

### Definition of Common Issue Area

<b>Name</b> of Common Issue Area: (short!)	<b>Process Improvement Readiness</b>
<b>Description:</b> (consider scope, impact to project, etc.)	
<p>Issues related to the organization (or program or project) that affect the ability to take on a process improvement effort. The issues generally are infrastructure issues, those that affect institutionalization. [Note: even if the improvement project is at a program or project level, the organization readiness measures are useful to determine readiness for that program or project.]</p> <p>The improvement effort could for a single process or procedure, or it could be a full-blown effort based around a model like the a CMM, CMMI, ISO 9000, or any other reference model.</p>	
<b>How does this relate to other Common Issue Areas?</b>	
<p>All the others that relate to running a project apply.</p> <p>Customer Satisfaction – consider the people who are participants in the improved processes, this area applies</p> <p>Resources and Cost – especially troublesome for PI projects, for various reasons – nature of commitment is different, priority tends to be lower, internal investment being done; this category is repeated in the Readiness Issue Area because it needs to be considered before project justification is attempted</p>	