



CMMi Made Practical

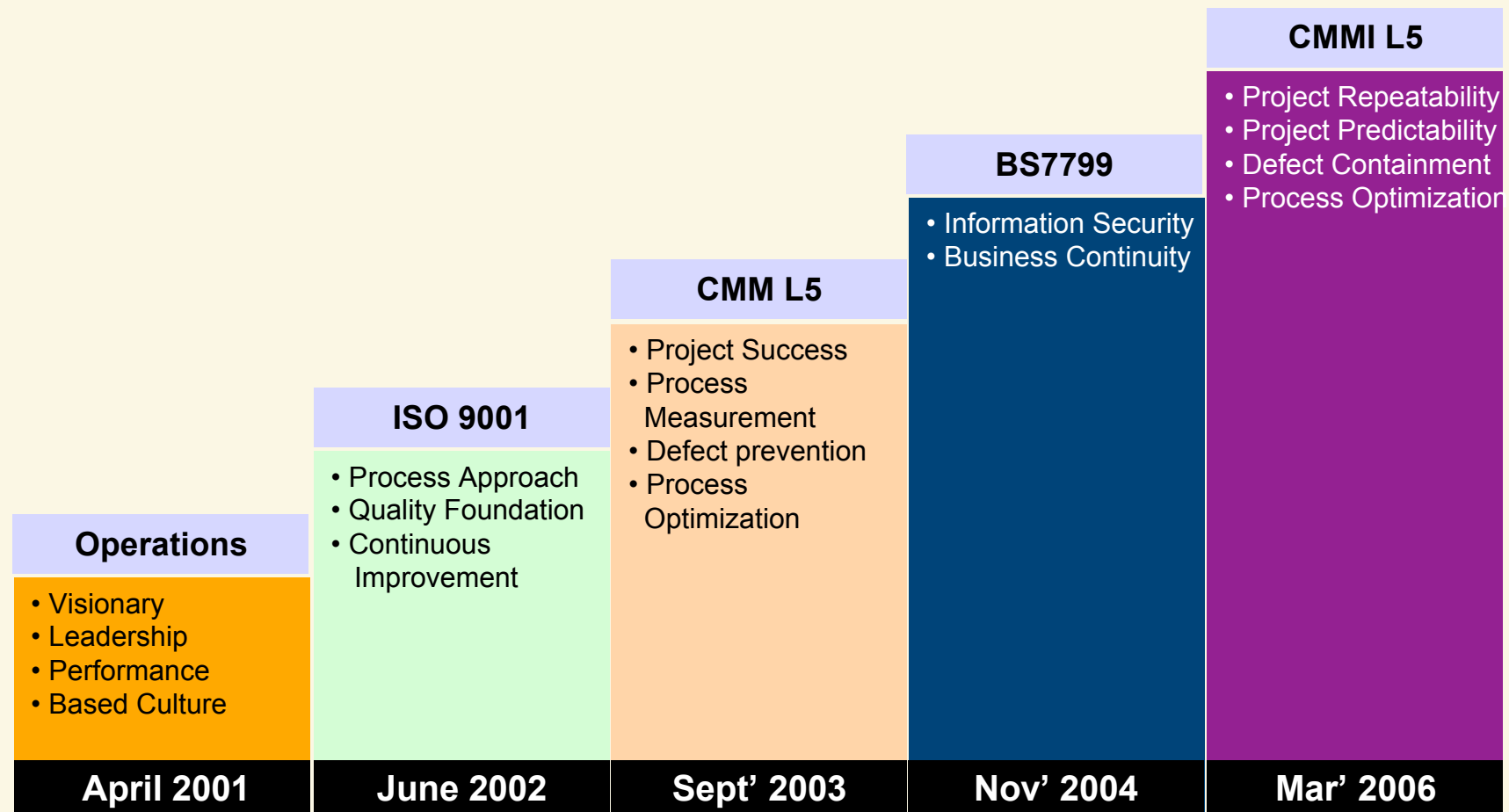
Institute of Directors, London

19th & 20th March 2007

<http://www.applabs.com>

- **AppLabs Technologies Overview**
- **Process Improvement Milestones**
- **Why Capability Maturity Model?**
- **Challenges for a Testing Company**
- **Benefits of CMMi**
- **Post Assessment**
- **Sustenance Approach**
- **Future of CMMi**

