5 Unexpected Benefits of a Scampi-A Appraisal

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Noregon Systems, Inc. is known in the transportation industry as commercial vehicle data experts. Noregon specializes in the type of innovative product and software development that keeps the nation’s transportation industry rolling.

Some of the largest fleets in the world depend on Noregon to keep their equipment operating as efficiently as possible. Whether through custom-software development, hardware design and manufacturing or our JPRO Commercial Vehicle Diagnostics.

**Mission:** Establish long-term working relationships with our clients by providing outstanding software engineering services and products.

Right People + Right Process + Client Focus = Success
Business Challenge

• I began working at Noregon in February 2015 as QA manager
• Noregon had some upcoming military contracts requiring the company to appraise at a maturity level III by June 2015
• Without any recent QA personnel and a 20% year over year growth in work force, a training program needed to be created to educate people on company processes, CMMI framework and the importance of these things to our business and the quality of our products
The Plan

1. Create PIID, identify any gaps and fill them. The appraisal needed to be one of validation not discovery in the timeframe required

2. Complete organizational buy-in
   a. Held training for entire company on what CMMI was, why it was important to the business and how they could help in the effort
   b. Held smaller focused training sessions where we reviewed processes by functional groups and how they tied to the different PA’s

3. ARC-C Affirmational interviews
   a. Helped identify any gaps in education or processes
   b. Good exercise for people new to an appraisal team
The Results

Delivery of projects on-time and on budget
In the last year Noregon went from an average of 40-50% on-time project completion rate to 65 to 75% on-time project completion rate.
In the last 2 years the company went from project budget overruns on average of 10-20% to an average variance of on 0% to 10% under budget.

Product improvement
2 years ago on average 70-75% product development hours were spent on software consulting. As of December 2015 the average has completely flipped where Noregon now spends 70-75% of its product development hours on internal development of our own product lines.

Reduce Cost of Quality
In the last year, on average, we have cut our engineering product support hours by 50%.
Peer review hours of requirements, design, code, and test cases have increased 25% over the last year. During this time defects found during these inspections have increased 55-65% and defects found in test have dropped by 30%.
Lessons Learned

1. Increased process focus
   a. Training sessions to discuss CMMI, the appraisal process, the company processes and their place in the framework

2. Exchange of information and ideas
   a. Small group discussions to discuss their day-to-day activities
   b. Notify the organization of means to contact QA for any questions or Suggestions

3. A clear and honest view of the company’s operations

4. A common goal
   a. Celebrate the completion as a team accomplishment
   b. Let people know their participation mattered

5. A wealth of information regarding improvements to operations
   a. Use information gathered during appraisal to create a list for continued process improvement