

FEEDBACK ON CBA-IPI ASSESSMENT

Of

VISTEON SOFTWARE OPERATION

Conducted by

SITARA Technologies Pvt. Ltd.

Lead Assessor: Raghav S. Nandyal



There is a general perception while conducting a CMM Based Appraisal for Internal Process Improvement that "ATMs have to spend long days and nights, many times going up to 11 PM and beyond during the onsite period". But, this assessment has disproved it. I have seen 3 formal CBA-IPI appraisals in the past and, I am glad to say that the ATMs were able to complete the assigned tasks both efficiently and effectively by 9 PM at a maximum (that too, only on a couple of days). Perhaps our ATMs are smart and the lead assessor had the capability (no doubt about it) to do it without compromising the spirit and purpose behind the CBA-IPI.



You should see the manner in which the assessment participants were seen coming out of the interviews (from both, the mini-assessment as well as the formal CBA-IPI); people were very comfortable it seems. They came out as if they had participated in the usual process discussions we have at Visteon Software Operations as part of conducting our normal business. That is what is expected even on a CBA-IPI too; not that someone asks questions and that they need to answer it.



As far as artifacts are concerned, all were viewed as softcopies, which saved quite a lot of effort, stationery & printer resources. We can't imagine printing nearly 125 artifacts X 4 Projects X 2 mini teams for the IDR.



I am not sure, but from my experience it seldom happens that the scripted questions are not used to train the FARs prior to the formal interview. In this assessment conducted by SITARA, nobody knows anything about the scripted questions except the ATMs and the Lead assessor. In fact the Lead Assessor script is known only to Raghav. This clearly shows that our Level 4 assessment was led by a highly credible assessment team. Our thoughts were also in step with the assessment objectives: to participate and share our ideas on process improvement.



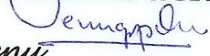
Small things which go a long way on a CBA-IPI which was noticed, was that each of our engineers, especially those who have attended the CMM Model training provided by the lead assessor, say 'Hi' to the lead assessor very casually as if they say 'Hi' to their colleagues! May be Raghav remembers their names, could be the reason.



In a nutshell, it was a good assessment and a wonderful experience which we would cherish throughout our lives!

Compiled by: **ASSESSMENT TEAM MEMBERS & SITE COORDINATOR**

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