

# 中通服咨询设计研究院有限公司

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CMMI-DEV V2.0 Level 5 SCAMPI A-发起人反馈

## SPONSOR FEEDBACK

尊敬的 Raghav Nandyal 老师：

Dear Mr. Raghav,

您好！很荣幸能够邀请到您作为我们此次 CMMI ML5 的主任评估师。

Hello! It's a great honor to have you as our lead appraiser for this CMMI ML5.

首先，我代表公司管理层及全体员工向您表示衷心的感谢和美好的祝福！在 2020 年 7 月 6 日-2020 年 7 月 13 日评估期间，您带领评估组成员克服了疫情的不利影响，对我公司 CMMI ML5 级规范实施改进成果，进行了专业、严格、细致的审查。您的指导使我们受益匪浅，您专业渊博的知识和严谨细致的工作风格让我们深深折服。

First of all, on behalf of the company's management and all staff, I would like to express my heartfelt thanks and best wishes! During the appraisal onsite from July 6, 2020 to July 13, 2020, you led the members of the assessment team to overcome the adverse effects of the epidemic and conducted a professional, rigorous and meticulous review of the implementation and improvement results of our company's CMMI level 5 practices. Your guidance has benefited us a lot. Your profound knowledge and rigorous work style make us deeply impressed.

帮助客户管理需求和控制成本，为客户提供高品质的产品和服务，持续不断为客户创造价值，是公司长期坚持的追求和目标。这同样符合 CMMI 的理念，也是 CMMI 的魅力和价值所在。

Helping customers manage requirements and control the cost, provide customers with high-quality products and services, and continuously create value for customers is the company's long-term

pursuit and goal. We believe this is also in line with CMMI's philosophy, and is also the charm and value of CMMI.

通过此次评估，我们对自身的不足以及未来的改进方向有了更加清晰的认识，具体总结如下：

Through this assessment, we have a clearer understanding of our own shortcomings and the direction of future improvement, which are summarized as follows:

1、CMMI5 的精髓在于：精确的预测、控制和度量，为此，在未来，我们需要增加更多的度量维度（如增加成本和利润的度量），并持续改进数据预测的模型和方法（例如在模型中增加 CPK 因子）。

1. The essence of CMMI5 lies in: accurate prediction, control and measurement. Therefore, in the future, we need to add more measurement dimensions (such as costs and profits), and continue to improve data prediction models and methods (such as Factors increasing CPK in the model)

2、应将 CMMI 理论和实际联系在一起，应充分考虑客户诉求给项目管理带来的风险和影响，增加客户反馈作为流程改进建议的收集渠道。

2. The theory and practice of CMMI should be linked together, and the risks and impact of the customer's appeal on project management should be fully considered, and customer feedback should be increased as a channel for collecting process improvement suggestions.

3、拥抱变化。不同的业务类型应采用不同的 QA 检查单，应增加针对不同业务类型的基线和模板。

3. Embrace change. Different business types should have different QA checklists, and baselines and templates for different business types should be added.

4、不断完善细节，增加更多关于干系人以及过程改进建议的属性，如增加联系人和重要级别分类。

4. Continuously improve the details and add more attributes related to stakeholders and process improvement suggestions, such as

adding contacts and important level categories.

5、可以预见，此次疫情将深刻的改变人们的工作和生活方式。应在风险库中增加疫情风险及应对措施，同时，针对远程办公和远程协作，需要制定相应的流程和指南。

5. It is foreseeable that this epidemic will profoundly change people's work and lifestyle. The epidemic risk and response measures should be added to the risk database. At the same time, for remote office and remote collaboration, corresponding processes and guidelines need to be developed.

再次感谢 Raghav Nandyal 老师在此次评估中的辛勤付出。您给出的改进建议，共计 53 条，涉及 21 个过程域，我们将认真领会，逐一落实。以此次评估为契机，我们将灵活运用 CMMI5 的知识和技能，持续改进我们的过程和方法，不断提升产品质量，为客户提供更高品质的服务，最终实现“超越客户期望、成就客户梦想”

Thanks again to Mr. Raghav Nandyal for your hard work in this assessment. There are a total of 53 suggestions for improvement, involving 21 process areas. We will carefully understand and implement them one by one. Taking this assessment as an opportunity, we will flexibly use the knowledge and skills of CMMI5, continuously improve our processes and methods, continuously improve product quality, provide customers with higher quality services, and eventually achieve "surpass customer expectations and achieve customer dreams".

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