About SSQC

- Software Systems Quality Consulting
- Located in Silicon Valley, San Jose, California, USA
- Since 1990 - assisting organizations to develop and improve their software, systems and hardware engineering and management practices

- Agile/Lean
- SEI CMMI
- ISO 9001:2008
- SQA and Testing

- BPR and Benchmarking
- Assessments/Appraisals
- Process Improvement Consulting
- Education and Training

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The SSQC Difference: 1

- Breadth of experience
  - Practitioner, academic, consulting, training
  - The number of industries served
  - International and US
  - In organizations of all sizes
  - Internationally recognized experts in CMMI and ISO 9001/90003

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Serving companies in a wide variety of industries

- Data and Telecommunications
- Software
- Semiconductor
- Manufacturing
- Services

Difference: 1

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Serving Data and Telecomm companies

- Networks and Wireless
- Carriers
- Voice Messaging
- Routers

Difference: 1

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Serving Software companies

- Financial Applications
- Data Processing
- Desktop Publishing
- Navigational Mapping
- Real-Time and Embedded
- Operating Systems
- Enterprise Applications
- Commercial Applications (COTS)
- Help desk and knowledge management

Difference: 1

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Serving Semiconductor companies

- Equipment Manufacturers
- ATE Manufacturers
- FPGA and ASIC Design Software
- FPGA and ASIC manufacturers
- Industry Groups - SEMATECH and SEMI

Difference: 1

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Serving Manufacturing companies

- Automotive
- Computers
- Computer peripherals
- Point-of-Sale devices
- Specialty gases for semiconductors
- Consumer devices
- DoD Contractors
- Medical Devices

Difference: 1

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Serving Services companies

- Financial Brokerage Services
- Financial Banking Services
- Contract Engineering
- Customer Support
- Order fulfillment
- Logistics

Difference: 1

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A partial list of SSQC clients

3M	Cubic Defense	McDonnell-Douglas	Renesas
ABB	Daimler-Chrysler	Mentor Graphics	SanDisk
Actel	DSET Corporation	MCI	Seagate
Acuson	EDO Corporation	Microsoft	Seiko Epson
Adobe	EDS	MKS	Siemens
Advantest	Ericsson Telecom	Motorola	Sun Microsystems
Alltel	ETAK	NASA-Ames	SunSoft
Amdahl	Federal Reserve Bank	NASA-Glenn	Synopsis
Apple Computer	Fiserv	NASA-JPL	Synoptics
Applied Materials	Fujitsu	National Semiconductor	U.S. Air Force
Atria Software	Gallo Winery	Nokia	U.S. Navy - SPAWAR
Autodesk	GUPTA	Northern Telecom	TCI Communications
Barra Inc.	Hewlett-Packard	Northrop-Grumman	Texas Instruments
Becton Dickinson	Hitachi Data Systems	Novell	Thomson
Cadence	Hitachi Micro	Novellus	TRW
Centigram	Hughes	Octel	United Defense
Cisco	ICL	Oracle Corporation	VA Software
CLARIFY	Informix	Pacific Bell	Varian
Clarent	Kaiser	Paine-Webber	Viewlogic
Compaq	KLA-Tencor	Philips Semiconductor	VLSI Technology
Consilium	Lam Research	Plexus Software	Western Digital
Cornerstone Imaging	Lockheed-Martin	Quantum	Wind River Systems
CTB McGraw-Hill	Lucent	Redback Networks	Xilinx

Difference: 1

The SSQC Difference: 2

- Variety of consulting services provided
  - The hands-on support your organization requires both onsite and offsite
    - CMMI implementation consulting
    - CMMI based appraisals

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Process Improvement consulting

- ■ Hands-on implementation
  - Planning
  - Project management
  - Facilitation
  - Mentoring
  - Value Stream mapping
  - Documentation development
  - Technology selection and introduction

Difference: 2

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Model-based appraisals

- Hybrid Multi-Model Assessment – HM^2
- Standard CMMI Appraisal Method for Process Improvement (SCAMPI)
- Mini Assessment
- Risk Assessment
- Focused Diagnostic Assessment

Difference: 2

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The SSQC Difference: 3

- Professional education and training
  - Complete course materials
    - Course licensing is available
  - Instructors who are internationally recognized subject matter experts
  - Full, proven curriculum
    - For all levels of management, SEPG members, and workers
    - From beginning to advanced skills

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CMMI training to support any implementation strategy

- CMMI as a basis for process improvement
- Transition from ISO 9001/9000-3: taking the next step for process improvement

Difference: 3

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Complete Process Improvement curriculum

- Executive Overview of the CMMI
- SSQC' s Introduction to CMMI – SW/HW/SE – beginning and advanced versions
- Comparing the CMMI and ISO 9001/90003
- Focused Process Area workshops - beginning and advanced versions for CMMI
- Implementation project management for SEPG members
- Software and Hardware Walkthroughs and Inspections
- Value Stream Mapping via the Unified Modeling Language
- Streamlining Process and Project Documentation
- Assessment Team and Audit Team Training

