

van Loon

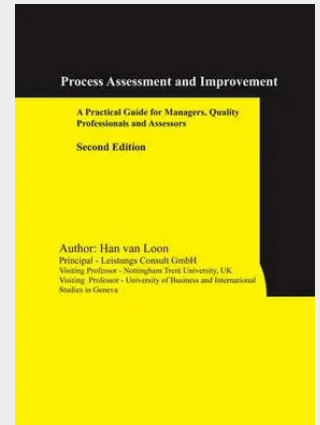
Process Assessment and Improvement

A Practical Guide

Process Assessment and Improvement: A Practical Guide, 2nd ed. provides a powerful and practical approach to improving organizations through process assessment, combined with people factors such as organizational culture and team-based improvement. Originally published in 2004 as the first practical guide to the emerging ISO/IEC 15504 standard, this second edition presents an updated version of process assessments and includes new risk methods.

The book covers three major business reasons for process assessment: setting Target Profiles, Process Capability Determination, and Process Improvement. Also provided are figures on the costs of poor quality and the benefits of improvement for organizations involved in software and IT. The comprehensive improvement programs and agile improvement methodologies presented in the book are grounded in successful practices employed in world class organizations. Useful examples, templates and tools are included.

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