

Making Process Improvement Work

A Concise Action Guide
for Software Managers
and Practitioners

"This book hits the mark for three important issues:

- How to keep focused on real improvements
- How to develop an implementable improvement plan
- How to develop meaningful and useful measurements

I will definitely recommend it to my clients who are just beginning or are having trouble with their improvement program."

—Norman Hammock, SEI Authorized Lead Assessor

Neil S. Potter
Mary E. Sakry
Foreword by Karl Wieggers

Making Process Improvement Work A Concise Action Guide For Software Managers And Practitioners

Rose Army



Making Process Improvement Work A Concise Action Guide For Software Managers And Practitioners:

Making Process Improvement Work Neil S. Potter, Mary E. Sakry, 2002 Every development organization can benefit by paying attention to process improvement yet all too many process improvement initiatives fail to deliver on their promises In this concise book two of the field s leading consultants present easy to apply techniques for achieving rapid and quantifiable benefits and then maintaining your momentum to deliver even greater value over time Drawing on their experience with more than 3 000 developers and 100 organizations Neil S Potter and Mary E Sakry show you exactly what works and what doesn t work Next they present a step by step guide to identifying your best opportunities for process improvement deploying changes effectively and tracking your progress The book also includes a detailed example plan document designed to help you jumpstart your process improvement initiative Making Process Improvement Work includes a foreword by noted software process expert Karl Wieggers For all developers project and IT managers and clients seeking to maximize the effectiveness of the software development process and the value of the software it delivers Making Process Improvement Work N. S. Potter, M. Sakry, 2006 Making Process Improvement Work for Service Organizations Neil Potter, Mary Sakry, 2012-05-01 Process improvement too often reflects a significant disconnect between theory and practice Making Process Improvement Work for Service Organizations bridges the gap offering a straightforward systematic approach to planning implementing and monitoring a process improvement program Managers and practitioners will appreciate the book s concise presentation style and will be able to apply its practical ideas immediately to real life challenges With examples based on the authors own extensive experience this book shows how to define goals that directly address the needs of your organization use improvement models appropriately and devise a pragmatic action plan In addition it reveals valuable strategies for deploying organizational change and delineates essential metrics for tracking your progress Appendices provide examples of an action plan a risk management plan and a mini assessment process You will learn how to Scope and develop an improvement plan Identify and prioritize risks and mitigate anticipated difficulties Derive metrics that accurately measure progress toward business goals Sell your improvement program in house Initially target practitioners and teams most open to new approaches and techniques Stay focused on goals and problems Align the actions of managers and practitioners Delay major policy documents and edicts until solutions have been practiced and tested Use existing resources to speed deployment Incorporate improvement models such as SEI CMMISM for Services into your improvement program For those managers who are tired of chronic problems during service creation and delivery constant new improvement schemes and a lack of real progress this easily digestible volume provides the real world wisdom you need to realize positive change in your organization **Project Requirements: A Guide to Best Practices** Ralph R. Young, 2006-03 Project Requirements A Guide to Best Practices gives project managers tools they can assimilate and apply easily to improve project success rates reduce development costs reduce rework and accelerate time to market Based on experience and best practices this valuable reference will help you

Clarify real requirements before you initiate project work
Improve management of project requirements
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Manage to your schedule
Improve the quality of deliverables
Increase customer satisfaction and drive repeat business

