# Tech Lab

## Processes Area

11/20/2024

# OP-SOP-EN-009

# Operations

Standard Operating Procedure

Version 003

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## 1. Objective

Establish a framework to ensure the standardization and continuous improvement of Tech Lab processes, promoting technical quality, innovation, and resource optimization. This will be achieved by implementing best practices focused on meeting customer needs and fostering operational excellence.

## 2. Scope

This document applies to all internal and external processes of the Tech Lab, including interactions with LeanTech Departments, as well as auditing, innovation, CoE and technical quality services. It encompasses activities from skill identification and staff allocation to performance indicator measurement, ensuring that the tasks performed meet the established standards and customer requirements.

## 3. Responsibles



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## 4. Description

### 4.1 Generalities

Tech Lab is a department with transversal processes in the company, the main objective of which is to be the reference for the standardization and implementation of good practices in the development of projects, processes and in the growth of people. Tech Lab achieves its objectives through innovation, identification of people's skills, auditing and technical assistance; building knowledge internally in the organization and guaranteeing the quality of the personeel and software developed, incorporating competent personnel to the work team.

Is a team of experts committed to empowering tech experience. With guaranteed quality and advanced expertise, Techlab strives to provide tailored solutions that cater specific needs.
Techlab team works tirelessly to maintain and optimize bridges between stakeholders, ensuring high satisfaction rates and continuous improvement. Techlab provides tools, resources, and support necessary to excel within our partner's existing structures, aligned with their vision and expectations.

### 4.1.1 Values

Transparency, Extreme Ownership, Commitment, Customer Orientation, Honor, Strategic Insight, Constant Innovation, Mastery, Focus on Impact