Difference: 3

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Specialized and Advanced Topics

- Agile/Lean Development Methods and Product Lifecycles
- Requirements Engineering: A Practical Approach to Modeling and Managing Requirements
- Software Estimation Boot Camp
- Software Measurement Boot Camp
- Advanced Measurement and Management - Toward Quantitative Management of Engineering Processes
- SPICE: An introduction to ISO 15504
- Taking the Next Step – Advancing from ISO 9001 to CMMI
- I-SPI: Integrated SPI based on IEEE/ISO 12207
- Riding the Wild Spaghetti: Addressing the proliferation of International Standards

Difference: 3

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SSQC's approach to training

- Unique graphical approach to representing and communicating improvement models
  - Simplifies the content of the models
  - Minimizes language dependency
  - Accelerates mastery and maximizes retention
- Fully integrated exercises, practical examples, and interactive workshops that reinforce concepts

Difference: 3

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SSQC strategic relationships

- When additional resources or specialized skills are required SSQC draws on established relationships, e.g.
  - Object Oriented Analysis and Design
  - Software Reliability, Safety and Related Metrics
  - Software Testing Automation
  - Additional Lead Appraisers for large appraisals

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SSQC strategic relationships - continued

To remain on the leading edge of software engineering trends, SSQC partners with professional organizations and academic institutions

- AMERICAN ELECTRONICS ASSOCIATION (AEA)
- AMERICAN SOCIETY FOR QUALITY (ASQ)
- ISO/IEC JTC 1/SC7 SOFTWARE ENGINEERING STANDARDS - UNITED STATES TAG
- NATIONAL ASSOCIATION OF PURCHASING MANAGEMENT (NAPM)
- SEMICONDUCTOR EQUIPMENT AND MATERIALS INTERNATIONAL (SEMI)

- SOFTWARE ENGINEERING INSTITUTE (SEI)
- SOFTWARE PUBLISHER'S ASSOCIATION (SPA)
- SOFTWARE ENGINEERING FORUM FOR TRAINING (SEFT), CALIFORNIA STATE UNIVERSITY, LONG BEACH
- UNIVERSITY OF CALIFORNIA, BERKELEY
- UNIVERSITY OF CALIFORNIA, SANTA CRUZ

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SSQC strategic relationships - continued

- SSQC is a licensed and charter member of the SEI Partner Network and provides the following CMMI training and assessment services
  - Introduction to CMMI® for (CMMI-DEV and CMMI-SVC), Version 1.3
  - SSQC's action focused diagnostic mini-assessments for launching a process improvement program based on CMMI
  - SCAMPI B and C appraisals for process improvement and pre-assessments
  - CMMI certification through a SCAMPI^{SM} A v1.3 appraisal, including High Maturity Level 4 and Level 5 Appraisals for CMMI-DEV and CMMI-SVC
  - SSQC's Bill Deibler has been awarded the SCAMPI High Maturity Lead Appraiser certification from Carnegie Mellon's Software Engineering Institute
    - This certification recognizes expertise for determining that an organization has demonstrated the capability to quantitatively manage its projects to produce high-quality, predictable results at CMMI Maturity Levels 4 and 5.

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Professional contribution

SSQC's papers and articles have been published in the following journals/books

- COMPLIANCE ENGINEERING
- CROSSTALK - THE JOURNAL OF DEFENSE SOFTWARE ENGINEERING
- ENCYCLOPEDIA OF SOFTWARE ENGINEERING
- IEEE COMPUTER

- INFO WORLD
- MCGRAW-HILL, ISO 9000 HANDBOOK
- MCGRAW-HILL, QUALITY SYSTEMS UPDATE
- SOFTWARE MARKETING JOURNAL

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Professional contribution - continued

SSQC's papers and tutorials have been presented at the following conferences

- ASQ ANNUAL QUALITY CONGRESS
- ASQ ANNUAL QUALITY AUDIT CONFERENCE
- CEEM'S IMPLEMENTING ISO 9000 IN THE SOFTWARE INDUSTRY
- WORLD CONGRESS FOR SOFTWARE QUALITY
- INTERNATIONAL CONFERENCE ON SOFTWARE QUALITY
- PACIFIC NORTHWEST SOFTWARE QUALITY CONFERENCE

- SOFTWARE PUBLISHER'S ASSOCIATION CONFERENCE
- SOFTWARE QUALITY WEEK (SOFTWARE RESEARCH INC.)
- SOFTWARE ENGINEERING INSTITUTE'S SEPG CONFERENCE
- SOFTWARE ENGINEERING INSTITUTE'S EUROPEAN SEPG CONFERENCE
- STC-SOFTWARE TECHNOLOGY CONFERENCE

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