Project Requirements A Guide to Best Practices provides project managers with a direct practical strategy to overcome requirements challenges and manage requirements successfully
Software Development Techniques for Constructive Information Systems Design Buragga, Khalid A., Zaman, Noor, 2013-03-31
Software development and information systems design have a unique relationship but are often discussed and studied independently
However meticulous software development is vital for the success of an information system
Software Development Techniques for Constructive Information Systems Design focuses the aspects of information systems and software development as a merging process
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Applied Software Project Management Andrew Stellman, Jennifer Greene, 2005-11-18
If you're looking for solid easy to follow advice on estimation requirements gathering managing change and more you can stop now this is the book for you
Scott Berkun Author of *The Art of Project Management*
What makes software projects succeed It takes more than a good idea and a team of talented programmers
A project manager needs to know how to guide the team through the entire software project
There are common pitfalls that plague all software projects and rookie mistakes that are made repeatedly sometimes by the same people
Avoiding these pitfalls is not hard but it is not necessarily intuitive
Luckily there are tried and true techniques that can help any project manager
In **Applied Software Project Management** Andrew Stellman and Jennifer Greene provide you with tools techniques and practices that you can use on your own projects right away
This book supplies you with the information you need to diagnose your team's situation and presents practical advice to help you achieve your goal of building better software
Topics include
Planning a software project
Helping a team estimate its workload
Building a schedule
Gathering software requirements and creating use cases
Improving programming with refactoring unit testing and version control
Managing an outsourced project
Testing software
Jennifer Greene and Andrew Stellman have been building software together since 1998
Andrew comes from a programming background and has managed teams of requirements analysts designers and developers
Jennifer has a testing background and has managed teams of architects developers and testers
She has led multiple large scale outsourced projects
Between the two of them they have managed every aspect of software development
They have worked in a wide range of industries including finance telecommunications media nonprofit entertainment natural language processing science and academia
For more information about them and this book visit stellman.greene.com
Fundamental Concepts for the Software Quality Engineer Sue Carroll, Taz Daughtrey, 2007-04-10
This volume provides selected articles gathered from the last five volumes of *Software Quality Professional* SQP a peer reviewed quarterly publication

applying quality principles to the development and use of software and software based systems This collection of articles provides you with insights from authors around the globe which is vital in today s global economy As with SQP and this series first volume this book follows the categories of the ASQ Certified Software Quality Engineer Body of Knowledge The articles are each related to one of the seven knowledge areas and provided in numbers proportional to the relative weights assigned to each category in the certification exam nl Software engineers should use this book to broaden their knowledge in several important aspects of software quality The field keeps growing and expanding to meet the changing needs of technology the insights presented in this book can help you meet the challenge and begin your journey Software Design and Development: Concepts, Methodologies, Tools, and Applications Management Association, Information Resources,2013-07-31 Innovative tools and techniques for the development and design of software systems are essential to the problem solving and planning of software solutions Software Design and Development Concepts Methodologies Tools and Applications brings together the best practices of theory and implementation in the development of software systems This reference source is essential for researchers engineers practitioners and scholars seeking the latest knowledge on the techniques applications and methodologies for the design and development of software systems *Product Focused Software Process Improvement* ,2004 **Latin American Women and Research Contributions to the IT Field** Negrón, Adriana Peña Pérez,Muñoz, Mirna,2020-12-18 Although the effort to involve women in engineering has risen in recent years with the creation of new initiatives and the promotion of inclusion in technical disciplines the active participation of women in engineering professions is continuously lower than expected While the need for engineers appears to be constantly increasing women still do not fill most of this role and have a long way to go to even reach an equal split in the field This gender gap has a significant impact how women in the STEM fields are perceived as well as their experiences in their education and careers When it comes to Latin American women in IT their contribution to science can go unnoticed their participation levels in these fields are very low and they often occupy lower level positions than their male counterparts These issues need to be discussed and the experiences of women who work in the field must be shared Latin American Women and Research Contributions to the IT Field highlights the important role of Latin American women in IT by collecting and disseminating their frontier research contributions in order to provide more visibility and inspire greater participation of Latin American women within the major field of computer science With chapters contributed by female authors from eight Latin American and Caribbean countries the book provides a deep analysis of these women s trajectory paths to high quality theoretical and applied relevant research in computer science and IT While highlighting areas such as inclusivity and STEM education along with advancements and achievements in topics that include nonverbal interaction in virtual reality fuzzy logic applications in education and ant colony optimization this book is ideal for professionals academics students and researchers working in the fields of information technologies and computer science as well as those interested in gender and women s studies *American Book*

