



## Quality Seals

---

“Rwanda Tech Seal” is a certification program that aims at developing the capacity of local IT companies by providing them with the required skills and standards to professionally conduct international business projects. The program involves senior IT experts from Germany paired with their Rwandan peers and together they conduct sessions with selected Rwandan companies.

Through this program, ICT Chamber together with The German Bundesverband IT-Mittelstand e.V. (BITMi), will continue to work on Trust Seals, which will help members of Rwanda ICT Chamber to raise standards to professionally conduct international business projects. ([Learn more](#))

The Rwandan ICT Sector is stepping towards maturity, therefore most of the stakeholders agree that this is the right time to put in place a number of standards in order to provide the sector with the very much needed skills and professionalism to be able to compete at international level.

It is within this framework that the ICT Chamber, through its capacity building arm ,DBI (Digital Business Institute), is expanding the “Rwanda Tech seal” certification concept. The certification, which is part of a broader initiative of raising standards, will mainly aim at defining high quality standards for IT companies in Rwanda, improve investment security, increase customers’ satisfaction and strengthen positioning Rwanda as an ICT hub.

**Problem to be addressed**

There are significant shortfalls in quality standards for the services sector in general and the ICT sub-sector in particular. Most local IT companies are not following any international standards when it comes to providing their services/products to the market, this creates a burden for attracting outsourcing opportunities and foreign investors as they might doubt the quality and ethic of work of Rwanda IT companies.

**Auditing process & Certification issuance**

The companies applying for the certification are asked to present different documents that are used during the auditing process with focus on team management, software development processes, security and regulations compliance. Therefore, a checklist was developed in that regard to provide an illustrative list criterion to focus on in order to gain a broad understanding of where applying companies are, in terms of team management, product development processes, regulation compliance and operations among others.