- Founded in April 2001
- IT services company specializing in:
 - Software Testing (Functional, Performance, Security)
 - Product development
 - Certification
- 1600 employees
- Facilities in USA, India, UK
- 60-80% YoY growth rate for the last 5 years

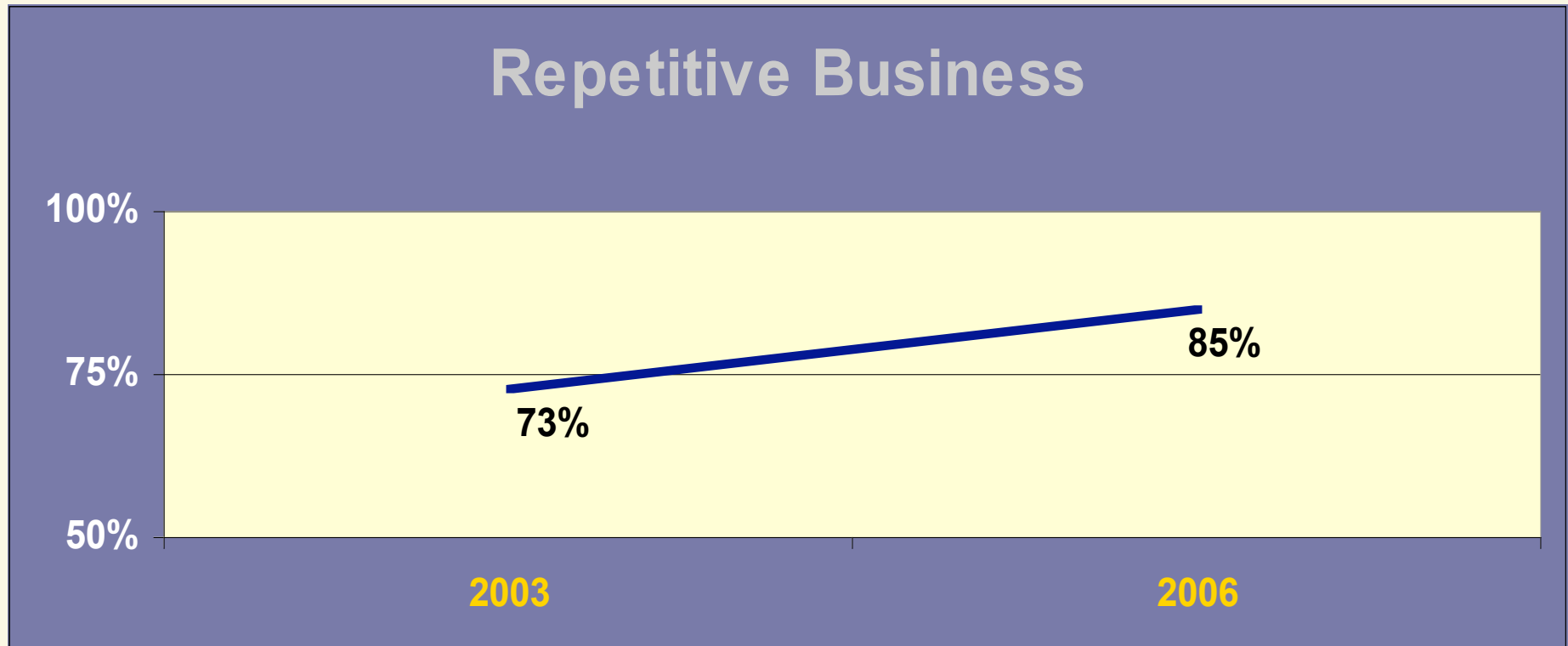


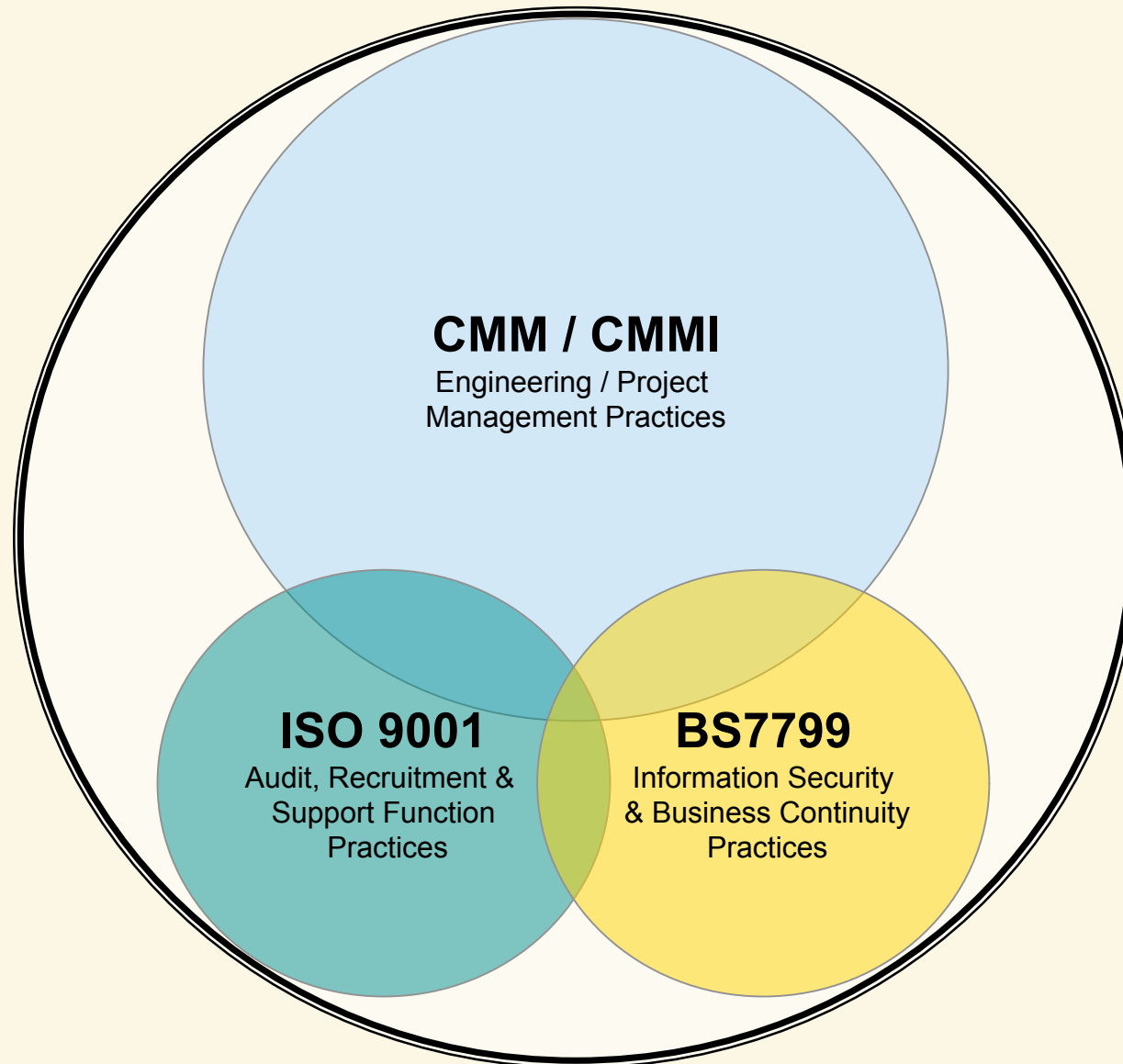
- A guideline and not a standard
- Specific to IT unlike ISO 9001 Standard
- Flexible and tailorable
- Widely popular and easy to explain to our customers
- Attracts talent
- Estimated ROI was high

- Primarily developed for software development
- Tailoring for a testing organization was complex
- Scarcity of case studies and examples
- Inference and process definition problems
- No benchmarked data
- Change resistance

Metric	Year - 2003	Year - 2006
Schedule Variation (%)	3.34%	1.86%
Effort Variation (%)	14.77%	7.58%
Rejected Bug (%)	9%	3%

Repetitive Business





- Healthy ratio of SQAs
- Process compliance objectives for Delivery Teams
- Independent Process Compliance Audits
- Employee rewards and recognition
- Independent groups for Process Definition and Facilitation

- Flagship Process Improvement Model for IT Services
- Tight integration with people practices
- No customer attention unless L3 and above, and L5 may not guarantee new business
- Complimented by other models like 6 Six Sigma and ITIL

Q & A