

To be crowned by one's own customer is indeed gratifying

India | Japan | Singapore | France | Germany | Italy | Spain | UK | USA



QuEST Global has earned the distinction of being among the most customer-respected ESO companies in the world.

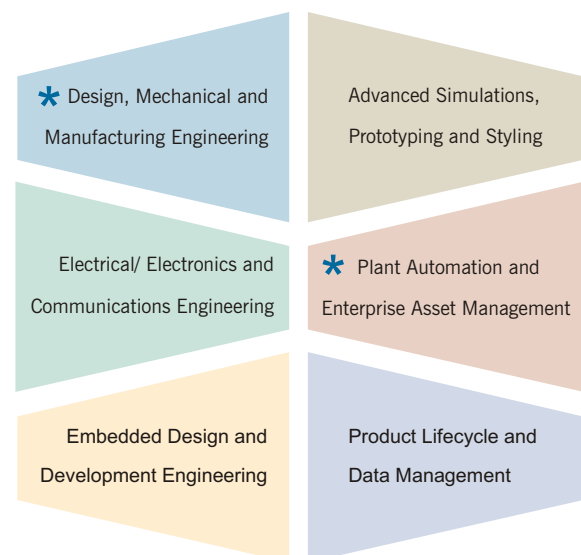
In yet another highly significant achievement in its journey of providing unparalleled engineering services, QuEST Global is proud to announce its recognition as “World No.1 Engineering Services Outsourcing Vendor by the prestigious Black Book of Outsourcing 2009”.

Apart from being bestowed with Top Honors Overall 2009 - Engineering Services Outsourcing, QuEST Global has also been adjudged as top vendor in the Design, Mechanical and Manufacturing Engineering as well as the Plant Automation and Enterprise Asset Management functions.

BLACK BOOK'S LIST OF TOP 10 ESO VENDORS, 2009

Rank	ESO vendor
1	QuEST Global
2	Eserv-Perot
3	Incat-Tata
4	Larsen & Toubro
5	Ranal Engineering
6	Infotech Enterprises
7	Geometric
8	Cybergroup
9	Eicher
10	Continental Design

THE SIX SURVEYED FUNCTIONS



* QuEST Global is the top vendor for these functions

Furthermore, out of the 18 Key Performance Indicators (KPIs) that were evaluated, QuEST Global was ranked first in 8 of them. This is a big achievement as the next best vendor was ranked first in only 3 of them.

Key Performance Indicators - Leader		
Vendor	Criteria	Ranking Basis
QuEST Global	Vendor overall preference/ vertical industry recommendations	Rates the vendor based on expertise, appreciation and insight within the client's vertical, readiness to recommend the vendor to other prospectives.
QuEST Global	Trust	The vendor's resources, people and processes that help build client's confidence with respect to delivery.
QuEST Global	Breadth of offerings, client types, delivery excellence	Horizontal functionality and vertical industry applications to manage bundled services. Readiness to reinvent and customize.
QuEST Global	Customization	Vendor's ability to put in extraordinary efforts to convert client's special needs into workable solutions.
QuEST Global	Reliability	Consistently meeting agreed terms, acceptable service level reporting and industry expectations. Maximum online reliability and minimum downtimes.
QuEST Global	Brand image and marketing communications	Vendor's integrity, high image and reputation as well as the ability to deliver upon expectations set by sales presentations and proposals.
QuEST Global	Viability	Ranked on the employee turnover, financial stability and cultural harmony within the vendor's organization. Also, the vendor's ability to avoid relationship problems.
QuEST Global	Support and customer care	Adequate amount of onsite administration and support to clients through a formal account management program that meets the client needs.

Source: The Black Book of Outsourcing

Used extensively by clients to base their decisions on their choice of an ESO vendor, The Black Book of Outsourcing is recognized as the most exhaustive and representative perception study of outsourcing vendors. Every year, the Brown-Wilson Group and Black Book Research undertake an annual survey into organizations' satisfaction with their outsourcing service providers. For this survey over 700 functions and 40 sectors are investigated, and the research is validated by over 26,000 respondents from service users around the globe.

Who participates in the Black Book ranking process
1,511 individuals annually, consisting of:
C officers of the Fortune 2000 and Inc 500
Institutional members
Officers of various professional organizations
Subscribers of Black Book's media partners
Previously validated participants

About QuEST Global

QuEST Global is a leading provider of diversified engineering and manufacturing services in the Aerospace & Defence, Aeroengines, Consumer Electronics, Healthcare, Industrial Products, Marine, Nuclear Engineering, Oil and Gas, Power Generation and Transportation industries. Our capabilities enable our customers to cut product development costs, shorten lead times, extend capacity and maximize engineering resources. QuEST Global provides support across the complete product life-cycle from design and modeling through analysis, prototyping, automation, data documentation, instrumentation and controls, embedded systems & electronic development, manufacturing support, vendor management and in-house precision machining.



USA	Europe	Japan	India
Cincinnati : +1 513 563 8855	Florence : +39 55 437 7149	Yokohama : +81 45 342 8744	Bangalore : +91 80 4119 0900
East Hartford : +1 860 290 1145	Bristol : +44 1179 044530		Belgaum : +91 831 4201 000
Schenectady : +1 518 370 3657	Hamburg : +49 40 500 971 980		
Greenville : +1 864 254 6081	Munich : +49 89 108039		
Houston : +1 713 492 9125	Paris : +33 681 938 641		
Phoenix : +1 602 242 1971	Toulouse: +33 634 260 965		
	Madrid : +34 679 654 537		

E: info@quest-global.com

Copyright © 2010 Quality Engineering & Software Technologies Inc. All rights reserved.

www.quest-global.com