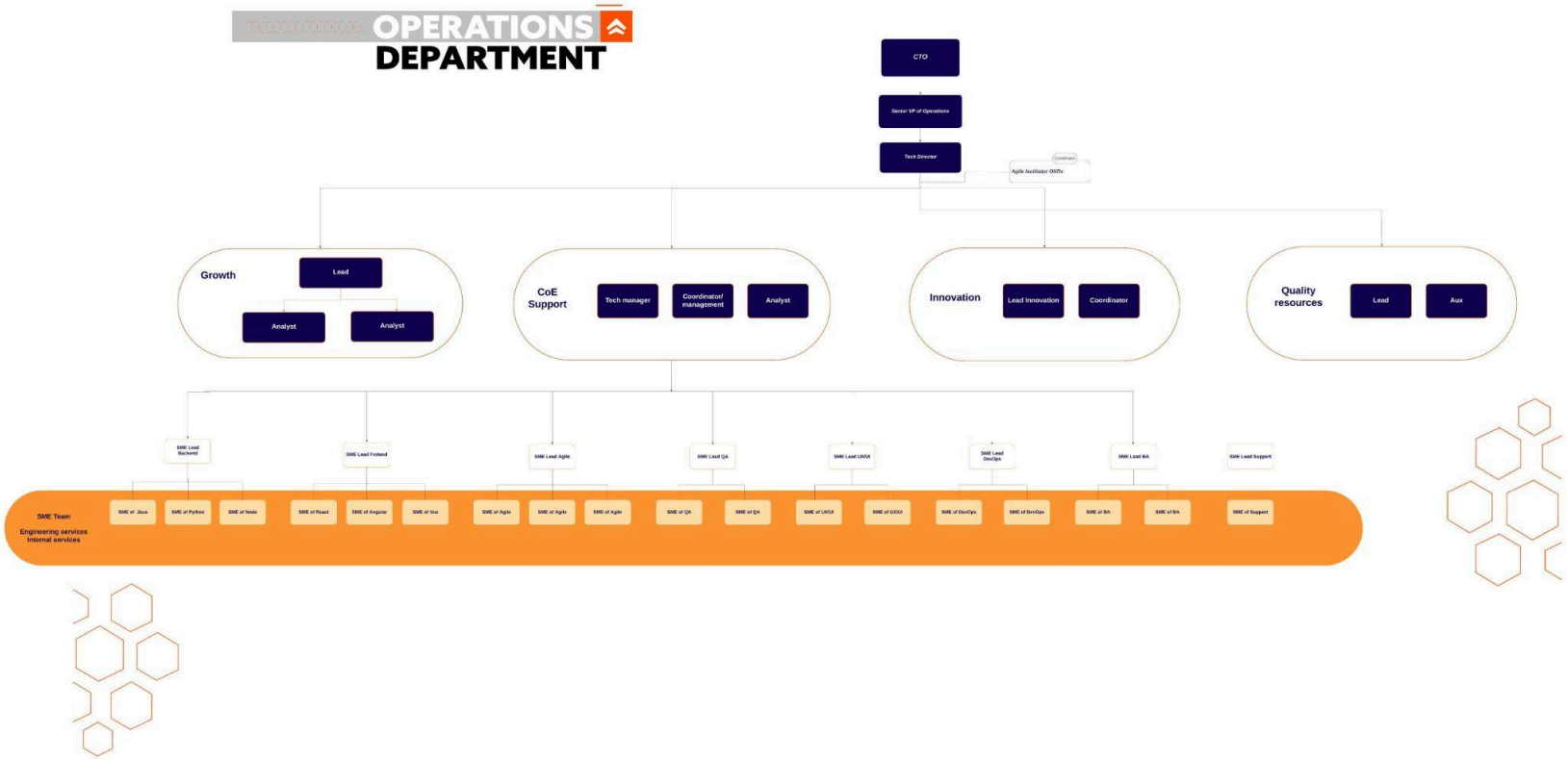
### 4.1.2 Mission

As your premier technological innovation partner, we're committed to excellence. Our mission is to provide resources and expertise, crafting standardized technological profiles that perfectly align with our solutions. With AI integration, we offer cutting-edge products and expert-led training. We envision ourselves as your essential ally in technological transformation, optimizing processes, and setting industry standards. We're defined by our commitment to excellence, ensuring our solutions seamlessly meet your needs, fostering enduring partnerships built on trust and innovation

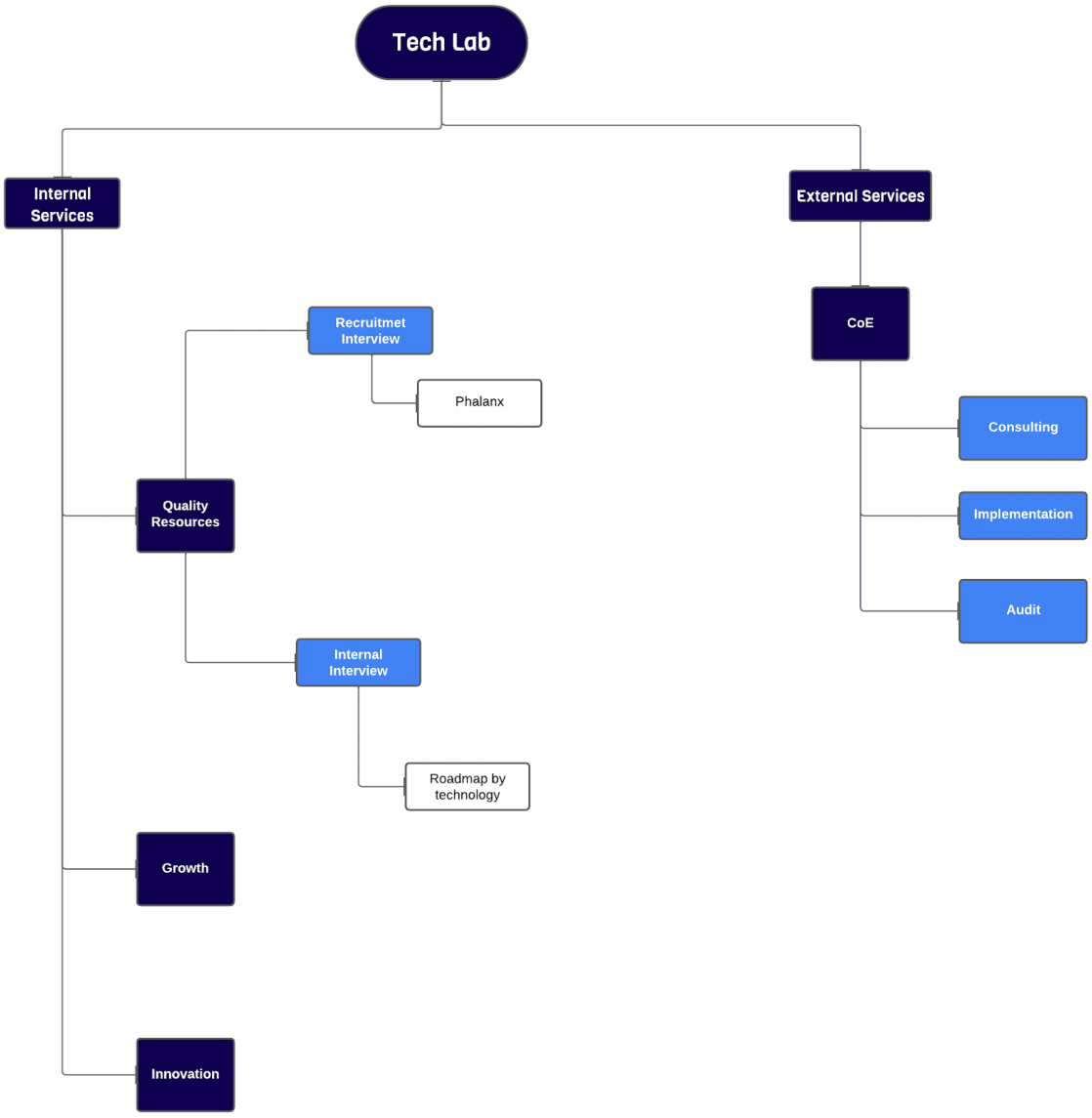
### 4.1.3 Vision

In the next decade, our commitment is to be your leading partner in technological innovation, offering resources and expertise in technological nearshoring. We will be dedicated to creating revolutionary Lean Tech solutions, integrating artificial intelligence to address your business. Additionally, we will focus on the development and maintenance of cutting-edge products, providing training from our SMEs to all Lean Tech staff and, where necessary, to our customers. We are here to optimize your internal processes using advanced technology and offer accurate audits of complex systems with AI-based tools, empowering your organization to thrive in a rapidly evolving digital landscape.

