

**APRIL DINNER MEETING**

**Tuesday April 30, 2002**

**Defect Prevention and CMM Level 5**

*"The real mistake is not to learn from earlier mistakes"*

**Kaniska Rakhit, M. Eng, CQA**

The Capability Maturity Model (CMM) for Software\* is a set of industry best practices that has helped software development organizations around the globe improve their **productivity, quality and controls**. CMM helps prioritize process improvement efforts based on staged maturity levels 1 to 5.

This session will focus on pragmatic implementation of management and software development quality practices from Level 2 to 5:

- How to systematically evaluate and improve the capability of technical and management staff
- Guidelines on improving the effectiveness of various roles within Information Technology
- Examples of performance improvements in productivity, quality, and controls

The objective of Defect Prevention (a CMM Level 5 process area) is to identify the common causes of defects and systematically eliminate their recurrence. The presentation will address:

- Examples of how projects can benefit from Defect Prevention lessons learned.
- Basic steps to implement an effective Defect Prevention process across the organization
- Practical implementation approaches and associated risks.

Understanding the significant benefits of Defect Prevention actions on customer satisfaction, employee satisfaction and shareholder value should motivate Toronto based IT organizations on implementing industry best practices to become internationally competitive.

Kaniska Rakhit, Vice President of QA and Process Improvement, has been involved with Citibank Canada's quality improvement journey for over eight years, from - CMM level 1 to 4 and now implementing level 5. Prior to 1993, he worked on assignments with IBM, Digital Equipment, AT&T and overseas. Kaniska is a certified CMM instructor and has taught in USA & Canada and has both participated and lead CMM based assessments. He was awarded the Certified Quality Analysts (CQA) designation by the Quality Assurance Institute.

**Presentations are on the last Tuesday of the month at the Sheraton Centre Toronto Hotel,  
123 Queen Street West, across from New City Hall**

If taking the subway, exit at Osgoode station (Queen and University), walk one block east along Queen to York.  
If driving, you can park at New City Hall, which is accessible underground to the Sheraton Centre.

Dinner and Presentation: \$30 Members, \$40 Non-Members  
Cash and Cheques are accepted at the door.

**Please RSVP by noon on Thursday April 25, 2002**

5:30 P.M. Networking      6:00 P.M. Dinner      7:00 - 8:30 P.M. Presentation

**For reservations, information and membership inquiries,  
visit our web site at [www.tassq.org](http://www.tassq.org) or phone TASSQ at (416) 444-4168**

\* CMM for Software is a product of the Software Engineering Institute