

Assessor Training - ISO15504/CMM®/Business Excellence

Obtain the competencies to perform a
Process Professional Assessment

Do you want to achieve the most out of your organisation's assessment programme? This workshop will provide you with all the skills required to support an assessment. Using Process Professional Assessment you will learn what is needed to become an effective team member. After successfully completing this workshop you will be:

- Fully conversant with all of the stages of a Process Professional Assessment.
- Capable of using Process Professional's objective and repeatable assessment method as an assessment team member.
- Able to support assessments using either an ISO15504 conformant process model, the SEI's Capability Maturity Model® or a Business Excellence Model.

Objectives

To enable you to:

- Describe Process Professional Assessment and its role in the twin contexts of improvement and supplier risk assessment.
- Explore the structure and organisation of the assessment model of your choice. Choose from:
 - an ISO15504 conformant process model
 - SEI's Capability Maturity Model®
 - a Business Excellence Model.
- Describe the stages of the assessment method and apply the method.

Benefits

Your organisation will be able to:

- Resource assessments internally, thus optimising the benefits obtained from performing assessments
- Use assessments to gain sustainable business advantage.
- Measure current performance to identify improvement opportunities.
- Compare performance with industry benchmarks.

Workshop format

Presentations are interspersed with in-class exercises to provide a thorough introduction to applying the techniques. The workshop material provided includes all presentation materials, workshop notes and additional handouts.

Pre-requisites to attending

- Experience in software development and the management of software development.
- Experience of project management.
- Basic communication, interview and presentation skills.
- Participation in Compita's Introduction to CMM® course or equivalent knowledge is pre-requisite to attending this course.

Workshop content

Assessment in context:

- Process Professional Assessment terminology.
- Introduction to the assessment model of your choice.
- The assessment measurement framework.

Assessment in action:

- Interview techniques.
- Gathering assessment data.
- Conducting an assessment.
- Analysing the findings.
- Preparing assessment outputs.

Qualification

During this workshop you will be continuously assessed and may optionally take a half hour examination. On passing both the continuous assessment and examination, you will be provisionally qualified as a Process Professional Assessor. Full qualification is dependent upon subsequently participating in supervised qualifying assessments.

®Capability Maturity Model, CMM and CMMI are registered in the U.S. Patent and Trademark Office by Carnegie Mellon University.



For more information about the Process Professional range contact the Process Professional Centre of your choice.

<http://www.processprof.com>
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