



ISD has developed a series of workshops to multiply capability and increase the value of consulting services. When your group requires knowledge about defining, implementing and measuring processes, ISD's workshops are offered as an integral part of our consulting system. Delivered to intensify and deepen the benefits of consulting days, our workshops save clients an estimated 30% to 50% of the overall costs and schedule associated with the typical consult-train-work approach.

After we determine your organization's objectives, the ISD Process Improvement Road Map is used to recommend workshops tailored to meet your needs. Our workshops leverage our accumulated knowledge and skills, applying them to develop your organization's processes, tools, and infrastructure in real-time.

CHARTERING THE ENGINEERING PROCESS GROUP

In this workshop, ISD teaches you to effectively charter and operate an EPG (or SEPG). We define the roles and responsibilities of an Engineering Process Group as well as the policies, procedures, training and other resources necessary to implement an effective process improvement program. We can also provide focused guidance if your EPG has encountered obstacles and needs revitalization.

We will discuss the Organization Standard Process and the Organization Process Database in relation to the daily development activities and outline the implications of selecting a given implementation strategy. We'll prepare you for success by helping you identify risks and obstacles while showing you how to mitigate them. You'll walk away armed with the draft planning documents necessary to begin or step up your process improvement effort including the EPG Charter, the Strategic PI Plan and the Communications Plan.

HIGH MATURITY WORKSHOP

This workshop is an enabling, skill-building session focused on providing knowledge through application and exercises.

The High Maturity Workshop will increase your knowledge of high-maturity processes, enabling you to help your organization successfully achieve levels 4-5 requirements.

ISD describes the components needed to build a process improvement program that achieves high maturity. Content in this session is focused on implementation issues and class exercises empower your team to uncover potential

barriers, issues, or gaps that often inhibit successful implementation.

PROCESS ANALYSIS AND PROCESS DEFINITION

These intensive, hands-on sessions result in the creation of valuable process artifacts as well as a detailed road map for analyzing your process needs and documenting process descriptions in the future. Our consultant works with your team to define current processes using Context Diagrams, Data Flow Diagrams, and Role Activity Diagrams, then analyze them for required inputs and outputs, missing elements, and inefficient work flow. Finally, the process is documented using proven ETVX process descriptions.

We go further to develop strategies for obtaining buy-in from your constituents, managing and implementing process changes in your dynamic organization, and deploying processes using piloting and feedback systems that are compliant with CMMI® mechanisms.

PLANNING AND MANAGING SIX SIGMA PROJECTS

This workshop provides you with the tools you need to successfully establish Six Sigma projects. ISD's consultants, trained as Six Sigma Black and Green Belts sit down with you to identify areas for improvement based on organizational goals and objectives combined with information on how current processes are performing.

Your team will learn practical methods for establishing a Process Group that effectively monitors the organization's processes for improvement opportunities and establishes Six Sigma teams to achieve measurable improvements. We'll outline how to use Six Sigma projects as a Decision Analysis and Resolution (DAR) method and how to manage multiple Six Sigma projects when PI resources are limited.

While the Capability Maturity Model® Integrated (CMMI) is not the focus of this workshop, themes relate directly to implementing specific and generic practices found at all

Maturity Levels of the model, allowing you to seamlessly enrich this powerful framework with Six Sigma approaches.

Participants may include process group leaders, process improvement specialists, process engineers, and process coaches; you are not required to have prior experience with CMMI® or Six Sigma methods and tools.

SIX SIGMA - GREEN BELT LIGHT

This workshop 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 D.M.A.I.C. (Define, Measure, Analyze, Improve, Control) method. You'll also gain a practical understanding of how Six Sigma relates with 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, with or without prior experience in CMMI® or Six Sigma.

USING SIX SIGMA FOR LEVEL 4 AND LEVEL 5

Arm yourself with an understanding of how Six Sigma concepts complement CMMI® process areas and walk away with the artifacts you need dissolve organizational roadblocks on the path 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, including Organizational Process Performance (OPP), Quantitative Project Management (QPM), Organizational Innovation and Deployment (OID) and Causal Analysis and Resolution (CAR). If you are a manager responsible for Process Improvement programs, a process engineer or a process coach, this workshop will allow you to ease your organization's ascent into higher maturity. Participants are expected to have substantial experience with implementing the Level 3 Process Areas; no previous experience with Six Sigma is assumed.

DEFINING SPECIFIC PROCESS AREA (PA) PROCESSES WORKSHOP

ISD's experts assist you in drafting policies, processes and work aids designed to implement the requirements of specific process areas of the CMMI® .

This workshop is intended to bring current and future process owners and other key stakeholders up to speed on specific process areas of the CMMI® . ISD instructors will help you develop skills for defining processes and allow

ISD WORKSHOPS

Discover how ISD's series of focused, action-oriented workshops can help you home in on problem areas and achieve improvements efficiently.

We achieve accelerated development and deployment by dispatching our subject-matter experts and applying industry-standard methods to focus your team's dedicated time. When the workshop is complete, you're equipped with real working artifacts (measures, plans, process descriptions, etc.) and your team is prepared to move forward on its own.

you to produce concrete and consistent work products immediately, and to augment them later without direct ISD assistance.

To facilitate the process, ISD brings sample processes, supporting artifacts and templates to the workshop. These assets, along with your organization's existing processes and artifacts relevant to the subject process area, are used to rapidly populate defined templates to generate new processes or revise existing ones.

ISD conducts this intensive multi-day process definition workshop to define CMMI® compliant processes that are consistent with client business objectives and organizational culture. The workshop format presents a practical approach that helps an organization create common policies and procedures while allowing flexibility in their implementation. Participants must have the appropriate experience in software development or software management.



Integrated System Diagnostics

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