISO 9001/TICKIT

12 MONTHS WARRANTY ON ALL WORK

CUSTOMER HELP DESK

ON-LINE TECHNICAL SUPPORT

DEDICATED CLIENT MANAGER

QUALITY SYSTEMS NATIONWIDE

▲ **CORPORATE INFORMATION SYSTEMS**

NATIONAL DATABASES

DISTRIBUTED DATA VALIDATION

COMMON APPLICATIONS INTERFACE

NATIONAL STANDARDS WITH LOCAL CONTROL

▲ **TURNKEY SYSTEMS**

NETWORK APPLICATIONS

CLIENT–SERVER TECHNOLOGY

OPEN SYSTEMS INTEGRATION

MULTI–VENDOR HARDWARE AND SOFTWARE PLATFORMS

▲ **FIELD SERVICE SYSTEMS**

CUSTOMER HANDLING AND FAULT LOGGING

PRIORITY SETTING AND ENGINEER TASKING

MONITORING, CONTROL AND ESCALATION

PERFORMANCE TARGETS AND METRICS

▲ **FIELD SERVICE SYSTEMS**

ASSET IDENTIFICATION

REGISTRATION AND VERIFICATION

CHANGE CONTROL

INTERFACES TO PROPRIETARY SYSTEMS

QUALITY SERVICES NATIONWIDE

▲ **MANAGEMENT CONSULTANCY**

CONSULTANCY IN INFORMATION TECHNOLOGY

BUSINESS ANALYSIS AND STRATEGIC STUDIES

CONSULTANCY IN QUALITY ASSURANCE

▲ **INFORMATION SYSTEMS**

REQUIREMENTS ANALYSIS

PRODUCT EVALUATION

SYSTEM SPECIFICATION

DESIGN AND DEVELOPMENT

INDEPENDENT TESTING

TRAINING AND TRAINING COURSE DEVELOPMENT

MAINTENANCE AND SUPPORT

▲ **PROJECT SERVICES**

PROJECT MANAGEMENT

SYSTEM AUDITS

DATA CONTROL

FACILITIES MANAGEMENT
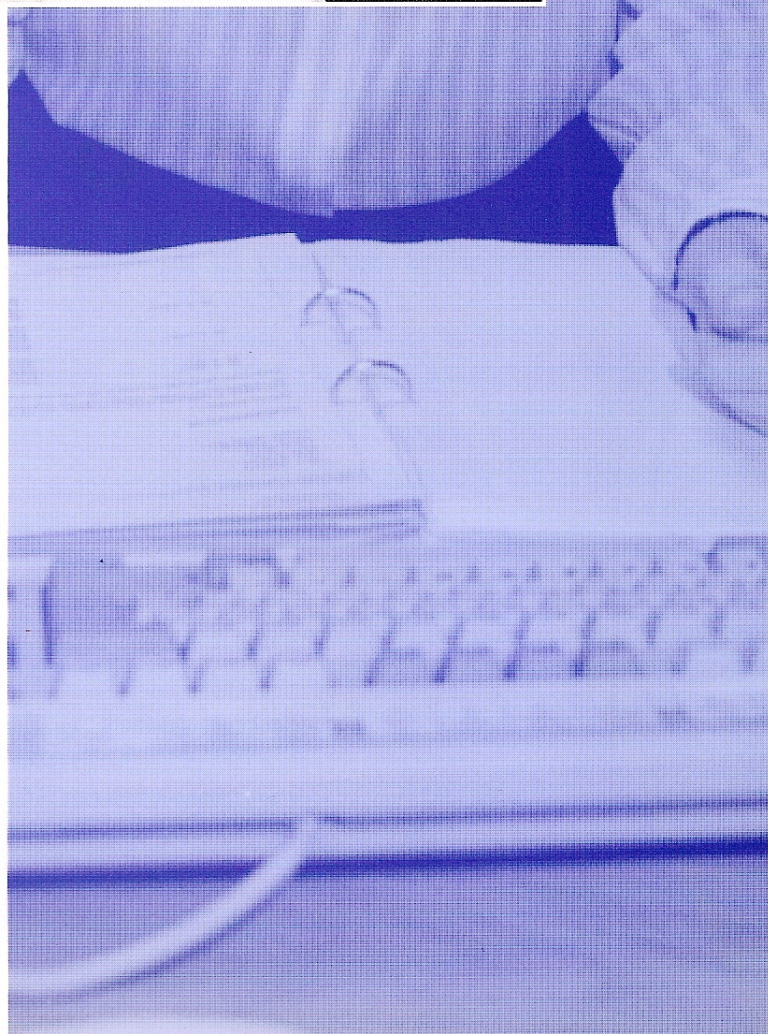
"Software is invisible, untouchable and practically unfathomable. We owe it to our customers to make it clear, accurate, understandable, maintainable and affordable.

It is called Professional Software Engineering"

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