



Using Quality Management Methods for Process Harmonisation

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www.wave-solutions.com

WAVE: Fact File

- ▶ WAVE Solutions Information Technology GmbH
- ▶ Fully owned subsidiary of BA AG
- ▶ Branch offices: Budapest, London, Bratislava
- ▶ Staff 12/2007: 828 (Vienna, London, Budapest, Bratislava)
- ▶ Turnover 2007: EUR 135,7 m

Our range of services covers project management, business process performance optimisation services, make-or-buy decisions, developments complying with the architecture, general contractor ship, professional rollout management, and the maintenance of all the software components already implemented.

WAVE's competencies to be underlined in this context include the merger and standardisation of system landscapes as well as the integration of standard software into existing system environments.

Folie 2

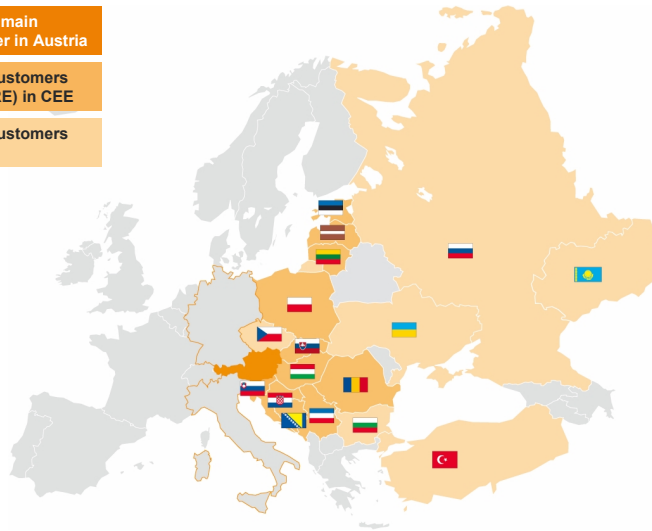
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WAVE: Customers

WAVE's main
Customer in Austria

WAVE customers
(ezyCORE) in CEE

WAVE customers
in CEE



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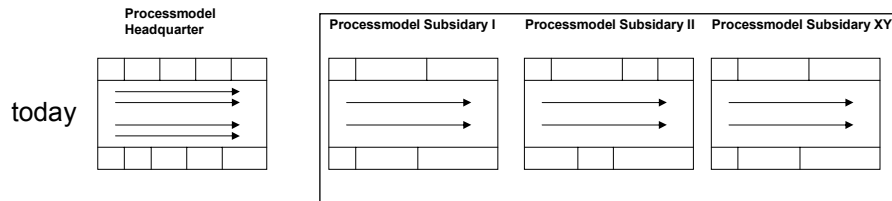
Elements of WAVE Process Management



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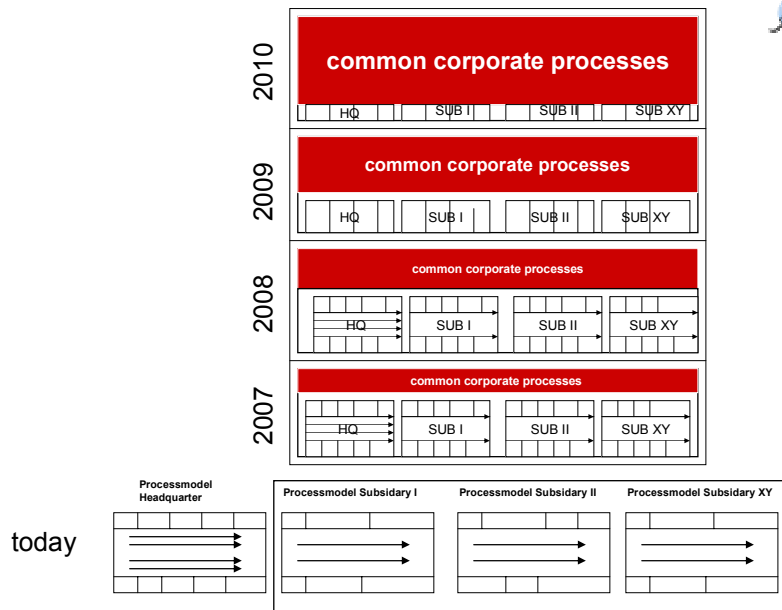
Current Situation



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Objective: ONE Process model „Common Corporate Processes“



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So what and how to do?



