Software Engineering Series

An entire analysis curriculum built on the synthesis of quality management and software engineering principles.

Quality-Based Process Modeling

Quality-Based Process Modeling improves the completeness and thoroughness of business process definitions through a rigorous adaptation of techniques and concepts inherited from basic quality management practices. Using principles of customer-supplier and requirement-conformance feedback loops, process models create business definitions that can be easily verified and that reveal scope issues that normally create project problems during the implementation phase.

The increased rigor in quality-based process models allows a project's full scope to be identified as early as possible on a project, allowing project and customer management to plan more effectively based on well-scoped facts about the business processes being analyzed.

This seminar explains how to define process models for information systems:

- ◊ Supplements traditional process modeling techniques with quality management techniques to *identify scope omissions and ambiguities early* in the project lifecycle; usually within the first few hours; allowing for better project estimate contracting and customer satisfaction.
- ◊ Cross-checking techniques provide *real-time quality control* of all working analysis models, preventing defects in one area of analysis from being carried into subsequent design activities. Because each technique in this seminar focuses on a slightly different perspective, individual defects are unlikely to remain hidden because it is unlikely that the same mistake would be introduced multiple times across multiple techniques.
- ◊ State transition path analysis *allows separate independent sub-projects* to be identified and isolated; reducing the time and effort required to continue through implementation with each piece. Critical portions of the project scope can then be moved to design earlier, with fewer resources required.
- ◊ Offers *clear unambiguous criteria* for analysts to know when to *stop* applying an analysis modeling technique to a problem. Productivity on traditional modeling projects isn't low because analysts don't know how to *start* modeling; it's often low because they don't know how and when to *stop*.

This seminar supports the broadest range of process analysis activities while avoiding the class pitfalls of analysis paralysis and spaghetti models usually associated with traditional process modeling techniques, models, and deliverables.

Seminar Rationale...

Organizations practicing process modeling often find, even with the rigor supplied by the process models, they still fail to achieve many of the desired results. Changes of scope are still common throughout the downstream project life cycle, projects fail to integrate with each other in spite of the use of common process models, and the productivity benefits of modeling fail to materialize. This seminar emphasizes the addition of quality management principles to the process modeler's toolkit to overcome the obstacles that prevent the modeling effort from having its desired impact. Nowhere is this more true than in the avoidance of the complex data flow analysis that traditionally earns the reputation of being "spaghetti analysis."

Seminar Uniqueness...

Quality-Based Process Modeling does more than simply assure that the process models created by each analyst are of high quality. Providing for quality-driven process models that embed the concepts of customer and supplier, requirement and conformance, and prompt and response, ensures that the analysis process enables and encourages business reengineering and improvement.

QUALITY-BASED PROCESS MODELING

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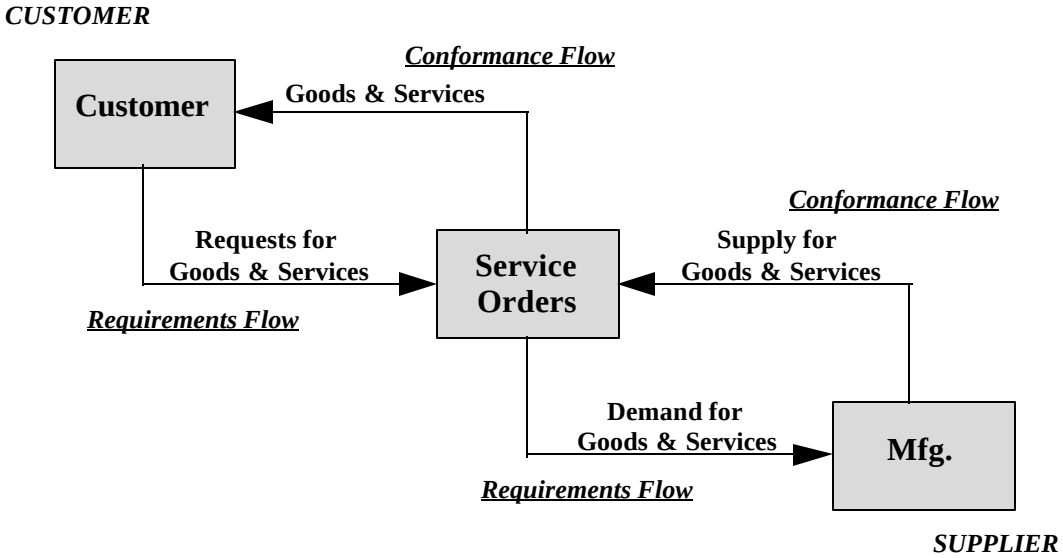

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