# **Services**

# 1. Management system Certification

We intend to assist our clients in providing Quality Health care fulfilling the patient needs, in an affordable, safe, effective manner. Quality healthcare is also engaging and involving the patient care, so the patient takes ownership in preventive care and in the treatment. It's a continuous quality improvement programs to improve health care by identifying problems in implementation and monitoring corrective action and studying its effectiveness.

With the certification schemes we offer, your business will gain a competitive advantage and the ability to constantly improve its processes and credibility with customers and suppliers alike.

Each customer adopting a scheme, such as ISO 9001, ISO 14001, ISO 27001, is automatically participating in our Operational Safety concept.

HAND Corp gives an innovative 360 degree approach to improve hospital quality at affordable charges. It also help to get JCI (Joint Commission International) Accreditation, NABH (National Accreditation board for Hospital and Healthcare Providers), NABH and QCI (Quality Council of India) Certified.

#### + ISO 9001 Certification - Quality Management System

ISO 9001 Certification is widely recognized standard to specify requirements for Quality Management System in all industries.

ISO 9001 Standard provides effective Risk Assurance based Quality Management System focusing QMS principles enhancement in Customer Satisfaction, Leadership, Engagement of People, Process Approach, Improvement, Evidence based Decision Making and Relationship Management.

ISO 9001:2015 enables Risk based thinking while implementing QMS, this means to identify Risks and Opportunities in processes to establish an effective ISO 9001:2015 Quality Management system with a strong customer focus, the motivation and implication of Top Management, the process approach and continual improvement.

ISO 9001 Standard enables Business improvements by assessing Risks and Opportunities, strengthen process approach to implement quality management system which ensure products and services consistently meet customer requirements along with consistent improvement in quality.

QMS auditing to ISO 9001 certification verifies Quality is extent of suitability for compliance and fulfillment of requirements stated by customer, inherent characteristics and regulatory requirements of product and service as per Quality Management System requirements.

ISO 9001 Quality Management System certification by HAND CORP. indicates organization's adherence to QMS - Quality Management System requirements and practices and as a truly QMS Auditing Firm to ISO 9001 Certification, offers Value Auditing Services in QMS Auditing because, no matter the type of organization, the Auditing Services of HAND Corp are designed to meet Global Standards that deliver Credibility in QMS ISO 9001 Certification.

To achieve QMS objective, professionally trained auditors are deputed to identify 'Opportunities for Improvements' in QMS ISO 9001 Certification.

ISO 9001 QMS Standard is widely adopted standard specify requirements for Quality management system in all industries, specially the types of organizations such as QMS in Hospitals & Health Care and also QMS in Medical Devices in India.

HAND CORP is The ISO 9001 Consultancy and are associated to Certification body. The ISO 9001 Certification are issued by the Certificate body. We are associated with Accredited Certification Agency for ISO 9001.

#### **HIGHLIGHTS OF ISO 9001:2015 STANDARD INCLUDE**

Quality Management System requirement documentation as per ISO 9001:2015 Standard means activity or process to document that contains sufficient information for effective implementation of processes and be retained to provide evidence that activities were performed.

The new ISO 9001:2015 standard includes three basic core concepts:

- a.) process approach
- b.) plan-do-check act methodology, and
- c.) which is new in the 2015 version is risk based thinking

New structure of ISO 9001:2015 standard has aligned with the common 10-clause to ensure greater harmonization among its many different management system standards, which is built around the Plan-Do-Check-Act sequence. This will help organizations to integrate the requirements of more than one ISO Management System Standard.

ISO 9001:2015 version further require that organization 'determines' processes needed for quality management system and identify all the processes that include Actions to Address Risks and Opportunities.

Risk Based Thinking is a new and welcome addition to ISO 9001:2015 standard requirement

A structured approach to risk assessment for a quality management system requirement can describe a process, an actual or potential threats and decision on whether to accept, mitigate,

eliminate or transfer the risk, and identify the controls needed to ensure the effectiveness of the processes. By including 'potential' threats, organization can put in place preventive actions.

Quality objective as per ISO 9001:2015 Certification are seen as those that have a direct impact on customer requirements, have a direct impact of the efficiency of the client's business, which means an improvement in the quality system processes.

ISO 9001:2015 standard requires quality objectives to be measurable which means that targets have to be set.