Folie 7

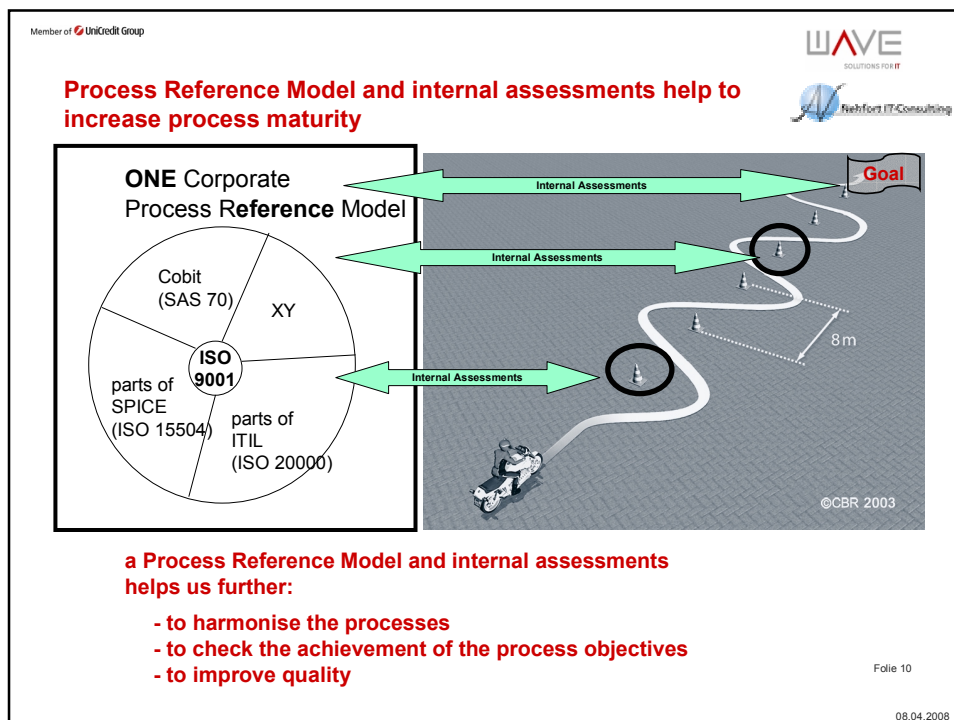
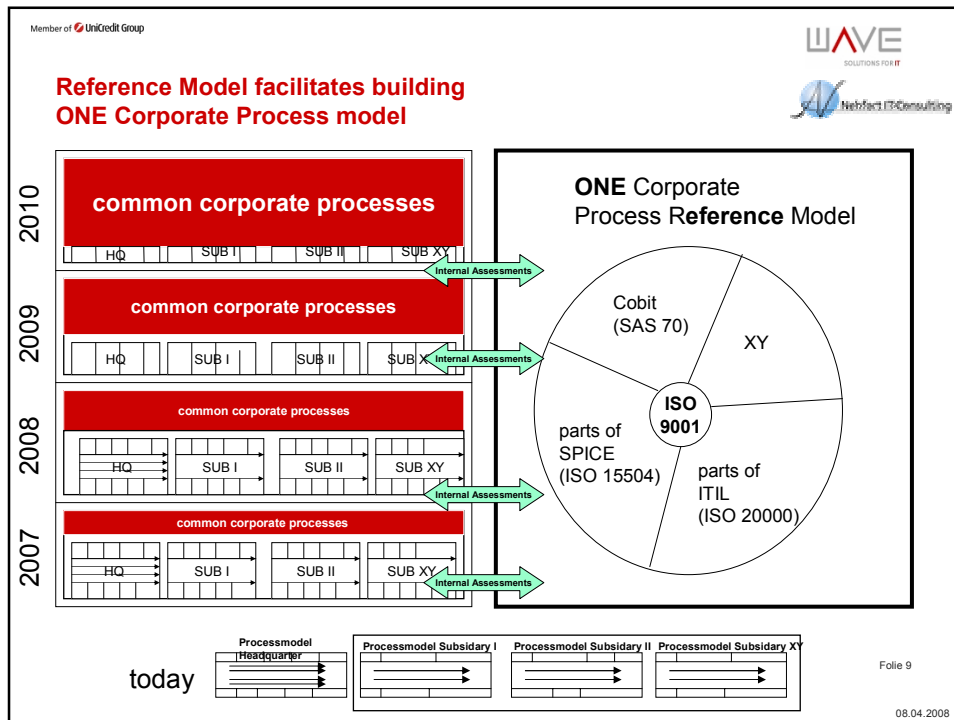
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Feel the challenge

We need a „Victim“

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ONE Process model „Common Corporate Processes“ – building the control spots

a process reference model and internal assessments
tells you nothing about the way between the control spots

- > X one can do it his way
- > Y can do it a different way

>> both pass their control spots and achieve their process objectives

BUT

the first one (X) is more efficient in time, budget ->  

the other one (Y) is more efficient in quality -> 

HOW to deal with this challenge??

HOW can we find out „what is the secret of success of x“?

