

The Role of Process: What Works and What Doesn't

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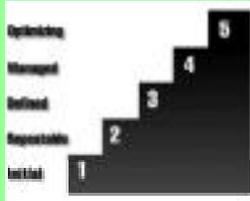
Mission Assurance: A Multi-Tiered Approach



Process Assurance	Quality Assurance	Supplier Assurance	Performance Assurance	Operations Assurance
Define and deploy mature processes, ensure continuous improvement	Assure the quality of delivered products/services through program planning and execution	Assure the quality of supplied products and services	Assess performance and effectiveness of programs and MA activities	Ensure MA personnel perform effectively: training, tools, and guidance

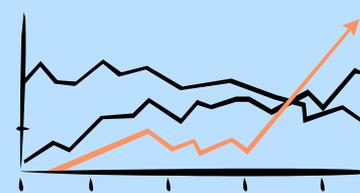
Two Approaches to Process Assurance

Model-Driven (e.g., CMMI®)



- Determine the industry best practice
 - Benchmarking, models
- Compare your current practices to the model
 - Appraisal, education
- Identify and prioritize improvement opportunities
 - Implementation
 - Institutionalization
- Look for ways to optimize the processes

Data-Driven (e.g., Lean Six Sigma)



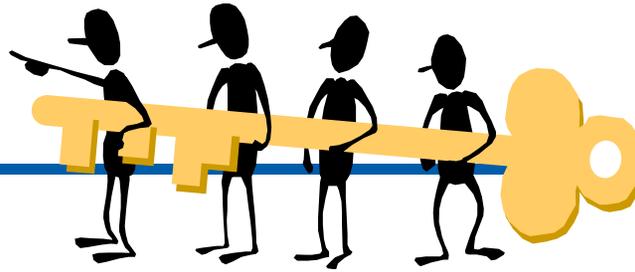
- Clarify what your customer wants (Voice of Customer)
- Determine what your processes can do (Voice of Process)
 - Statistical Process Control
- Identify and prioritize improvement opportunities
- Determine where your customers/competitors are going (Voice of Business)
 - Design for Six Sigma

What Benefits do Mature Processes Provide?



- Proven, successful industry approaches
 - *If the project/organization is open to new ideas*
- A common way of executing
 - *If the performers are trained in how to perform the processes*
- Consistent results
 - *If the processes are used and enforced*
- Efficient, effective execution
 - *If the project/organization focuses on continuous improvement*

Making Process Work



- Recognize process is only one aspect of Mission Assurance
- Focus on project performance, not process for process sake
- Establish good processes, but continue to improve
- Remember that people implement process
- Ensure senior management understands and supports the role of process in mission success