Darstellung und Anwendung der Assessmentergebnisse
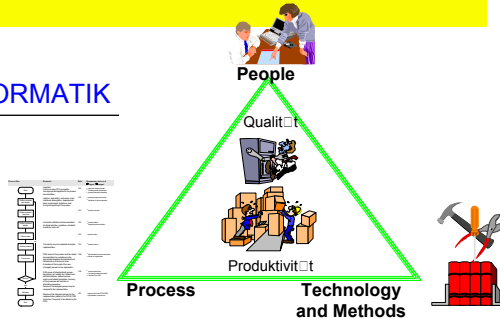
Copyright © QUALITÄT & INFORMATIK

Zürich, München

www.itq.ch

People

Qualit t

Produktivit t

Process

Technology and Methods

Ziel

- **Wie sehen die Ergebnisse aus?**
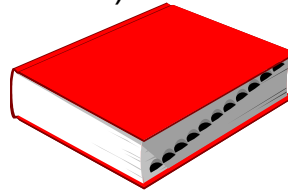
- **Was machen wir mit den Assessmentergebnissen?**
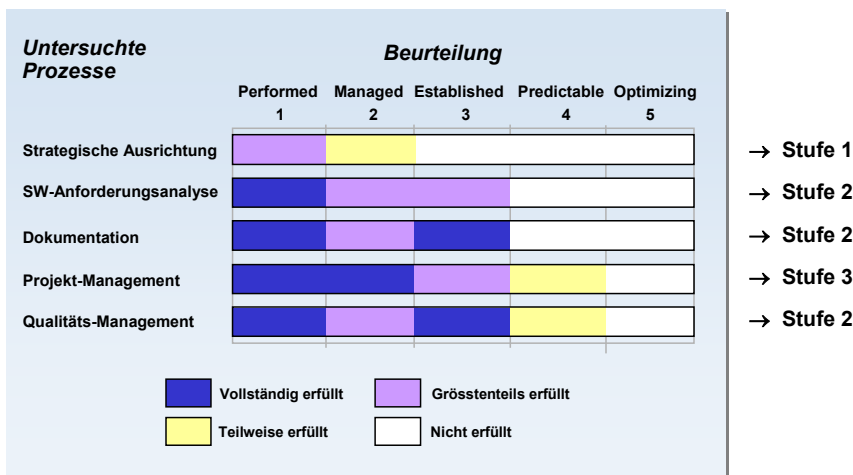
Assessment Report

- Assessment Report
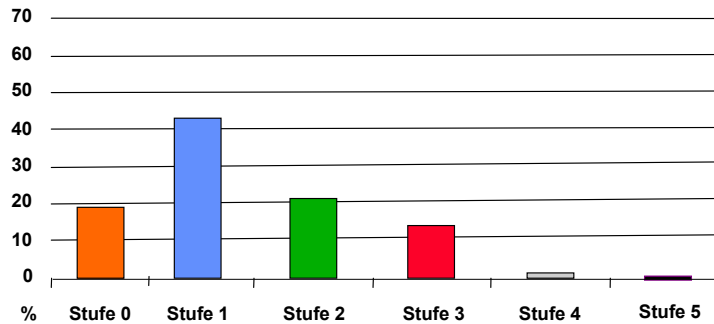 (Presentation Date: xx.xx.xx)

- Contents:
  - Process Profiles
  - Key Findings
  - Process Strengths and Weaknesses
  - Opportunities for Improvement
  - Identified Risk Factors
  - List of evidence records

SPICE-Prozessprofil (Beispiel)

Untersuchte Prozesse	Beurteilung					
	Performed 1	Managed 2	Established 3	Predictable 4	Optimizing 5	
Strategische Ausrichtung						→ Stufe 1
SW-Anforderungsanalyse						→ Stufe 2
Dokumentation						→ Stufe 2
Projekt-Management						→ Stufe 3
Qualitäts-Management						→ Stufe 2

Vollständig erfüllt   Grösstenteils erfüllt

Teilweise erfüllt   Nicht erfüllt

4

Erfahrungswerte aus der Praxis

Grundlage: Daten von 70 SPICE-Assessments

Quelle: SPICE Trials Phase 2 Report - Volume One (691 Prozessinstanzen aus 171 Projekten), 1998

Qualität & Informatik

Wie weiter ...

Determine the improvement goals:

Establish the improvement goal.

Implement the improvement.

Measure the improvement gains.

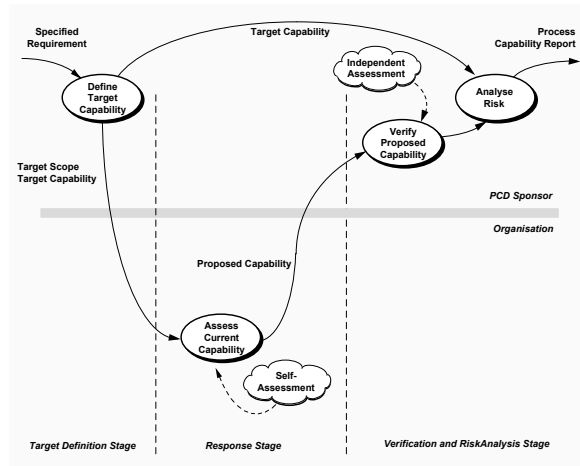*Improvement is a continuous process.*

Qualität & Informatik

Process improvement

❖ Driven by organisation's business goals.

❖ Needs senior management commitment.

❖ Requires investment of time:
  ➢ to assess and plan improvements;
  ➢ to learn new ways of working.

❖ Team effort.

❖ Continuous activity.

❖ Quantitative measurement.

Qualität & Informatik

Process Capability Determination

❖ Define required process capability profile.

❖ Assess actual process capability profile.

❖ Analyse shortfall and associated risks.

Qualität & Informatik

Fähigkeitsbewertung von Lieferanten

Qualität & Informatik

Summary

❖ The results of process assessment can be used in two primary contexts:
  ➢ process improvement;
  ➢ process capability determination.

❖ Management commitment and investment is critical to success.

❖ Process capability determination is an approach focussed on evaluating risks.

❖ Risks are associated with gaps between target process profiles and actual or proposed capability.

Qualität & Informatik