Publishing Record, 2002 **The British National Bibliography** Arthur James Wells, 2003 **Forthcoming Books** Rose Army, 2002 **Managing a Programming Project** Philip W. Metzger, John Boddie, 1996 For software programming managers programmers and lead technicians With over 250 000 copies sold in its previous editions this premier guide to managing software development has been updated in this third edition to account for increases in computer power the use of software development tools and object oriented environments *R/E*, 1989 **Benn's Media**, 2004 **Return On Process (ROP)** Michael West, 2013-03-25 Although there are countless books about process improvement and business performance there is a dearth of literature on how process improvement yields business performance results Filling this need Return On Process ROP Getting Real Performance Results from Process Improvement provides strategic and tactical guidance on how to achieve a positive ROP The book details a comprehensive and coherent end to end process for integrating organizational performance objectives and measures to process improvement activities Describing how to achieve real business performance results from process improvement it supplies sound proven advice on how to improve your organization s software and systems development and delivery processes in ways that affect your business Defining the relationship between performance and process the book presents metrics for business performance and explains how to set performance and process improvement goals measure process improvement results and lead a performance culture Filled with examples and case studies that illustrate key concepts it provides how to information based on three role categories executive manager and practitioner Describing non traditional and innovative ways to achieve process and performance improvement the book includes action plan guides at the end of each chapter that provide clear cut guidance on exactly what you should and shouldn t do *Process Improvement Principles* C. Pegden, 2014-11-06 This book presents a set of process improvement principles that can be applied by managers to improve the design and operation of their production systems encompassing both manufacturing and service systems A production system is comprised of one or more resources that are utilized to perform useful work In a manufacturing setting the resources might include machines tools operators and material handling devices In a service system such as a health clinic the resources might include a waiting area doctors and nurses imaging equipment and exam rooms In either case the availability of resources limits the flow of work through the system An entity is the work item that moves through the system Note that an entity might be a part that we are manufacturing a patient that we are treating in an emergency department a passenger that we are processing at an airport or a business transaction that we are executing The process improvement principles that we develop will apply equally to all these different types of systems Our objective is to design and run production systems that can efficiently process entities using the resources that we have allocated to the system We want our entities to be processed with least cost and in a timely manner We will use simulation models as the primary method for establishing our process improvement principles We use simulation because of its ability to capture variability within our processes as well as its flexibility to quickly and easily model a wide

range of production systems A simulation model is able to act out the movement of entities through the system and capture the impact of limited resources on the system performance We can also watch animations of our systems and gain insights into the system behavior We can quickly evaluate many different system alternatives and compare key performance indicators KPI s to select the best strategies Although we will make use of many different simulation models in our analysis there is no need for the reader to be skilled in building their own simulation models as they are provided and can be run with freely downloadable software This book does not propose or present a process improvement methodology such as Six Sigma or Lean Instead it presents and illustrates basic principles for process improvement that can be used with any methodology within your process improvement projects For example within a Six Sigma project methodology involving the five phases of Define Measure Analyze Improve and Control this book is focused on the fourth phase by presenting principles that improve process performance This book is targeted at busy managers and therefore is intentionally short in length The goal of this book is to concisely convey the process improvement principles in as few words as possible

Introduction to Software Process Improvement Gerard O'Regan,2011-04-08 This textbook is a systematic guide to the steps in setting up a Capability Maturity Model Integration CMMI improvement initiative Readers will learn the project management practices necessary to deliver high quality software solutions to the customer on time and on budget The text also highlights how software process improvement can achieve specific business goals to provide a tangible return on investment Topics and features supplies review questions summaries and key topics for each chapter as well as a glossary of acronyms describes the CMMI model thoroughly detailing the five maturity levels provides a broad overview of software engineering reviews the activities and teams required to set up a CMMI improvement initiative examines in detail the implementation of CMMI in a typical organization at each of the maturity levels investigates the various tools that support organizations in improving their software engineering maturity discusses the SCAMPI appraisal methodology

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Introduction

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