

## CMMI-Based Process Improvement



### Snapshots of Improvement Engagement

- Provided customized training and consulting services
- Saved more than \$30,000 and two months on the appraisal process
- Accelerated a CMMI Level 2 rating

**Situation:** Merlin was pursuing a CMMI maturity level 2 rating to improve their software development capabilities and, as a result, be better positioned to garner new business. They were looking for a consulting firm to help them with their efforts and perform an informal SCAMPI B appraisal to benchmark their processes. Then, based on the implementation of those recommendations, they intended to proceed to the formal SCAMPI A appraisal that would rate their maturity level.

**Challenge:** Merlin had hired another consultancy to help them achieve CMMI maturity level 2; however, the company was not able to effectively drive Merlin closer to their goal and they lost ground.

*“We started with a different consulting company, but their approach didn’t fit into Merlin’s business processes. Our CEO had set a goal of reaching maturity level 2, and this false start cost us three to four months of efficiency.”* – Scott Rost, (Former) Director, Project Controls

**Solution:** **cognence** delivered Introduction to CMMI and Appraisal Team training to Merlin personnel to familiarize them with the CMMI and the demands of an appraisal. **cognence** then provided detailed workshops and consulting, which delved deeper into CMMI-based engineering best practices. Together, these efforts helped set the stage for the right processes to be deployed and used by Merlin projects, and helped prepare Merlin for the appraisal.

*“cognence provided cost-effective training and consulting on our premises and they were flexible in working with our schedules. They tailored their services and preparation to Merlin’s specific needs and really helped us better understand the CMMI’s requirements and how they related to the appraisal. Not only did this save us time in the long-run, but it made it more hands on for the participants, which educated us and encouraged buy-in.”* – Anders Tornquist, Quality Assurance Manager

**Results:** With the help of **cognence**, Merlin was able to turn their SCAMPI B appraisal into a SCAMPI A. They achieved a CMMI maturity level 2 rating sooner than expected and with considerable cost savings.

*“Through assistance and preparation from **cognence**, the appraiser was able to skip the informal appraisal, move straight to a SCAMPI A appraisal, and we were successfully rated at CMMI Maturity Level 2. This saved us one to two months. Considering the resources that would have been tied up during this time, plus the additional cost of another appraisal, we saved at least \$30,000. Because of the efficiencies **cognence** has helped Merlin achieve, they have kept us as a customer as we move toward CMMI maturity level 3.”* – Anders Tornquist, Quality Assurance Manager

*“By following the consulting and guidance that **cognence** provides, any company should be able to better business performance and achieve higher CMMI maturity levels. Their consultants are very qualified and made sure we covered everything under the umbrella to make us successful. The quicker you get **cognence** into your organization, the better.”*

Scott Rost  
 (Former) Director  
 Project Controls