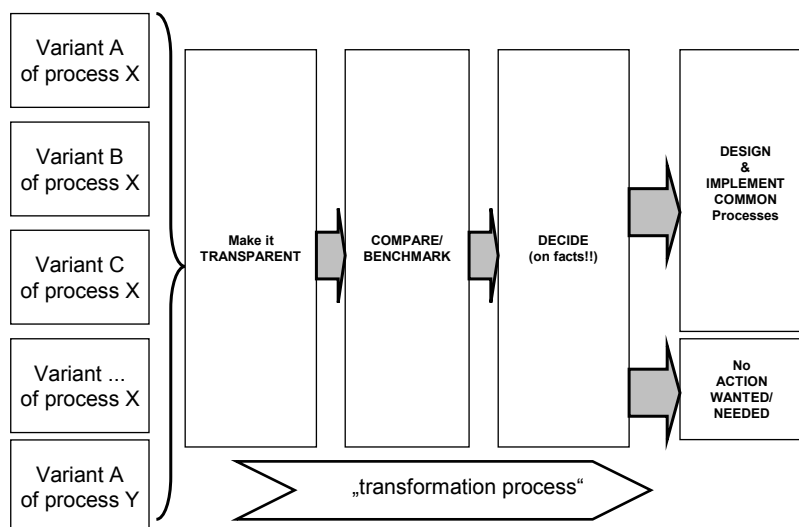
HOW can we find out „what is the secret of success of y“?

HOW can we make it useable for the company and create synergies for all?

Folie 11

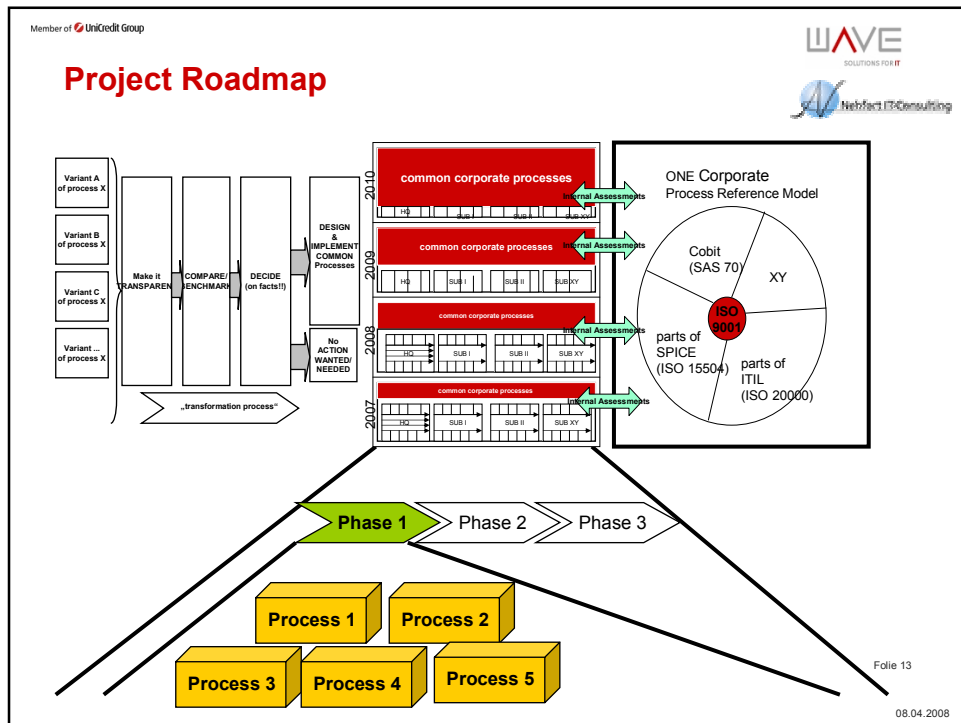
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ONE Process model - lets make it transparent and comparable to do the right decisions for COMMON processes

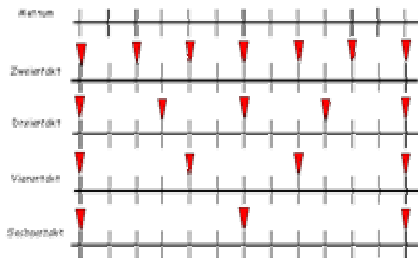


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Beat and dancing master



The **beat** will be our **Process Reference & Process Assessment Model**:

