

Measurement Category Definition

Measurement Category:	Process Improvement Capability
Common Issue Area:	Process Improvement Readiness
<p>Description of Category:</p> <p>Measures in this category are used to determine the overall organizational capability to undertake this project with strong likelihood of success. Measures cover organization capability for doing process improvement, for making (voluntary) organization changes, establishing current baselines, and for meeting the resource requirements for the project.</p>	
<p>Areas of Application: [aka Project Application]</p> <p>Process improvement projects (for now; may be generalized later to systems and software projects)</p>	
<p>Measures Included in this Category:</p> <p>Existing PSM or other industry measures:</p> <ul style="list-style-type: none"> • assessment results to the process-related PAs (ex. 15504 or SE CMM or CMMI) • process audit findings (effectiveness) • process audit findings (acceptance) • staff experience • environment elements (resource availability) • tools (resource availability) • [also see 15504 Org.3 and Org.4] • effort <p>Results from the PI Risk Assessment Measure</p> <ul style="list-style-type: none"> • past successes and failures; • duration of change • number of iterations • existence of documented organization processes <p>New Measures</p> <ul style="list-style-type: none"> • org change profile results • organization structure (depth of hierarchy, type) • staffing stability (?) • training available (personnel, courses, etc.) • baseline measures [likely to be guidance, rather than a measure] 	
<p>Limitations:</p> <p>Expect that there will be measures here that will not be available for low maturity organizations (baselines, for example)</p>	
<p>Related Measurement Categories:</p>	

Personnel; Environment and Support Resources; Process Compliance; Process Efficiency; Process Effectiveness; <i>Customer Feedback</i> ; <i>Customer Support</i>
Additional Information: See documentation in 15504, parts 2 (Org.3 and Org.4) and 7; CMMI PAs for Process Improvement
Example Indicators: