



ISD seminars are designed to provide key players in your organization with the comprehensive information they need to make sound decisions toward process improvement. Whether you are considering initiating a program or you need to focus on specific improvement areas, ISD offers a seminar to bring your process improvement efforts to the next level.

HIGH MATURITY SEMINAR

ISD offers this course to round out your knowledge of high-maturity requirements and enable your organization to achieve Level 4/5 capabilities. Delivered through a highly interactive format that incorporates skill-building exercises, this 3-day course enables you to refine measurement activities to optimize your organization's processes.

We describe for you the components of a process improvement program that meets Level 4/5 requirements, then guide you through exercises to uncover the potential barriers, issues or gaps that frequently inhibit successful implementation.

BASIC PROCESS DEFINITION SEMINAR

In this 3-day seminar, we help you define CMMI® -compliant processes that are consistent with and supportive of your organization's business objectives and culture, indicating pragmatically how to adapt the model to your business.

ISD takes a practical approach to defining processes. To ground you in theory, the sessions begin with model process area-specific discussions and process definition training. To bridge theory with practice, we conclude with a series of sessions in which we guide you in drawing up agreed-upon and actionable assets: processes and procedures that will get your organization moving along the road to process improvement.

CMMI® SEMINARS

This 1, 2 or 3-day seminar ensures that staff at all levels understand the objectives and techniques of CMMI® -based process improvement.

The seminar is highly customized to suit your needs, basing content on participants' positions within your organization, their role in implementing process improvement activities, and the business goals of your organization. Lectures

and discussions focus on maturity levels 2 and 3 of the CMMI® model, working to convey the structure and explain the value of the CMMI®, facilitating the implementation and success of your process improvement program.

ENGINEERING PROCESS GROUP (EPG) SEMINAR

Join forces with ISD and understand the benefits of a high-performing Engineering Process Group.

We open this seminar by defining the roles and responsibilities of an EPG in the context of an effective process improvement program. We outline the policies, procedures, training and other resources needed to ensure success while helping you identify risks, obstacles and the techniques to mitigate them.

ESCM-SP SEMINAR

In this seminar, ISD introduces the eSCM-SP, a model codifying proven best practices among e-enabled service providers worldwide. This innovative model is composed of 84 practices that define critical capabilities needed to remain competitive among IT-enabled service providers. Tailoring the seminar to your organizational goals, ISD helps you discern the relevance of this model to your process improvement needs.

If your organization provides such services, the eSCM-SP model can help you improve key customer and internal processes to achieve breakthrough performance. If your organization outsources its IT-intensive business activities, the eSCM-SP model can help you evaluate your current suppliers, determine your supplier risk, or serve as a benchmark against which to evaluate prospective suppliers.

SIX SIGMA FOR PROCESS IMPROVEMENT

Understand the value of Six Sigma tools to enhance your process improvement program. This seminar helps you use Six Sigma methods to implement change. ISD's resources, trained as Six Sigma Black and Green Belts discuss the Six Sigma approach and its relevance to your organizational goals and your process improvement program.

SIX SIGMA GREEN BELT LITE

This course provides three days of intensive training in basic Six Sigma Green Belt concepts and tools. Partner with ISD's trained and experienced experts to build and sustain a powerful Six Sigma program.

You'll learn how to implement Goal Flowdown in choosing process improvement projects, to start up and manage a Six Sigma project, and to use a basic set of tools in the DMAIC (Define, Measure, Analyze, Improve, Control) method. You'll gain a practical understanding of how Six Sigma contributes to a CMMI®-based process improvement program. Whether you're a process improvement specialist, process engineers, or process coach, this workshop will prepare you to lead.

SIX SIGMA FOR LEVELS 4 AND 5

Arm yourself with an understanding of how Six Sigma methods complement your level 4/5 implementation and walk away with the artifacts you need to avoid organizational hazards along the course to higher maturity.

This one and 1/2 days of intensive training includes hands-on artifact development covering Level 4 and Level 5 Process Areas. If you are a process engineer or a process coach, this workshop will allow you to ease your organization's ascent into higher maturity.

APPRAISAL WIZARD® SEMINAR

APPRAISAL WIZARD® is a comprehensive tool that facilitates the collection, analysis, and reporting of appraisal and audit information. This seminar familiarizes you with APPRAISAL WIZARD® features, providing step-by-step operational guidance and hands-on learning. When provided on-site, the seminar material is tailored to meet your specific needs and organizational objectives, reference models and types of appraisal you'll use the tool to support (e.g., CAM, SCAMPISM class A, class B, class C).

The seminar builds understanding as we alternate between explanations and illustrations of tool features. We provide step-by-step instruction while allowing participants to develop practical facility with the tool.

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PLEASE SEE THE TRAINING CALENDAR AT:
[HTTP://WWW.ISD-INC.COM/TRAINING.CALENDAR/](http://www.isd-inc.com/training.calendar/)
FOR AVAILABLE COURSE TIMES.



Integrated System Diagnostics

FOR MORE INFORMATION CONTACT US AT:

ISD Headquarters

889 Shore Road

Pocasset, MA 02559-3440

Phone: 866-977-6237

Fax: 508-564-5114

E-mail: info@isd-inc.com

Website: isd-inc.com