## 4.1.4 Organigram



## 4.2 Process


Tech Lab
Internal Services
External Services
Recruitmet Interview
Phalanx
Quality Resources
Internal Interview
Roadmap by technology
Growth
Innovation
CoE
Consulting
Implementation
Audit

### 4.2.1 Internal Services

#### 4.2.1.1. Quality Resources

The **Quality resources lead** is responsible for the **standardization of technical profiles**, ensuring the proper alignment between technologies, roles, and seniority levels. This process is carried out through the coordination of **periodic forums with technical experts**, where necessary information is gathered and updated to feed the **roadmap database** on the Retool Phalanx platform.

Additionally, this QA Lead manages the process of **evaluating and classifying candidates** according to established standards. To achieve this, they utilize advanced technological tools such as **Lean Up software** and the **Phalanx Retool**, which facilitate efficient and accurate technical interviews through the Phalanx program.

The **main processes** managed by this Quality resources division are:

1. **Validation and review of technical quality:** Thorough evaluation of candidates based on defined standards.
    a. Tech Lab- SOP STAFF-16-11-2022
    b. Proceso de validación y revisión de la calidad técnica
2. **Updating job descriptions (JDs):** Ongoing adaptation of JDs to reflect market demands and organizational objectives.
    a. JD Refinement- process
3. **Management of interviewer Phalanx program and payments for Phalanx:** Ensuring compliance with financial agreements for technical evaluators.
    a. Phalanx program Site
    b. Payment Exception Policy - Technical Interviews

#### 4.2.1.2. Growth

#### 4.2.1.3. Innovation

#### 4.2.1.4 CoE

The Centers of Excellence (CoEs) play a key role in knowledge management, technical support, and the implementation of strategic improvements within the organization. Their main processes are designed to ensure efficient operational continuity, foster collaboration, and maintain high standards of technical quality.

### Main Processes:

1. **Knowledge Transfer:**
   - **For Developers:** A structured process to ensure critical knowledge is effectively transferred among team members, reducing the learning curve and maintaining productivity. It includes scheduled sessions, support materials, and post-transfer follow-ups. Knowledge transfer process for Devs
   - **For Other Specializations:** Tailored approaches for each CoE (QA, DevOps, Agile, etc.), reviewing procedures, tools, and key documentation for a smooth transition. Knowledge transfer SoP for CoEs
2. **CoE Request Management:**

   **CoE-Request/ ticket process**
   An integral process encompassing five phases:

   - **Discovery:** Receipt and initial evaluation of the request.
   - **Requirements Gathering:** Collecting and analyzing data to define an action plan.
   - **Execution:** Developing solutions, validating, and performing quality control.
   - **Delivery:** Implementation and training.
   - **Maintenance:** Continuous follow-up and improvement based on key metrics like client satisfaction and delivery times.
3. **Tech Week:**
   A biannual event that promotes knowledge sharing through talks and workshops led by experts. This event fosters cross-departmental collaboration and keeps the team updated on technological trends. Tech Week.docx

4. **Tech Partner Program:**
   A program designed to assign technical experts to specific accounts based on their needs. It ensures personalized attention, establishes detailed action plans, and continuously evaluates account status and the effectiveness of implemented solutions TechPartner SoP

### Tools and Methodologies:

- Utilization of platforms such as PowerQ and ClickUp for process documentation and tracking.
- Structured documents, templates, and SOPs to standardize activities.
- Metrics and key performance indicators (KPIs) to evaluate the impact and quality of processes.

The primary goal of the CoEs is to ensure operational excellence, facilitate knowledge transfer, and drive innovation within the organization through systematic processes and the active participation of technical experts across various areas.

## 4.2.2 External Services

#### 4.2.2.1. CoE

External services are products of main interactions during the lifecycle of projects Managed teams, PMB & Dedicated accounts, in which Tech Lab participates within every phase, with the objective of guaranteeing the technical quality of warriors, development and customer deliverables. Through these services, Tech Lab follows up the performance of the team released to the customer and the value proposition Trough CoE, that allows lean tech to give continuity to the customer satisfaction. External services and project application phases are described in this document: TechLab External services SoP

## 5. Related Documents

## 6. Change Control

| Version | Date | Changes | Responsible |
|---|---|---|---|
| **01** | 12/14/2022 | Document creation | Tech lab coordinator |
| **02** | 3/7/2023 | Update engineering services and its documentation, Team members update | Tech lab coordinator |
| **03** | 20/11/2024 | Update Mission, Vision, Processes descriptions and metrics | Tech lab coordinator |