The requirements around the ISO 9001:2015 objectives have also been made more detailed. They are to be consistent with the ISO 9001:2015 quality policy, measurable (if practicable), monitored, communicated, and updated as appropriate. They have to be established at relevant functions and levels. Now planning how to achieve its quality objectives is introduced in the new version of ISO 9001:2015 standard.

#### + ISO 14001 Certification - Environmental Management System

ISO 14001 Certification is designed to establish an internationally accepted framework for environmental evaluation, risk assessment, environmental performance measurement, to protect environment and to respond to changing environmental situations for socio economic needs. This standards is also used for auditing and Certification to ensure the extent of effectiveness of Environmental Management System of an organization.

ISO 14001 requirements are to prove that the businesses are taking effective steps to full fill social & environmental responsibilities by establishing Environmental Objectives and Program. An effective "Environmental Management System" helps organizations to control and successfully manage the most significant environmental aspects of organizations created by processes, e.g. emissions, waste-handling, utilize natural resources and energy-efficiency together with compliance to environmental regulations.

ISO 14001 Standard – EMS is applicable to organizations irrespective of their size or nature such as Hospitals, Medical Devices, and Health Care in India.

HAND Corp is Associated with Certification Body to offer ISO 14001 Certification worldwide.

Auditing Services for Organization's EMS are designed to meet global acceptable standards that offer credibility in EMS Auditing.

ISO 14001 Certification by HAND CORP. Certification Body indicates the organization's adherence to Environmental Aspects and offers Value Added Auditing Services in EMS Auditing.

# The ISO 14001 certification provides following Benefits:

- Helps reduce negative impacts on the environment
- Saves costs on fees and fines
- Aids compliance with legal requirements related to the environment
- Helps maintain and improve market position
- Increases your customers trust in you as a safe supplier of products and services.
- Steps towards Sustainable Business.

# + ISO 27001 - Information Security Management System

Information is valuable asset for the business organization operations and hence, required to be suitably protected, controlled and management. Compliant to ISO 27001 – ISMS requirements ensures that the information are suitably protected and managed in business.

ISO 27001 is an Information Security Management System - ISMS published by the International Organization for Standardization and International Electro technical Commission.

An Information Security Management System – ISMS reduces critical security risks of organizations' informational assets, ISO 27001 Controls and Objectives and makes a framework to protect those assets. It sets standard for handling of Confidentiality, Integrity and Availability of Informational Assets which safeguard, controls and manages ISMS ISO 27001 Objectives through effective ISMS Audit.

ISMS ISO 27001 Standard is applicable to all types of organizations irrespective of size, nature or geography.

ISO 27001 Certification duly ISMS Audit indicates the organization's adherence to Informational Security Aspects and offers Value Addition Auditing Services in ISMS Auditing.

# The ISO 27001 Certification provides following Benefits:

- Ensure information within the Organization secure and effective
- Ensures information is available on time
- Prevents loss, abuse and unauthorized modification of information

- Ensures information is only accessible to authorized persons
- Assists compliance with legal requirements and data protection

#### + NABH

#### National Accreditation Board for Hospitals and Healthcare Providers

National Accreditation Board for Hospitals and Healthcare Providers known as NABH is committed to support improvement of quality of healthcare service in our country for all strata of the population through various methodologies and tools to supplement the efforts of the providers of healthcare service and the requirements of the system at various levels.

NABH therefore intends to be a robust, accessible and competent organization to compliment the healthcare system to improve its efficiency and the predictability of healthcare outcomes.

National Accreditation Board for Hospitals & Healthcare Providers (NABH) is a constituent board of Quality Council of India, set up to establish and operate accreditation programme for healthcare organizations. The board is structured to cater to much desired needs of the consumers and to set benchmarks for progress of health industry. The board while being supported by all stakeholders including industry, consumers, government, have full functional autonomy in its operation

#### **Values**

- Credibility: Provide credible and value addition services
- Responsiveness: Willingness to listen and continuously improving service
- **Transparency:** Openness in communication and freedom of information to its stakeholders
- **Innovation:** Incorporating change, creativity, continuous learning and new ideas to improve the services being provided

#### + NABL

**National Accreditation Board for Testing and Calibration laboratories** 

NABL is an accreditation body, with its accreditation system established in accordance with ISO/ IEC 17011. 'Conformity Assessment –Requirements for Accreditation bodies accrediting conformity assessment bodies. NABL provides voluntary accreditation services to:

- Testing laboratories in accordance with ISO/ IEC 17025 'General Requirements for the Competence of Testing and Calibration Laboratories'
- Calibration laboratories in accordance with ISO/ IEC 17025 'General Requirements for the Competence of Testing and Calibration Laboratories'
- Medical testing laboratories in accordance with ISO 15189 'Medical laboratories -Requirements for quality and competence'
- Proficiency Testing Providers (PTP) in accordance with ISO/IEC 17043 "Conformity assessment — General requirements for proficiency testing" and
- Reference material producers (RMP) in accordance with ISO 17034 "General requirements for the competence of reference material producers".

NABL is Mutual Recognition Arrangements (MRA) signatory to ILAC as well as APAC for the accreditation of Testing and Calibration Laboratories (ISO/IEC 17025), Medical Testing Laboratories (ISO 15189) and Proficiency Testing Providers (PTP) (ISO/IEC 17043). NABL is also signatory to APAC MRA for accreditation of Reference materials producers (RMP). Such MRA reduces technical barrier to trade and facilitates acceptance of test/ calibration results between countries which MRA partners represent.

NABL has been established with the objective of providing Government, Industry Associations and Industry in general with a scheme of Conformity Assessment Body's accreditation which involves third-party assessment of the technical competence of testing including medical and calibration laboratories, proficiency testing providers and reference material producers. Accreditation process details are provided in NABL 100 "General information Brochure". NABL offers accreditation services in a non-discriminatory manner. These services are accessible to all testing including medical and calibration laboratories, proficiency testing providers and reference material producers in India and other countries in the region, regardless of the size

#### **Scope of Accreditation**

NABL Accreditation is currently given in the following fields and disciplines.

- Clinical Biochemistry
- Clinical Pathology
- Haematology
- Microbiology & Infectious disease serology
- Histopathology
- Cytopathology
- Flow Cytometry
- Cytogenetics
- Molecular Testing

# + Joint Commission International (JCI)

The mission of Joint Commission International (JCI) is to improve the safety and quality of care in the international community through the provision of education, publications, consultation, and evaluation services. Joint Commission Resources educational programs and publications support, but are separate from, the accreditation activities of Joint Commission International.

Joint Commission International (JCI) works to improve patient safety and quality of health care in the international community by offering education, publications, advisory services, and international accreditation and certification. In more than 100 countries, JCI partners with hospitals, clinics, and academic medical centers, health systems and agencies, government ministries, academia, and international advocates to promote rigorous standards of care and to provide solutions for achieving peak performance.

To maintain best practices, JCI turns to its Standards Advisory Panel, comprised of experienced physicians, nurses, administrators, and public-policy experts. The panel guides the development and revision process of the JCI accreditation standards. Panel members are from five major world regions: Latin America and the Caribbean, Asia and the Pacific Rim, the Middle East, Europe, and the United States. The panel's recommendations are refined based on an international field review of the standards and input from experts and others with unique content knowledge.

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# 2. GAP Analysis and Real Standard Audit

We at HAND Corp know the importance of Real standard audit, which is the comparison of actual performance with potential or desired performance; that is the 'current state' the 'desired future state'. An important aspect of identifying what needs to be done.

# We use GAP Analysis techniques to examine and describe the gap between current performances and desired future goals.

Gap analysis technique is used in many areas, such as:

- Infrastructure
- Energy conservation
- Quality assurance
- Manpower evaluation
- Employee satisfaction
- Sales
- Financial performance
- Human resource management
- Productivity
- Cost control
- Market competitiveness
- Technical skills

The list is endless....

# The gap analysis report includes the following:

- The difference between the current operation of an activity and the activity vision.
- The difference between actual and theoretical targets
- The difference between actual performance measures and world class benchmarks

# **Application**

- To compare the current actual performance of an activity to either its theoretical target or its vision.
- At an organizational level to analyze processes based on strategic goals, or to assist with developing a strategy to move the organization from the existing state to envisioned future state.
- Forms the basis of the service quality measuring tool, which identifies the five gaps as
  - Customer expectations vs. managerial perceptions
  - Manager's expectations of quality vs. quality specs
  - Communication with customer at point of service or sale
  - Service delivery vs. communication
  - Perceived services vs. expected services

#### **Procedures**

1. Select and confirm activity to be analyzed.

- 2. Review activity profile information and describe key aspects of the activity in terms of measures of performance.
- 3. Develop a vision for the activity and/or identify targets to compare current performance.
- 4. Compare the degree of gap and describe as appropriate.
- 5. Determine actions required to get to the vision.
- 6. Summarize results.

