



**CMMI**<sup>®</sup>  
Institute

# **CAPABILITY COUNTS 2016**

Annapolis, MD | May 10th - 11th

## **Building the Perfect Metric**

How we quantitatively defined product quality for our organization and why it mattered...

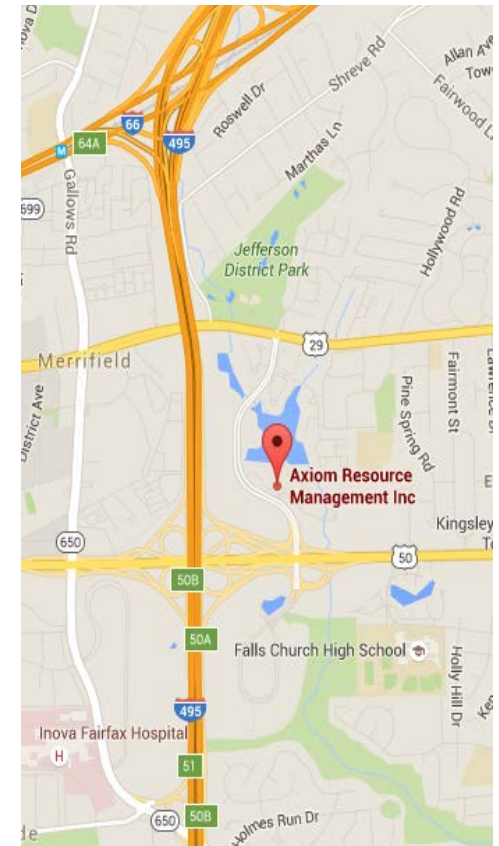


Kathleen Mullen

Keymind, A Division of Axiom Resource Management Inc.,  
Performance Improvement Director

