

# Lockheed Martin Earns Support Center Practices (SCP) Certification

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Lockheed Martin announced today that its Commercial Enterprise Solutions' Outsourcing Center in Orlando, Fla. has achieved certification following an extensive audit conducted under the prestigious Support Center Practices (SCP) Certification program.

SCP Certification, an internationally recognized standard created with the Service & Support Professionals Association (SSPA) and a consortium of leading technology companies, defines best practices for delivering world-class technology support. The program quantifies the effectiveness of customer support, establishes a foundation to build on existing quality processes, and provides a clear focus on measurable results.

SCP Certification requires comprehensive on-site audits to confirm that companies meet the requirements of the over one hundred business elements defined in the program. Certified organizations must demonstrate their continued commitment to high performance standards through annual re- certification audits.

"We are proud to have another one of our enterprise service centers achieve their SCP certification," stated Robert Lohfeld, president, Commercial Enterprise Solutions. "As part of Lockheed Martin's continuous process improvement through vehicles such as LM21, Six Sigma, CMMI and SCP, we are benchmarking our performance by measuring ourselves against the highest industry standards. SCP Certification will demonstrate to our current and future outsourcing customers Lockheed Martin's dedication to delivering the highest quality customer service and the best value in the marketplace."

Lockheed Martin continues to be a leader in service quality and is among the ranks of other leading technology companies that have achieved the prestigious SCP Certification, including Lawson Software, PeopleSoft Incorporated, McKesson Corporation, Mentor Graphics Corporation, Network Appliance Incorporated and Xerox Corporation, among others. Currently over two hundred technology support organizations around the world participate in the SCP program.

The Support Center Practices (SCP) Certification program was developed to address service quality issues that affect the rapidly growing technology support industry. The SSPA and 40 of its member companies created the program along with Service Strategies Corporation. These companies contributed their insight and perspective into defining the key elements required for delivering World Class support. The SSPA represents over 20,000 service executives in over 2,400 support centers worldwide. SSPA gives service and support professionals opportunities to share ideas, discuss developing trends and network with their peers. For more information about the SSPA, visit <http://www.thesspa.com/>.

Service Strategies Corporation is responsible for administering the SCP Certification program and conducting on-site certification audits. For more information about SCP Certification, contact Service Strategies Corporation at 858.674.4864, email [info@servicestrategies.com](mailto:info@servicestrategies.com) or visit <http://www.scpcertification.com/>.

Headquartered in Bethesda, Maryland, Lockheed Martin is a global enterprise principally engaged in the research, design, development, manufacture and integration of advanced technology systems, products, and services. Information Technology is a business unit of Lockheed Martin providing information technology business systems, managed services and infrastructure outsourcing solutions to customers throughout the world. [www.outsourcing.lockheedmartin.com](http://www.outsourcing.lockheedmartin.com).

SOURCE: Lockheed Martin

Web site: <http://www.scpcertification.com/>

Web site: <http://www.thesspa.com/>

Web site: <http://www.lmsg.lmco.com/gsa>

Web site: <http://www.outsourcing.lockheedmartin.com/>

Company News On-Call:

<http://www.prnewswire.com/gh/cnoc/comp/534163.html>

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