

**APRIL DINNER MEETING**  
***Tuesday April 26, 2005***

**Process Improvement Experiences:  
CMM Level 3 Best Practices**

**Gordana Kis, CSQA, BMO Financial Group**

Have you ever had a problem finding specific project data or documents quickly?  
Have you ever heard: “we do not have time to follow these processes” or “how I am suppose to know which document you would need”?

As all of you know the answers are in establishing and improving processes. But the challenge is how to best select and tailor process improvement activities that suit your specific situation.

There are a significant number of books and articles devoted to the process improvement. Some of them are reference books useful as check lists for assessments. Others contain a whole spectrum of very detailed advice. Where and how to start?

This presentation describes some of the methods used establish and improve the software development processes and to achieve CMM Level 3. It also includes how developers’ and managers’ stress levels were reduced by both simplifying processes and making them more structured. Also presented is a quick overview of some experiences in harmonizing activities required to obtain ISO certification.

The presentation will cover:

- How process improvement was implemented
- Simple tools and methods used
- Lessons Learned
- Success factors

Gordana Kis has over 10 years experience in implementing process improvement. During the last five years she participated in establishing software process improvement within BMO Financial Group using the Capability Maturity Model (CMM). She has also participated in several CMM assessments.

Gordana is Senior Quality Assurance Specialist with BMO Financial Group. She is both a Certified Software Quality Analyst and an Internal Auditor for ISO 9001:2000. She is working now on software process measurement and quantitative management initiatives.

**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: \$35 Members, \$50 Non-Members  
Cash and Cheques are accepted at the door.

**Please RSVP by noon on Thursday April 21, 2005**

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**