#### **Benefits**

- Understand and prioritize business needs by helping identify any deficiencies or shortcomings that need to be overcome.
- Provide comprehensive overview to decision makers, of the entire company or particular function, allowing directors and executives to determine whether the department or organization has the resources to meet their mission, goals, and objectives.
- Helps the business focus its efforts and make informed decisions, by taking into account its main concerns, Priorities are categorized as high, medium and low.
- Measuring the gaps to stakeholder satisfaction.
- Have the realistic ability to reach identified strategic goals and targets, hence leads to better projects, enhanced reputations, more business and higher profits.
- Fulfill the gaps between expectations and work experiences of organizations staff, so it
  won't lead to low morale and poor productivity. Employees are better motivated, more
  projects can be successfully closed in a shorter time frame.
- An efficiently conducted gap analysis looks to improve the entire operation and ethos of the business. Project life cycles can be positively impacted. Risks and losses can also be mitigated or eliminated.
- Gap Analysis provides a clarity on where you are and where you could go, baselined against project delivery best practice that can add real value to your business.

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# 3. Hospital Planning & Design Consultancy

HAND Corp. offers Consultancy on planning & designing services for:

- New project
- Renovations
- Extensions
- Rehabilitation

Teamed-up with the best architects, civil engineers, Contractors and NABH/JCI experts, who combine to provide perfectly suited Hospital Planning and design, it is a meticulous exercise which involves planning for various departments, units, facilities like entrance, emergency, wards, BMW Disposable path and space, Ramp and lift, medical shop, parking, canteen, labs, etc. which require detailed drawings with a touch of perfection and smart utilization of space. We provides consultancy on planning, designing & implementation of all services such as:

- Structural designs and plans according to NABH/JCI Standards
- Civil construction with Door & window schedules
- Electrical plan with general layouts of fixtures, telephone, and electrical outlets
- Solar panel setup
- Plumbing Layouts
- CCTV layouts for best security coverage
- Medical Gas pipeline layouts
- o Bio Medical waste management layout
- Server room, Networking/IT- communication and other engineering systems

Equipped with experts and facility planners who have the skill to foresee the total plan till its final form, we ensure to match all the quality standards and that in no way, the patient safety goes for a toss. We also offer specialized services like Audit/reviewing the existing plans designed by the current team of architects and experts, and by this we assure if there are any changes in the early stages, the same can be incorporated and the final layout can be improved significantly.

We offer plans which are cost-effective and future-oriented with the core objective of delivering a fully equipped facility, within budget and ergonomically designed for all specific medical activities.

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#### 4. Power team, Merger and Acquisitions

#### + Building up Power team

HAND Corp. truly admires the desire of growth of any organization and knows how important it is to have a Strong team. Understanding the needs of organization and providing the "Right person for the right job" has always been our priority.

Building a power team for your business goes way beyond the necessity of hiring.

This step involves vision and intent to create an internal support structure made up of Doctors/Consultants and Employees, who really "get" your Organization. These individuals will be excited about what you've created and will invest in taking your dream to the next level of success. These are team members, who feel connected to your Organization in such a way that they are truly taking ownership of their piece, as their own business.

# + Merger and Acquisitions

HAND Corp is the premium consultancy segment for Market survey along with Due Diligence. Anyone involved in mergers and acquisitions knows every deal is different and the path to success is, by definition, always unique. Whether it's your first deal or you're an veteran, we provides established strategies to build on and the expertise to help you create the unique approach you'll need to achieve your vision and deliver the value you want from your deal.

The best deals continue generating value long after the ink dries, but with business more complex and unpredictable than ever before, it's never been more challenging to craft deals that set the stage for long-term success. The ability to anticipate and adapt is absolutely essential but it requires new levels of innovation—in data, in analytics, in the cloud, and in every phase of the deal and beyond. This is where we can make all the difference. We help dealmakers get the insights they need at every step, faster, and we help make sure you're prepared to move at a moment's notice. It's hard for investors to know when a deal is worthwhile. The burden of proof should fall on the acquiring company. To find mergers that have a chance of success.

