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Agenda

- The problem with High Maturity
- The Maturity Level 3 foundation
- What High Maturity really means
- The Level 4 process state
- The Level 5 process state
- Our approach

Don't forget

- Process =
 - Processes or procedures
 - Technologies and mechanisms
 - Shared formal knowledge bases
- Attainment of business objectives
 - Depends on performance of Business Capabilities
 - Depends on improvement of mission and support processes for each Business Capability

The problem with High Maturity

- New terms
 - Quantitative/statistical analysis
 - Process Performance Baseline (PPB)
 - Process Performance Model (PPM)
 - Quantitative goals
- New behaviors
 - Continuous control of process behavior
 - Tying all process improvements to organizational goals
 - Basing decisions on statistical analyses

← Esp. Senior Mgt.

What High Maturity really means

A promise to perform can be expressed and proven to be true.

- We will provide the maintenance service without error and on time more than 99.994% of the time.
- We deliver zero defect products 99.9999998% of the time.
- We guarantee delivery within 3 days 99% of the time.
- From PDR, we overrun our product development budget less than .003% of the time.

Level 4 process state

- Rigorous ML3 foundation is in operation
- Business Objectives are quantified and managed over time
- Business Capabilities which enable objectives are identified
- Performance objectives for each Business Capability defined
- Critical Mission and Support processes identified
- Critical Processes statistically baselined as Process Performance Baselines
- Projects use controlled processes and measure goal achievement through Process Performance Models
- Robust process architecture exists

Level 5 process state

- Business optimization defined
- Performance improvement efforts across Business Capabilities are aligned
- Project Causal Analysis adds significant lessons
- Business optimization is measured, tracked, and continuously pursued

Our approach (1 of 2)

- Understand rigor of current ML3 capability
- Provide short courses to enhance understanding and to reduce wasted effort:
 - Development and maintenance of Business Objectives
 - Process Architecture 101
 - Analysis of Process Variation
 - Development and Use of Process Performance Baselines
 - Development and Use of Process Performance Models
 - Business Optimization 101
 - HM Practice Area Expectations
 - High Maturity Benchmark Evaluation

Our approach (2 of 2)

- Support development of Business Objectives
- Support definition of Business Capabilities
- Support development of performance goals
- Support identification of critical mission and support processes
- Support development and maintenance of PPBs
- Support development and maintenance of PPMs
- Support continued improvement of organizational processes
- Support application to projects (project PPMs and tracking)

QUESTIONS?