



Custom Development Solutions
Data Management Solutions

ISO 9001:2000 FS 542819



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2008 CONTINUING TO BRING SUCCESS AND REWARDS FOR MSM

- Exeter Software House Gains ISO 9001:2000 Accreditation

Following on MSM's success of achieving Microsoft Gold Certified Partnership in November 2008 the company has now been accredited with ISO 9001:2000 commonly known as TickIT.

The accreditation means that MSM's quality management system **discoversuccess** has passed a 3rd party audit and fulfils all the requirements set out by the British Standards Institute (BSI) and International Standards Organisation (ISO).

discoversuccess is MSM's project management & application development methodology (ADM). It is a quality management system (QMS) or process which brings engineering discipline to the company's software development projects and gives MSM's Project Managers control to reduce risk on any project. This approach for managing and delivering software solutions is consistent with the TickIT Guide: Using ISO 9001:2000 for Software Quality Management System Construction, Certification and Continual Improvement.

The system is used as an introduction for new employees to standard practices; a check list for more experienced professionals and a single source for standard procedures that permits MSM to ensure all projects are carried out on time and on budget.

Geoff Rowlings, Delivery Director, showed his gratitude for this achievement by stating "A huge thank you to all involved in the creation, enhancement, and adherence to **discoversuccess** over many years. We should be incredibly proud of what we have achieved, and also the high demonstrable standard that we work to. We must now continue to work to the high standards we have set ourselves, and strive to develop the process to ensure that we continually provide a quality service to our clients.

Thomas Coles, MD, backed up these comments “This is fantastic news and when combined with the Microsoft Gold Certified Partnership is a significant vote of confidence by outsiders in our processes and in all of our team.”

Overall 2008 has been a very successful year for MSM as the company has celebrated 10 years of trading, which was topped off by 2007/2008 being the best ever year by closing with a turnover of £2.2 million. July saw the company celebrate their 2nd anniversary of relocating from Totnes to Exeter, which accounted for a dramatic effect on pre-tax profits that have increased by 530% since July 2006. Finally ending the year by becoming a Microsoft Gold Certified Partner and obtaining ISO 9001:2000 accreditation.

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Notes to Editors:

Management Systems Modelling Ltd (MSM) was established in 1998 by Thomas Coles. The company specialises in providing a diverse range of clients with bespoke software solutions. The teams’ wealth of experience combined with the latest technology ensures that MSM provide clients with tailored solutions to meet their objectives. 98% of projects are delivered on time and under budget, a unique track record in an industry blighted by many failures. Clients include: Royal Society, Eden Project, The National Trust, Victim Support, SSAFA Forces Help, Exeter Friendly Society, Teletext, and Mitsui Sumitomo Insurance.