#### How do we do it

MERGER AND ACQUISITIONS are not for the faint of heart. The deals are demanding, the risks can be daunting, and the stakes are usually high. With an entire network of hospital & professional clients, our services can help you move forward with confidence through every step—from strategy and due diligence to integration or divestiture. Our service team has the

depth of resources and breadth of capabilities to bring you the unique combination of skills your deal requires—experienced specialists in business intelligence, buy side, sell side, finance,

human capital, risk management, valuation, industry, and many other areas of specializatio We deliver these services with a risk-intelligent, integrated approach, anywhere in the worl you need us—and we are always working toward the outcomes you envision for your deal.	
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5. Hospital Excellency Training	
+ Medical Practice/Paramedical staff Excellency Training	
+Training on Hospital infection Control	
+Training on Safety and security measures	
+Office Management Training	
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# 6. Process Renovation program

# Why Review Processes?

- Simplify Procedures
- Improve Efficiency
- Identify Bottlenecks
- Receive Feedback
- Share Perspective

Process Renovation was created to help leaders caught in the daily grind step back and get perspective. Successful organizations consistently evolve their processes to meet the changing needs of the world.

We bring practiced methodologies to empower our clients to be more resilient and achieve their strategic goals.

We explore with our clients ways to renovate current processes to build personalized solutions.

#### WE CAN HELP WITH...

**Operational Analysis** 

Re-Build Organogram and Organization Structure

**Team Communication** 

Mission Alignment

**Employee Management** 

Change Management

**Technology Commercialization** 

Resource Maximization

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#### 7. 24/7 Outsourced Process Assistance

Get phone support, 24/7 email support, and a dedicated Customer Success Manager to help you through each step

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# 8. Revenue Growth Management

# + Marketing Consultancy & Promotional Initiatives

Today's competitive scenario in the health care industry demands that the marketing division of any hospital ensures a steady and increasing flow of patients. However, with the team of Accomplished, result driven market expert and consultant working, always provide strategic plan of action towards not only increasing the number of patients but to also impart knowledge about the preventive, corrective and palliative ways of awareness against treating diseases. This is what makes us differentiate from other Provides.

After long period of extensive involvement, our marketing Strategy has become unique and effective and we ensures that their message not only reaches the urban but also the rural population. We always make sure that our goals are in line with our clients goals.

#### + Referral Doctors Network Promotions

Having a huge healthcare provider network included of Hospital, daycare unit, Clinics,
 Dispensaries, Laboratory and diagnostic centers provides an access to constantly promote knowledge about the facilities available by clients (hospital).

- The team ensures that it walks the extra mile in making sure that the best doctors are affiliated with us.
- Our Continuous Medical Education (CME) programs and specialized conferences are organized to provide a healthy platform for medical professionals, to Connect and Grow.
- Every doctor who makes a valuable contribution towards our mantra 'world-class medical care within everybody's reach' is suitably honored by our network.

# + Corporate Empanelment

Medical Insurance is a sector which has registered an exponential growth in India, of late. It has become a savior to the common man, catering to needs for medical treatment and assistance. We provide a guided path to tie-up with insurance companies and Third Party Administrators (TPAs), to provide hassle-free and cashless medical treatment to all.

# + Corporate Division Promotions

- The corporate team works towards providing awareness to employees of various corporate organizations empanelled with the provided Insurance/TPA's.
- The team works amicably to provide awareness about the medical facilities provided by clients at negotiable rates and also towards creating an opportunity for cashless medical treatment.

#### + Health check-up camp Promotions

- In today's scenario medical camps have become an extended marketing tool to bring in patients. Camps are organized in line with the client's goal of imparting awareness about the Services provided and preventive, corrective and palliative ways them, treating the patients.
- Our camp team identifies rural areas, where the awareness ratio is extremely low and holds camps to create awareness of the services provided by our clients.
- All participants of the camps are eligible to avail a special concession and offers, for purpose of promotions
- We provide assistance for general camps, eye camps, specialty camps, blood donation camps, first-aid camps, cleft camps and camps includes students and pensioners.

#### + Digital & media Promotions

From developing powerful stories, to collaborating with the media, to placing our clients on Television, in radio shows, in newspapers or in magazines, we have successfully partnered our clients in numerous

communication campaigns, we are committed to offering specialized campaigns supported by adequate individual attention that a brand commands.

