

## Results from Satisfied Clients

Typical results for PS&J Software Six Sigma customers are 4x defect reduction and 30% - 50% productivity improvement in the first year followed by continued gains in subsequent years.

- A large industrial company delivered two separate safety critical systems to their customers with zero post-delivery defects. The team doubled their productivity and recovered all training & deployment costs within 9 months.
- An international financial services company delivered a Java based system with zero defects found in certification.
- An organization of 150 engineers sustained 10% year-over-year productivity gains for three years by cutting defects by 5x and increasing inspection yields from 60% to 80%.
- An embedded avionics project with a staff of 30 engineers improved productivity by 30% while reducing integration & system test defects by 4x and dropping attrition rate from 15% to 3%
- A leading financial services company realized a 3x improvement in product quality with a corresponding 22% productivity improvement.

## Customer Comments

Our customers have learned to drive Software Process Improvement from top down business goals. They have a clear understanding of their cost structure and quality levels and know how to set quantifiable improvement targets. Our clients typically recover all investments within the first 12 months and continue to improve productivity and product quality years after their initial investment.

*"PS&J has always provided expert service that helped us to focus on bottom line issues. With their guidance, we were able to dramatically reduce our defects delivered to the customer and increase our productivity." -- SW Black Belt*

*"For the first time, I understand the difference between tracking and managing a development effort." -- SW Team Lead*

*"I never missed a significant milestone once we started using PSP". -- Program Manager*

## About Us

Established in 1985, PS&J Software Six Sigma is a management consulting and training firm specializing in the field of *measurable* continuous software process improvement. We help our clients to reduce cost and improve their software quality and schedule performance by providing industry-leading software development process training, consulting and mentoring. PS&J Software Six Sigma is an SEI partner for CMMI<sup>®</sup>, PSP<sup>SM</sup>, and TSP<sup>SM</sup>.

We have an international client base with customers in North America, Europe, and Asia whose applications cover a broad range of mission critical software products including: aerospace, industrial automation and control, financial services, consumer electronics, and telecommunications.

Our core belief about SPI is quite simple: *"If you can't measure the savings, you probably should not be doing the activity."*

Prior to joining PS&J Software Six Sigma, our principals formed the core of Honeywell International's corporate software process improvement organization, providing management and process support for 6000 software engineers at 100 sites around the world. They were responsible for Honeywell's CMM<sup>®</sup> assessment program and for developing AlliedSignal's approach for bringing six sigma techniques into software engineering.

All of our team members have extensive hands-on experience in software development, software project management and in leading software process improvement. Our team members have used quantitative management techniques on real projects and teach from personal experience.

We have trained over 300 engineers and over 200 managers in quantitative techniques such as Six Sigma and PSP<sup>SM</sup>. We have launched several dozens of product development teams.

Our experience with development, management, and process improvement provides us with the breadth and credibility required to recognize and address all the various stakeholder needs and to help our customer's succeed.

PS&J

# Software Six Sigma



*Specializing in achieving business goals through measurable improvement*

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## Products and Services

### Improvement Planning

- Improvement Planning Workshop

### Six Sigma for Software Development

- Intro to Six Sigma for Software Development
- Green Belt Training
- Black Belt Training
- Green Belt and Black Belt Certification

### PSP<sup>SM</sup> / TSP<sup>SM</sup>

- TSP<sup>SM</sup> Executive Seminar
- Managing PSP<sup>SM</sup> Engineers
- PSP<sup>SM</sup> for Engineers
- Introduction to the PSP<sup>SM</sup>
- PSP<sup>SM</sup> across the Life Cycle
- Six Sigma for PSP<sup>SM</sup>
- TSP<sup>SM</sup> Launch

### CMM<sup>®</sup> and CMMI<sup>®</sup>

- Sponsorship Seminar
- Introduction to CMMI<sup>®</sup> Training
- Informal Assessments (CMM<sup>®</sup>, CMMI<sup>®</sup>)
- Formal Assessments (SCAMPI<sup>SM</sup>)
- Implementing a CMMI<sup>®</sup> Measurement Framework

### Project Management

- Managing Software Projects
- Leading Software Projects
- Six Sigma Project Management

### Inspections and Defect Prevention

- Inspections
- Managing & Moderating Inspections
- Defect Prevention

### Consulting and other services

- Audit preparation
- Red team reviews
- Project recovery plans
- Data collection and analysis for Six Sigma, TSP, Inspections, Product Quality Management, and Process Quality Management

## Deployment Model

Our focus on measurable improvement makes it possible for us to use a phased deployment model. Each step in the model is a decision point (phase gate) where, based on the results to date, our client can opt to go forward with the next step or terminate the effort.

Since the initial steps require small investments, this minimizes the size of the investment at risk at any point in time and allows our clients to see incremental returns before making the decision to make the next investment.

Our deployment process:

1. *Educate the Executives and Managers*
2. *Identify the needs and opportunities.*
3. *Set measurable goals and develop an improvement plan.*
4. *Identify pilot projects. Train the developers. Launch the projects.*
5. *Mentor the project team. Help them with process implementation, data analysis, and continuous improvement.*
6. *Conduct project postmortem.*
7. *Launch additional projects. Train internal trainers from the initial project. Coach internal trainers on the second project.*
8. *Full transition to internal organization.*

Our goal is for our customers to recover their initial investment within 6 to 9 months and to become self-sufficient within 1 to 2 years.

Our deployment process will permit you to improve productivity, cycle time, and product quality without taking excessive risks. Our clients typically recover all investments within the first 12 months and continue to improve in productivity and product quality for years after the initial investment.

All of our training is software specific. You never need to "figure out" how to apply it to software. Our training can be integrated into pre-existing CMM<sup>®</sup> or Six Sigma initiatives or can be provided using a turnkey approach.

## Why use PS&J Software Six Sigma?

We offer a broad line of products and services with a common theme: measurable, managed process improvement structured to meet business goals.

Our extensive experience with all aspects of software development allows us to target low cost improvements particular to your organization with immediate returns.

We deal in specifics, not generalities. Our focus on measurement will guarantee that you will understand your ROI at every point in the process improvement cycle. We don't leave you with vague recommendations. We provide your organization with a baseline cost and quality model, improvement opportunities, and target savings.

The best teacher is experience. We've worked across a broad range of industries and cultures. We know what works and what doesn't. We understand the relationships between competing quality initiatives like ISO and CMM<sup>®</sup>. Our customers always know their ROI. We have repeatedly demonstrated how to use technologies such as PSP<sup>SM</sup> and Six Sigma to accelerate progress up the CMM<sup>®</sup> ladder while simultaneously lowering costs.

We bring you a high level of experience, credibility and impartiality. We can jump start your internal effort with existing training and expertise while preventing you from wasting your valuable time re-discovering the wheel. We will mentor your staff until they become proficient and can handle your needs on their own.

We give our customers a full package that addresses all their needs: assessments, planning, training, mentoring, automation, and on-going data analysis. At the end of training, our customers have a fully instrumented, up-and-running process. We help your people analyze their data and manage process performance to achieve your objectives until they can do it by themselves. We have a track record of successfully institutionalizing improvements with our clients.