

# 发起人反馈

## 一、 评估过程中学习的内容。

通过 CMMI 高级成熟度评估使我更加深刻理解到公司在很多方面需要进一步提升。在主任评估师的领导下，评估组成员找到了很多我长期忽视的问题，引人深思。比如：这次评估让我公司员工认识到专业技能仍有较大提升空间，让我们更加清楚地了解到人员需要习惯性地遵循 CMMI 过程，其中量化管理环节通过评估师的指导培训后明确了公司以往的偏差及问题，再比如，开发人员在编写代码方面学习了更简便也更快速的编码方式，让我们以后的开发工作能更加正规化。通过这次评估我更加深刻地理解到在项目实施、开发和过程管理中我们依然要严格遵循 CMMI 过程实践，为今后有效开展持续改进工作方面奠定基础。质量保证方面要当作重中之重的事情，我们需要加强软件产品交付后的客户回访工作，在确保 CMMI 服务于我们过程的同时再进一步降低遗留缺陷密度。

## 二、 CMMI 及评估对我司的重要性。

过程改进是一个有利于研制开发最好的软件和成为最好的软件组织的优秀的企业文化，以此来帮助公司不断的改进过程，实现公司商业目标，获得最大的经济效益。并且持续的过程改进也将在公司践行全面质量管理方面起到至关重要的作用。所以 CMMI 对公司的重

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要性是毋庸置疑的。具体来讲，CMMI 在改善公司研发流程、提高生产率、降低成本、降低遗留缺陷密度、提高开发水平、确保客户满意度等方面起到巨大作用，通过 CMMI 过程改进的持续深入，可有力提升客户满意度，确保公司商业目标的达成。故，CMMI 现在和将来都是我们开发工作的指南，使我们软件产品不断进步，不断成熟，从而达成公司的商业目标。

### 三、公司承诺的过程改进。

我们公司会遵循 CMMI 的流程，持续改进现在存在的不足，如项目实施过程中的确认问题不准确，量化管理里面的数据不准确，测试环节工具使用不熟练，配置管理里面的资源调配等方面都会进行持续改进。后期不断加强培训战略计划的制定与实施，重点支持关于 CMMI 方面的培训预算。争取在 CMMI 模型的规范和评估老师的指导下，使公司在软件开发领域中更进一步。

在此，我作为发起人，也衷心的感谢评估老师、ATM 组员以及项目组的同事及其他支持人员的辛苦付出。正是大家的付出，我司才能不断蓬勃发展，迎接更加美好的未来！

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## Sponsor's Feedback

### 1. What I have learned from this appraisal.

This important CMMI HM appraisal made me further understand that there is still a lot to improve upon my company. Under the leadership of the LA, the ATMs have found some problems which I neglected for so long and gave food for thought. It is true that my team requires more professional training to sharpen their skills and they need to habitually follow through standard processes such as Quantitative management. Another example, the developers realized how to streamline their coding in a faster and easier way by following the “international coding rule”. I think this appraisal can be a good warning and even break the developers’ old and bad coding habits. Through this appraisal, I become more aware that good processes can help my team tremendously in project development and management. Coupled with vital QA function, the CMMI processes can better serve my company. Customer feedback is always crucial to what we work as a software company. We will do more to encourage our customers and users to tell us their experience with our products and service because we want to make high-quality products governed by more efficient processes.

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2. CMMI is very core to my company.

A good corporate culture features continuous process improvement, an essential element to making the best products and a competitive company. With this element, a company can attain its business goals and maximize its economic returns. The continuity of the dynamic process makes a huge difference with quality management across the board. So, I know what an important role CMMI practices play in my company. Actually, the practices essentially enable a more efficient R&D process, higher productivity, lower cost, fewer remaining defects, and more importantly, better customer satisfaction and higher possibility of business goal attainment. In a nutshell, CMMI did, does and will do a great deal in shaping what we do. It makes us go further and deeper.

3. My company still need self-improvement.

We will improve on what falls short of CMMI practices. In some instances, product verification, quantitative data collection, testing procedures, CM resource allocation are impeccable. These are areas of improvement that we need to work on. To solve them, while focusing on CMMI practices, we will intensify training on my team with plausible training plans, and allocate budgets to make things happen. Thanks to the help from LA and guidance by the CMMI model, we will do better in the software development filed.



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Hereby, I as a sponsor and GM of my company, really appreciate the LA, ATMs, all my colleagues and whoever supports this appraisal for their hard work. I would like to thank all of them. With their help, my company can usher in even a more brilliant future.

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Sponsor's signature:

致业电子有限公司 (盖章)

Jinan Zhiye Electronics Co., Ltd.



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