



भारतीय मानक ब्यूरो

(उपभोक्ता मामले, खाद्य एवं सार्वजनिक वितरण मंत्रालय, भारत सरकार)

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मानक भवन, 9 बहादुरशाह जफर मार्ग नई, दिल्ली-110002

Manak Bhavan, 9 Bahadur Shah Zafar Marg, New Delhi-110002

Phones: 23230131 / 23233375 / 23239402

Website: www.bis.org.in, www.bis.gov.in

## DRAFT INDIAN STANDARD IN WIDE CIRCULATION

Reference : LITD14\_25197

Date : 08 July 2024

TECHNICAL COMMITTEE : Software And System Engineering, LITD 14

To,

All concerned

Dear Madam/Sir,

The following document has been prepared by the Software And System Engineering Sectional Committee, LITD 14. Please [click here](#) to view the document.

**Document Number : LITD 14 (25197) WC**

**Title of the document : Information technology -IT Enabled Services-Business Process Outsourcing ITES-BPO lifecycle processes Part 8: Continual performance improvement CPI of ITES-BPO**

**Document Type : New Indian Standard**

*This document has following salient features which may require specific attention for your valuable comments:*

- 1) This document specifies a continual performance improvement (CPI) methodology and its major elements, which extend the already-defined continual improvement process (TEN8) in ISO/IEC 30105-1. This document helps ITES-BPO service providers to improve their performance by assessing service delivery.*
- 2) identification and actioned analyses of improvement opportunities; communication of progress to relevant stakeholders; analysis and reporting on the impact of changes, issues, threats and improvements on continual improvement policy and measures.*

Please examine the document and share your comments regarding further improvement in the document.

**Last date for sharing the comments is : 08 September 2024**

The comments should be shared in the prescribed template through this portal only; and the comments so received shall be taken up by the Sectional Committee for necessary action. For any other query, please write an email at [litd@bis.gov.in](mailto:litd@bis.gov.in) to the undersigned at Bureau of Indian Standard, Manak Bhawan, 9, Bahadur Shah Zafar Marg, New Delhi.

In case no comments are received, we would presume your approval of the documents. However, in case we receive any comments on the document, the same shall be put up to the Sectional Committee for necessary action.

Thanking You,

**Yours faithfully,**  
**(REENA GARG)**  
**Head (Electronics and Information Technology Department)**  
**Email: [litd@bis.gov.in](mailto:litd@bis.gov.in)**



**व्यापक परिचालन में मसौदा(दे)**

हमारा सन्दर्भ : LITD14\_25197

दिनांक : 08-07-2024

**तकनीकी समिति : Software And System Engineering Sectional Committee, LITD 14**

**प्राप्तकर्ता : रूचि रखने वाले सभी निकाय**

महोदय/या,

**निम्नलिखित मसौदा तैयार किया गया है :**

**प्रलेख संख्या : LITD 14 (25197) WC**

**शीर्षक :**

कृपया इस/इन मानक(को)/संशोधन(नो) के मसौदे(दो) का अवलोकन करें और अपनी सम्मतियाँ यह बताते हुए भेजें कि यदि ये मानक(को) के संशोधन(नो) के रूप में प्रकाशित हो तो इन पर अमल करने में आपके व्यवसाय अथवा कारोबार में क्या कठिनाइयां आ सकती हैं।

**सम्मतियाँ भेजने की अंतिम तिथि : 08 September 2024**

सम्मतियाँ, यदि कोई हों तो, कृपया यहाँ क्लिक करके ऑनलाइन पोर्टल के माध्यम से ऊपर दी गयी अंतिम तिथि तक दर्ज कराएं।

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धन्यवाद।

**भवदीय/भवदिया,**  
**विभाग प्रमुख का नाम : REENA GARG**  
**(Electronics and Information Technology Department)**  
**ई-मेल : litd@bis.gov.in**