

Invitation to learn ‘What Quality is really’

Why we should re-learn what IT quality is and stop following industrial age thinking

- ☐ Quality is likely not what you think it is
- ☐ Why meeting SLAs is not what really matters
- ☐ How can IT improve visibility of their work and gain respect



We believe that the knowledge we have learnt is resilient to time and remains valid forever. Thus, we witness organizations who adopt the logic that „quality“ means meeting customer requirements. This is valid if your organization is producing simple products, not sophisticated and you follow industrial age thinking.

Problem comes when we transfer this approach to the IT world and when we adopt same paradigm = quality is meeting service level agreements. This logic has some consequences, internal IT departments embark on developing and designing complex SLAs, they waste time through endless discussions about customer requirements for every IT service, perpetuate this by extensive measurement and reporting, all of this without analysing if it makes any good impact on an organization as a whole.

Once we realize, that IT is not producing simple IT services, which are either up or down, we discover that IT is a complex system working inside ever changing organization and different logic must be applied.



IT Quality Index is framework designed to measure, visualize and compare IT quality across industries so the heavy process of service level management and reporting could be significantly simplified and resources can better utilized for more meaningful work, i.e. innovation and better communication.

[IT Quality Foundation](#) course explains the differences between the old and new paradigm on IT quality and describes IT as a complex system within another system.

[IT Quality Expert](#) is practical guidance on how to measure IT quality and identify significant improvement opportunities.

[IT Quality Manager](#) is providing practical advice on how to design your IT Quality Management System, enabling continual quality adaptations.

[Certification in IT Quality](#) is combined 4 days course covering all modules – Foundation, Expert and Manager, leading to the highest Certification in IT Quality.

[Managing knowledge worker quality](#) – 2 days training explaining why industrial methods don't work for knowledge workers and what approaches should be used instead

You may register also for online courses [here](#)

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