



IBEC - CBI
TRADE & BUSINESS DEVELOPMENT PROGRAMME

Singularity Limited

The company, its products, its customers, its environment

Singularity was formed in 1994 by Pdraig Canavan in Derry. It has grown rapidly to employ over 50 people by mid 2000. The major business of the company is an outsource provider of bespoke software for other software houses and end users in financial services, especially banking.

Quality systems and policy

A quality Assessment Laboratory, managed independently from software development, assures customers of the consistent quality of the company's software. Singularity obtained ISO9000 certification in 1996 and has pledged to continue to improve the software processes it employs.

Advantages of Quality

Singularity provides its customers with software in time and to the quality that they require. However, the company realises that cost pressures are likely to increase with foreign (particularly Asian) competition. The cost of quality issues, as such re-work and customer support, must be continually monitored and reduced.

Quality strategy for the future

With the widespread acceptance of the Capability Maturity Model among its clients and competitors in America and Asia, Singularity is planning to embark on an audit of its software development activities. This may lead to their recruiting a lead assessor to do their own assessments and to be available to work with other companies in the area.

Company contacts

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DEVELOPING NORTH SOUTH SOFTWARE QUALITY NETWORKS

sharing best practice

