Improving Process Quality While Lowering Costs

Presented by Craig Hale
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We Don’t Know it All
Create a Plan for Success
Gain Buy-in
Be a Role Model
We’re All In It Together
Make It Transparent
Use a Quantitative Approach
Run It Like a Project
You Can’t Do Everything
Use the Right Instruments
Prepare for Challenges
Capture Lessons Learned
Aim for Greatest Return
Use Decision Analysis
Prepare for Risks
Example: QPM on Process Improvement

• **Factors:**
  • Experienced Process Implementers
  • Appraisal Team Members
  • Primary EPG Members

• **Issues:**
  • Inexperienced Process Implementers Assigned
  • Non-Appraisal Team Members Assigned
  • Non-EPG Members Assigned
Example: QPM on Process Improvement
Example: Lowering Costs

- **Actions:**
  - Provide Stability
  - Change in Process

- **Results:**
  - ISF Average rate reduced by 33.9%
  - ISF Variation rate reduced by 58.4%
Take the Lead
Build Respect for SEPG and CMMI
Questions?

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