

### *Process Professional*

### **Operating at the Heart of Europe..... A Case Study**

***Process Professional Process Improvement and Assessment products are being used in an innovative project in Luxembourg***

#### **The Centre**

The Centre de Recherche Public Henri Tudor in Luxembourg, a Process Professional Training Centre, have created a novel benchmarking programme for three of their industrial partners.

The 18 month programme is based on Process Professional Improvement and Assessment methods and courses (PPIM and PPA).

#### **Seizing the Initiative**

CRP Henri Tudor is a technology transfer organisation established by the Luxembourg government. Their aim is to provide industry with expertise in IT, industrial and environmental technology.

The objective of their new benchmarking programme is to closely monitor how IT process management and re-engineering methods work in practice.

CRP Henri Tudor first became interested in process management, when as part of an ESSI (European Systems & Software Initiative) project, Compita provided them with training in process assessment and assisted with an internal assessment of CRP Henri Tudor's own development team.

This training and assessment occurred in late 1996 and was one of Europe's first SPICE I trials based on the draft ISO15504.

#### **Building on Success**

The SPICE I assessment proved a real success with the staff and Board at CRP Henri Tudor and as a result they have gone on to create an 18 month programme for three partner organisations:

- Bank International Luxembourg
- Bank Indosuez (Luxembourg)
- Ariane II (software house).

This programme is jointly funded by the three partners and began in January 1997 with a keynote address to the senior executives of all organisations by Compita and CRP Henri Tudor.

All organisations have now been trained in both PPIM and PPA and two have conducted supported assessments in their organisations during March 1997.

The remaining company is to use the PPIM and PPA concepts to support its move toward ISO 9001 certification.

These assessments have also been submitted to the SPICE II trials team.

#### **Going Native**

The PPA course was conducted in both English and French and most of the assessments were undertaken in French.

The use of the native language is a major "value add" that training centres provide to ensure the quality and relevance of training and assessment data.

#### **Continuing Improvement**

CRP Henri Tudor's role over the remaining programme is to support the organisations with additional training and mentoring as required to assist the companies achieve business advantage.

Since the programme has been costed to include follow-up work all parties are guaranteed support for the life of the project.

As a *Process Professional* Training Centre CRP Henri Tudor are already drawing on their own existing courses and supplementing these with any *Process Professional* skills courses identified as required as a result of the assessments.



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