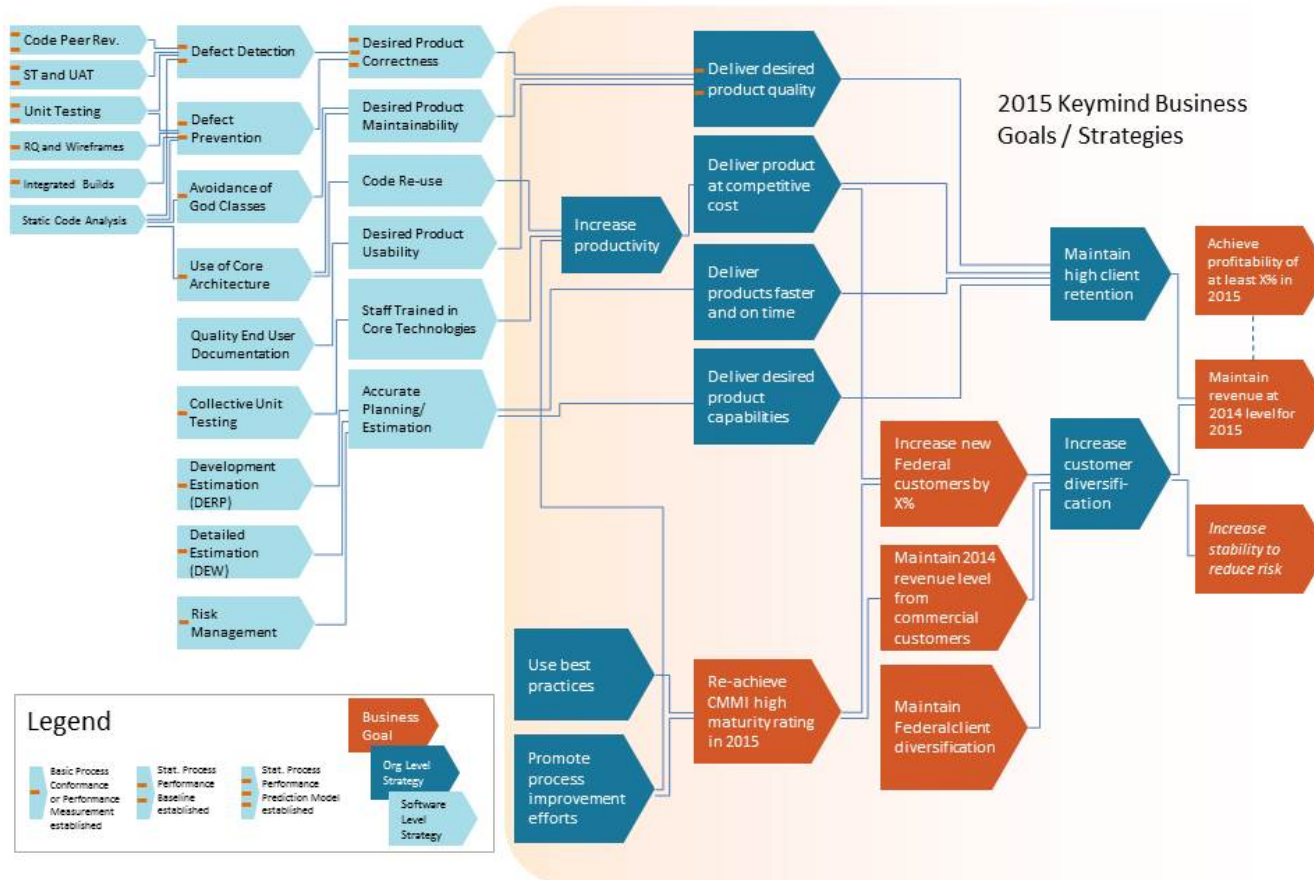


# Keymind Overview



# Business Challenge

## Goals and Processes Relationships



July 2015

# The Plan

Involve critical stakeholders and brainstorm and discuss ways to measure product quality