The digital revolution has opened the flood gates for evolving digital marketing formats that are resulting in vertical specializations.

Terms such as Social Media Marketing, Digital Branding, Email Marketing, Content Marketing, Search Engine Optimization, etc have become the order of the day for marketers. Gone are the days when advertising in print newspapers or magazines were the only form of marketing communication. Set against this backdrop is the new range of tools that have emerged today to help marketers in the digital domain in the forefront of this dynamic revolution.

We are well equipped to counsel and support with any related campaign that straddles PR in modern day digital media. Our services include Social Media Marketing and Online Content Marketing.

Social Media Marketing is an extension of PR services where conversations online are monitored and influenced for possible results. This is a crucial and elaborate process that requires meticulous research and planning to achieve desired results.

Online Content Marketing is another must have in your marketing mix. In today's world of cluttered communication, it is imperative for a brand to maintain and control a content powered profile in the digital arena. Content marketing is an extension of PR and needs to be planned and implemented strategically.

#### + Customer Satisfaction and Public Relation

Transform feedback into growth for your organization.

We at HAND Corp believes that the patient doctor relationship is based on trust and comfort and it continues.

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#### 9. IT Solution

We intend to provide all solution under one roof, if you are looking for an IT partner, who not only have expertise but also flexible enough to stick with you for all your IT Solutions needs in an extremely affordable charges

- + Website
- + Secure Storage

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# Apply For Company Name:\* Phone Number:\* City:\* Contact Name:\*

Please apply below detail to Get Quotation

# **No of Employees**

	Location	Full Time (Employees)	Part time (Employees)	Temporary Unskilled workers
	Site 1			
	Site 2 (Temporary)			
	TOTAL			

Total no. of Employees -

Email ID:\*

Note: For certification/Services, the number of personnel shall be who materially impact, includes Top Management, MR, Energy Management Team, Person responsible for major changes affecting energy performance, Person responsible for major changes affecting, person(s) responsible for developing, implementing or maintaining energy performance, improvements including objectives, targets and action plans, person(s) responsible for significant energy uses

	Combined Audit				
	In the case of several Services / certification programmes, would you like the audits/GAP ANALYSIS to be Combined or carried out separately?				
	If the answer is yes, please specify which combination :				
	(IF Yes ) Is Already Certified for any Standard Yes No				
	If Answer is Yes Mention Name of the Standard:				
	(IF Yes)Is Consultants Involved				
	Yes □ No ⊠				
	If Answer is Yes Mention Name of the Consultants:				
	Key Process Involved :				
Additional Query / Additional Information Required:					
	How many Sites the company is Managing at the same time?				
	Do you have An Internal Audit Programme? Yes No				
	(In Case of Yes) Has the Internal Audit Programme been fully implemented?				
Ri	usiness and organization Complexity				
	districts and organization complexity				
	Types of Business and regulatory Requirement  1. Organisation work in non critical business sector and non regulated sector				
	2. Organisation has customer in critical business sector.				
	3. Organisation works in critical business sector.				
	Process and Task				
	1. Standard Process with standard and repetitive task i.e lots of persons doing work under the organization's control carrying out the same tasks, few product or services				
	2. Standard but not repetitive process with high number of products or services				
	3. Complex Process, High number of products and services, many business units included in scope of certification				

Level of establishment of the Management System  1. ISMS is already well established and/or other management system is in place.  2. Some elements of other Management system are implemented, others not  3. No other Management system implemented at all, ISMS is new and not established.  IT Environment Complexity				
IT Infrastructure Complexity	<ol> <li>Few or highly standardized IT platforms, servers, operating system, database, networks etc</li> <li>Several different IT platforms, servers, operating system, database, networks etc</li> <li>Many different IT platforms, servers, operating system, database, networks etc</li> </ol>			
Dependency on outsourcing and suppliers including cloud services	<ol> <li>Little or no dependency on outsourcing </li> <li>Some dependency on outsourcing or suppliers, related to some but not all important business activities. </li> <li>High dependencies on outsourcing or supplier, large impact on important business activities. </li> </ol>			
Information System Development	<ol> <li>Non or very limited in house system/application development </li> <li>Some in house or outsourced system/application development for some important business purpose. </li> <li>Extension in house or outsourced system/application development for important business purpose. </li> </ol>			

Verification Code

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