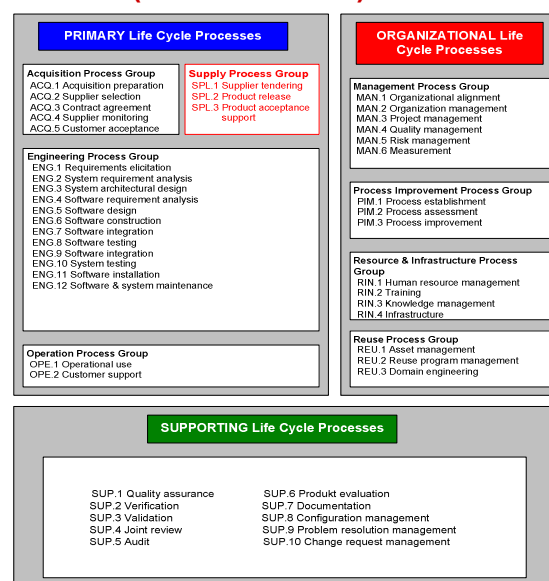
- ▶ Processes with Purpose & Outcomes
- ▶ Performance Indicators: Base Practices & Work Products
- ▶ The SPICE Capability Model → Process Attributes & their indicators

The **dancing master** will be our **Process Assessments**!

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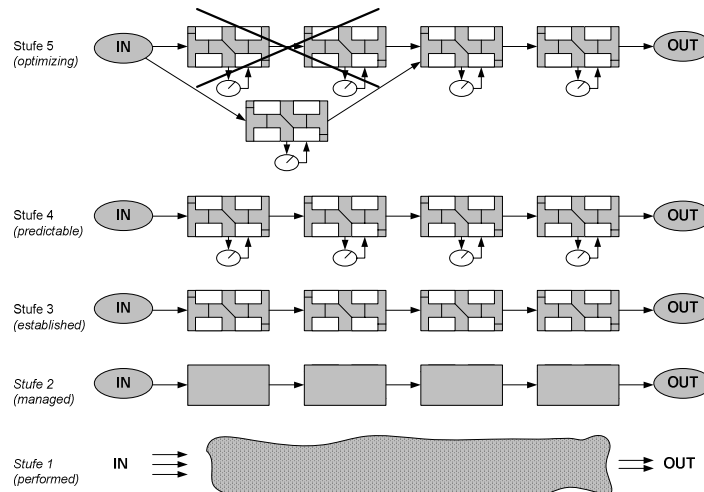
PRM for Software development – process dimension (ISO/IEC 12207)



Folie 16

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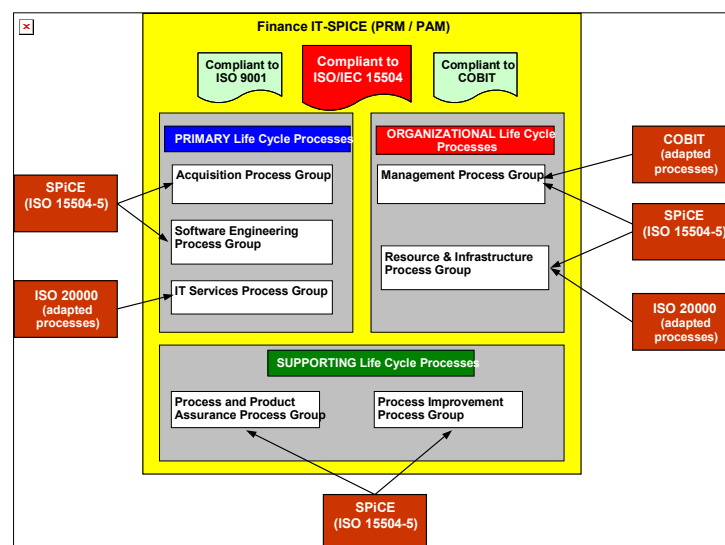
Capability dimension - Management Visibility



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Building a WAVE – PAM: consists of different PRMs



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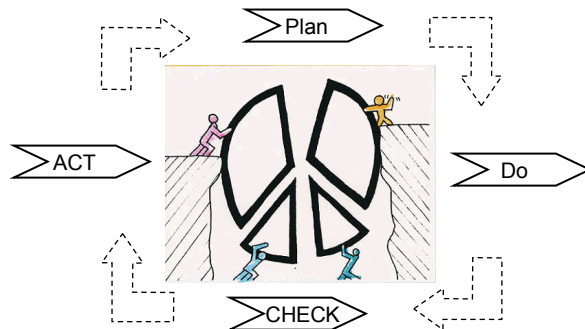
Current Status

- ▶ Management Commitment to the proceeding
- ▶ Commitment by various Process Owners and Process Managers
- ▶ PAM (Process Assessment Model) mapped to Process Variants
- ▶ Assessment Tool SPICE 1-2-1 with WAVE PAM implemented
- ▶ Modelling and comparing of Process Variants
- ▶ Training of the internal Process Assessors
- ▶ First assessments will be performed in May 2008

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BENEFITS



- ▶ Smooth harmonisation of different processmodels to ONE Corporate Processmodel
- ▶ Methods can be re-used for all organisational mergers in future
- ▶ Powerful methods for further Process and Quality Improvements

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