Define the metric

Identify project data that has enough data to utilize

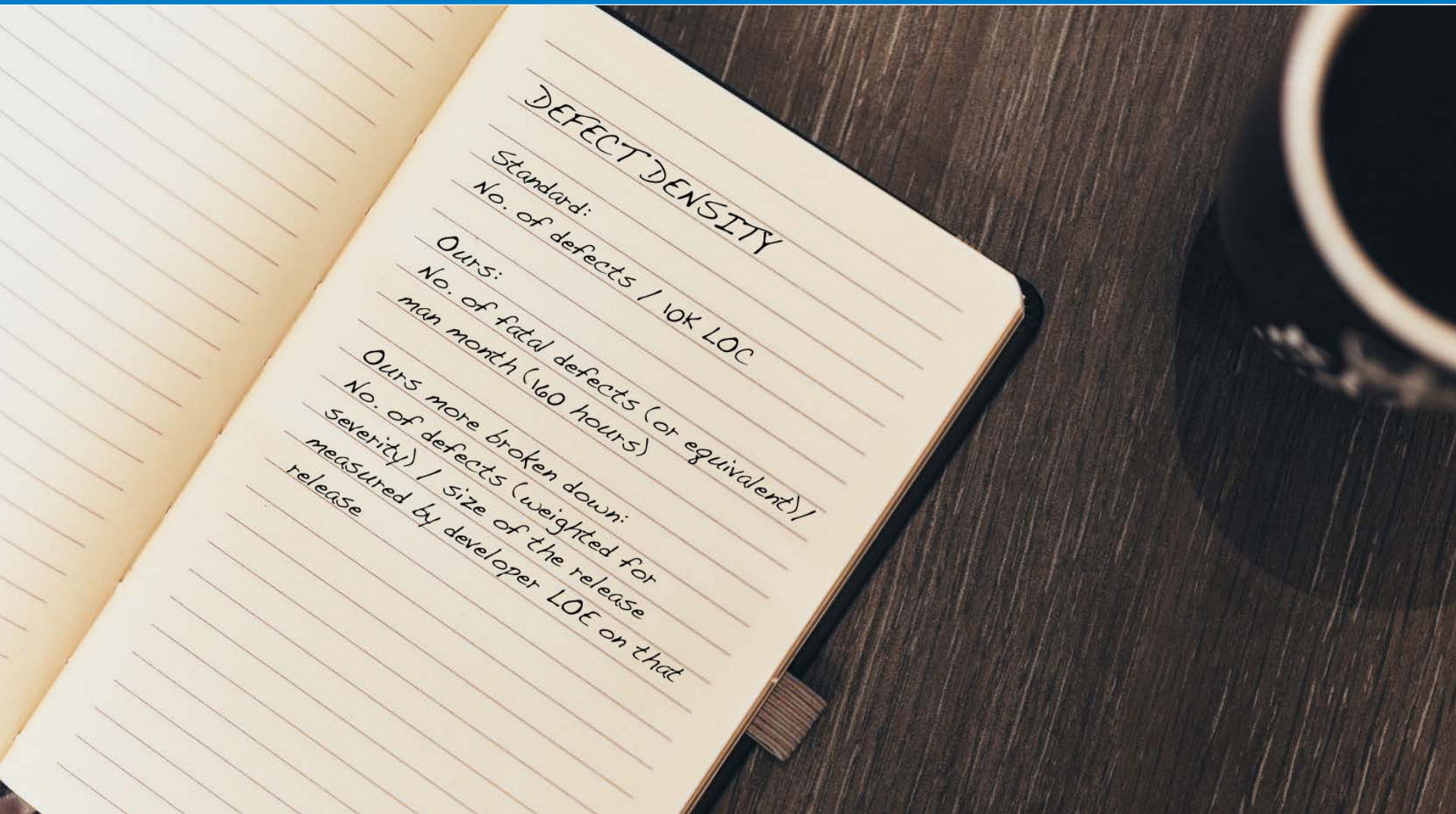
Collect and analyze data

Publish the metric and analysis on the wiki

Set organizational and project-level goals to monitor and manage



# The Results – Our Metric Defined



## DEFECT DENSITY

*Standard:*

*No. of defects / 10K LOC*

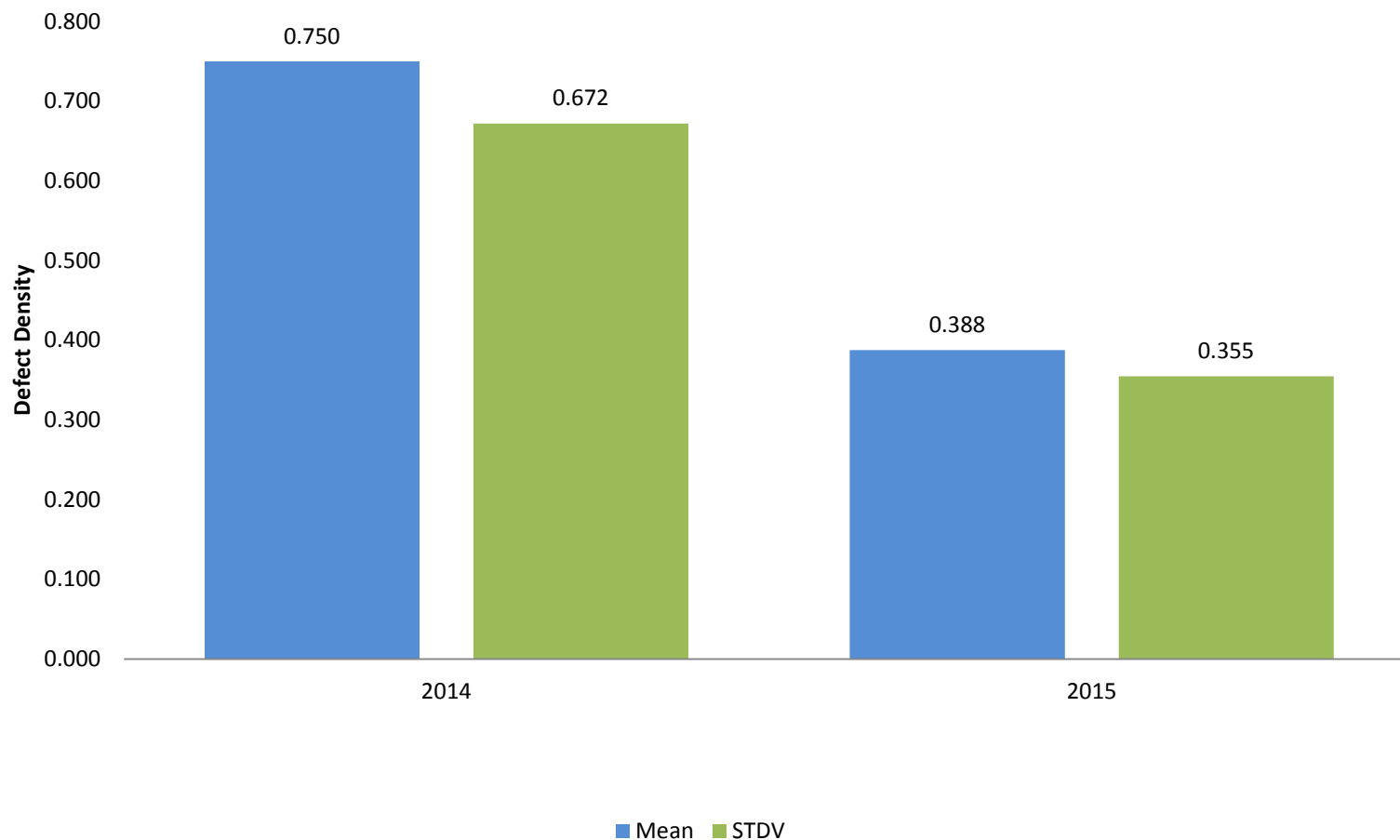
*Ours:*

*No. of fatal defects (or equivalent) /  
man month (160 hours)*

*Ours more broken down:*

*No. of defects (weighted for  
severity) / size of the release  
measured by developer LOE on that  
release*

# The Results –Our Newest PPB



# Lessons Learned

Results and feedback from appraisal-related events (SCAMPs/ARC-compliant events) offer an outside perspective and help an organization see something differently leading to new improvements

Metrics must be based on YOUR organization, its culture, and how you do things (i.e., define metrics that are meaningful to your people)

Start simple (don't try and get it perfect the first time around)