Process Maturity and Measurements

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My background

- Graduate of Notre Dame -- B.S. Civil Engineering
- Graduate of George Mason -- M.S. Operations Research
- Over 29 years with TRW/Northrop Grumman
  - Systems Test Engineer for Peacekeeper Rail Garrison
  - Systems Test Manager for Amphibious Ships supporting the Navy
  - Engineering Manager for FAA National Airspace Architecture V 2-4 supporting the FAA
  - Director of Engineering Operations for ICBM Prime Contract
    - Six Sigma/Lean
    - Theory of Constraints
    - CMMI
    - AS9100 etc
    - Business transitions

Process Maturity and Improvement Approach

Easier and Faster	Time should be fairly short, very few tools needed
"Just Do It"	Solution is clear, copy another solution, don't make it a big deal
Maturing a Process	
1. Document	Write it down and get some basic compliance measures into place
2. Implement	Train the process and audit for compliance (not punishment)
3. Refine	Increase measurements around the aspect that is not satisfactory – find root cause and adjust (most likely this is a product quality issue)
4. Simplify	Clean and lean the process – find the root cause and adjust (most likely this time takes too long issue)
5. Control/Improve	Analyze statistically and address deep root causes (both time and quality are an issue, but only intermittently)
Designing a Process	Its never been done before! Have fun and test the heck out of it.
Harder and Longer	Takes a very concerted effort and likely will take a long time

Questions?

- Thank you