

**YOUR ADVANTAGE.
AND THEN SOME.**

LESSONS LEARNED

**IMPLEMENTING CMMI IN
A SERVICES ORGANIZATION**



256.562.2100 | www.asi-hsv.com

Dayton | Huntsville | Montgomery | Washington DC



OVERVIEW

About ASI

Quality Management

CMMI Pilot Project

CMMI in a Services Environment

CMMI Keys to Success

Summary



ABOUT ASI

Management & Technical Solutions

Aerospace & Defense Markets

400 Employees

Small Disadvantaged Business

Top Secret Facility Clearance



MARKET LEADERSHIP

ISO 9001:2000 Registered

Alabama Quality Award Level I Commitment to Excellence

Alabama Technology Company of the Year – Large Business

Better Business Bureau Torch Award for Marketplace Ethics

Huntsville/Madison County Chamber of Commerce Best Places to
Work





CORE COMPETENCIES

Business Management

Engineering & Technical

Information Technology

Logistics



QUALITY MANAGEMENT SYSTEM

This Site

[Home](#) | [About Us](#) | [Business Units](#) | [Corporate Services](#) | [Mail](#) | [QMS](#)

View All Site Content

Sites

- QMS - Internal
- CMMI - Internal

Documents

- Forms Library
- Reference Documents Library
- Quality Resource Newsletter Library

Lists

- Quality Management Team
- Documents of External Origin
- PCATS
- QMS Comment Cards
- Deliverable Database Library
- Internal Audit Schedules
- PCAR Aging Reports
- Level Four QMS Documentation: Work Instructions: Restricted Viewing
- Calendar
- Tasks
- External Quality Links
- Internal Links
- ASI Records List

Pictures

- NQA ISO Registration

Discussions

- Team Discussion

People and Groups

ASINet Home > Corporate Services > QMS

ASINet (Procedures & Policies)

ASI Quality Policy

ASI Quality Policy
by Smith, Elizabeth

6/7/2007 12:25 PM

We are committed to supporting our customers while maintaining our uncompromising principles of quality, integrity and service. We apply these principles to every aspect of our business and strive for continual improvement... **And Then Some!**

 Add new announcement

ASI Quality Objectives

ASI Quality Objectives
by Sepulveda-Mora, Monica V.

6/19/2007 10:51 AM

- Maximize Customer Satisfaction
- Continually Improve and Streamline our Systems, Policies, Procedures and Processes
- Invest in our People
- Instill our Commitment to Quality in our Suppliers and Subcontractors

 Add new announcement

Level One QMS Documents: Quality Systems Manual and Company Handbooks

Name	Title	Current Revision Date
HB SUPVR Rev N	Supervisor's Handbook	9/17/2007
QSM Rev P	Quality Systems Manual	4/30/2008
HB EMP Rev T	Employee Handbook	7/23/2008

Level Two QMS Documents: Quality Control Plans

Type	Name	Modified	Reviewer	State
	QCP 002 Project Data Management	9/17/2008 11:27 AM	Jess, Larry E.	Approved
	QCP-MOPP-001 Rev D	9/19/2008 10:03 AM	Hillman, Murray D.	Approved

Level Three QMS Documents: Common Operating Processes (COPs)

Name	Title	Current Revision Date
COP 001 Rev K	Control of Documents and Records	2/27/2008

Page Owner

Quality Resource Newsletter Library

Name

March 2008 Quality Resource

Internal Links

- QMS - Internal
- CMMI - Internal
- QMS Comment Card

 Add new link

External Quality Links

QMS TIPS

Links

- Customer Satisfaction Survey

 Add new link


ASI selected to
participate in the CMMI
for Small Business
Pilot Project

Opveda Systems & Software Analysis, Inc.

Confirms that



Achieved Its Target Capability Level Profile

On April 30, 2004

As defined By The SEI CMMI® SE/SW Version 1.1,

Continuous Representation

In Accordance With

The SEI Class A SCAMPI Version 1.1 Method Definition Document



**Carnegie Mellon
Software Engineering Institute**

Sandra P. Opveda
Opveda Systems & Software Analysis, Inc.

Opveda
SCAMPI Lead Appraiser  **ASRC FEDERAL**



QMS CONTINUOUS IMPROVEMENT

CMMI for Services:

Fits ASI business model

Easily integrates into and enhances ASI QMS

Increases ASI communication and involvement

Reflects ISO 9001:2000 continuous improvements

ASINet Home

Home About Us Business Units Corporate Services Mail QMS

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ASINet (Procedures & Policies)

ASI Quality Policy

ASI Quality Policy
by Smith, Elizabeth

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Add new announcement

ASI Quality Objectives

ASI Quality Objectives
by Sepulveda-Mora, Monica V.

- Maximize Customer Satisfaction
- Continually Improve and Streamline our Systems, Processes and Services
- Invest in our People
- Instill our Commitment to Quality in our Suppliers and Partners

Add new announcement

Level One QMS Documents: Quality Systems Manual

Name	Title
HB SUPVR Rev N	Supervisor's Handbook
QSM Rev P	Quality Systems Manual
HB EMP Rev T	Employee Handbook

Level Two QMS Documents: Quality Control Plans

Type	Name	Modified
<input type="checkbox"/>	QCP 002 Project Data Management	9/17/2008 11:00 AM
<input type="checkbox"/>	QCP-MOPP-001 Rev D	9/19/2008 10:00 AM

CURRENT



APRIL 2009





CMMI IN A SERVICES ENVIRONMENT

RFP RECEIVED

PROPOSAL (REQM, PP, CM)

Customer Requirements

Efforts/
Cost Estimates

Proposal

CONTRACT AWARD

INITIATION (REQM, PP, MA, CM)

Estimate Refinement

Project Plan

Plan for Managing Data

PLAN APPROVED

PROGRAM MGMT (PMC, MA, CM)

Perform Service

Program Monitoring

Program Reviews

CONTRACT CHANGE

CONTRACT MOD RECEIVED

CHANGE MGMT (CM, REQM)

Evaluate Contract Modification Request

Perform Proposal Activities as Applicable

Update Planning Artifacts as Needed

PERFORM AUDITS (PPQA, CM)





CMMI OBJECTIVES

Level	Capability	Result
5 Optimizing	Continuous Process Improvement	Productivity & Quality
4 Quantitatively Managed	Quantitative Management	
3 Defined	Process Standardization	
2 Managed	Basic Project Management	
1 Initial	Heroic Efforts	
		Risk & Waste

Improve Project Performance

Reduce Cost

Improve Quality of Services Performed

Improve Customer Satisfaction





DEFINING A CMMI PROJECT

Project defined as Contract/Task Order

Focus on management and delivery of service,
not development of product

Requirements defined by Contract/Task Order

Projects use repetitive processes independent of project type



CMMI KEY TO SUCCESS

Simple and Flexible Process

Template-Based Solution

Top-Down Buy In

Process Improvement Team





SUMMARY

CMMI is a continuation of our QMS

Information-Centric
Environment

Engage Shareholders
Executive Team
Quality Coordinators
All Employees