

Process Improvement in Practice

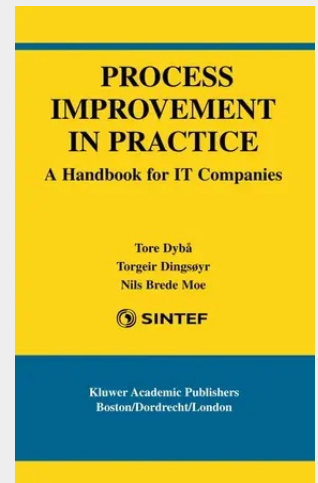
A Handbook for IT Companies

Faster, better and cheaper are challenges that IT-companies face every day. The customer's expectations shall be met in a world where constant change in environment, organization and technology are the rule rather than the exception. A solution for meeting these challenges is to share knowledge and experience - use the company's own experience, and the experience of other companies. **Process Improvement in Practice - A Handbook for IT Companies** tackles the problems involved in launching these solutions.

Process Improvement in Practice - A Handbook for IT Companies is designed for small IT companies who wish to start with systematic improvement. The methods and techniques in this handbook are tried in practice, and have proven to be easy to use and scalable for local needs. Managers and developers will discover useful tips to initiate improvement work efficiently. This practical handbook is based on the authors' improvement work in a range of companies since the mid-nineties.

Process Improvement in Practice - A Handbook for IT Companies is designed for a professional audience, composed of researchers and practitioners in industry. This book is also suitable for graduate-level students in software process improvement and software engineering.

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