



American Society for Quality (ASQ) — Washington, DC & Maryland Metro Section (509), Software Special Interest Group (SSIG)
IEEE Computer Society — Washington, DC & Northern Virginia Chapters
Society for Software Quality (SSQ) — Washington, DC Area Chapter

Tulips, Potatoes, Apples, ISO 9001 and the CMMI

by: Nelson Perez

Tuesday July 28, 2009

There are many influences that come into play when creating new processes or improving existing processes. One can be a result of processes or experiences people bring into an organization from the outside. Others include the influence of existing company culture; or having to be in compliance with a particular best practice model like the CMMI or standard like ISO 9001; or even what one comes across in literature, on the internet or even at forums such as conferences and SPIN meetings.

We are continually being influenced to change and improve the way we do things. This presentation shows an example of how influences come in play to create and improve an example process. In this case, a verification and validation (V&V) process for a software application that has to meet nuclear quality standards (NQA-1 and IEEE). We will explore how this example process comes into existence under various influences, including how it is affected by personal experience, different best practice models, cultural resistance, and continuous improvement.

In the end, the most successful processes are those that incorporate multiple influences to create a best fit solution. Not unlike how plants adapt and evolve to successfully survive in a constantly changing world. Plants do this naturally by pollination, but sometimes plants receive outside “help” from other sources. These pollination vectors work together to influence the resulting offspring across multiple generations. In the end, aren’t we all doing the same thing, pollinating and spreading our ideas and controlling the evolution of processes? This presentation will show how us human pollinators work together to bring about the continuing adaptations needed for successful process improvement.

Nelson Perez is president of Sierra’s Edge, Inc., a process development and improvement consultant. With over 25 years of work experience, he has worked the entire product development life cycle and held numerous management and engineering positions on such high visibility programs as the B2 Stealth Bomber; NASA Space Shuttle; and National Missile Defense. He has worked a variety of other domains including security systems, information systems, computer integrated manufacturing, wireless communication, commercial software development, aircraft systems, and non-destructive testing. He has co-authored 1 NASA-related patent, has authored several papers and is an active presenter at conferences, software process improvement network (SPIN) meetings and other venues. Perez consults with companies in management, technology innovation and process and business improvement including ISO 9001:2000, CMMI, and ITIL v3.

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6:30 PM – Networking and Pizza(*)

7:00 - 8:00 PM – Program

(*) *There is no cost to attend at McLean and Silver Spring.*

Locations:

The presentation will originate from Eatontown, NJ, with video tele-conferencing (VTC) between:

MITRE, room 1N100
7515 Colshire Drive
McLean, VA 22102

FDA, Bld 22, room 1311
10903 New Hampshire Ave
Silver Spring, MD 20993

MITRE, room 1002
260 Industrial Way West
Eatontown, NJ 07724

MITRE, room 1M306
202 Burlington Rd (Rt. 62)
Bedford, MA 01730

If you can host another location via VTC, please contact Scott Ankrum (below)

Registration:

Registration Website: <http://www.asq509.org/ht/d/DoSurvey/i/26913>

You must register by noon on Monday, July 27.

If you cannot attend at any location, select telephone dial-in when you register.

To RSVP for FDA (Silver Spring), please indicate citizenship. If not a US citizen, please provide your title, employer, and address. Allow two business days for registration before the meeting.

For registration problems or further information contact Scott Ankrum at: ankrums@mitre.org or 703-983-6127

Software SIG Chairman: T. Scott Ankrum (ASQ & IEEE)

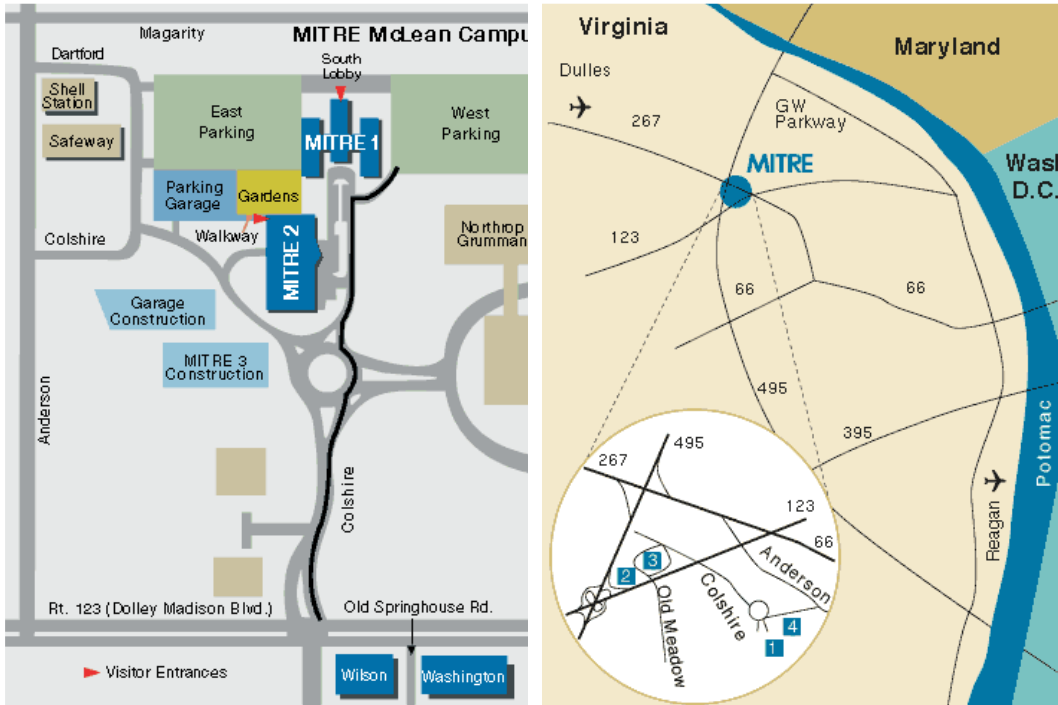
Software SIG Committee: Richard Eng (ASQ); Chris Jones (ASQ & SSQ); Alfred Kromholz (SSQ);
Tim Rice; James M. Simpson (ASQ); Tom Starai (IEEE)

Sponsored Jointly By: The American Society for Quality (ASQ), Washington DC & Maryland Metro Section (509), Software Special Interest Group (SSIG); IEEE Computer Society, Washington, DC & Northern Virginia Chapters; and Society for Software Quality (SSQ), Washington, DC Area Chapter.

Members of the **ASQ SSIG** include software quality professionals, software engineers, and others interested in applying quality principles to the field of software development. See our web page: <http://www.asq509.org/ht/d/sp/i/2499/pid/2499>. We meet every month, usually at the MITRE facility in Tyson's Corner, Virginia, with VTC to other locations.

Directions to the MITRE Facility in McLean, Virginia:

Take the Beltway, I-495 to Virginia. Take Exit 46B (McLean, Route 123). Take Route 123 North, (also called Dolley Madison Blvd.) and go to the second traffic light at Colshire Drive. Turn right on Colshire Drive and continue through circle on Colshire. **Park in front of or to the right of the buildings, before passing the gate. (The gates are closed at 7:00).** Additional directions can be found at: http://www.mitre.org/about/locations/mitre1_map.html



Directions to the FDA facility in Silver Spring, MD:

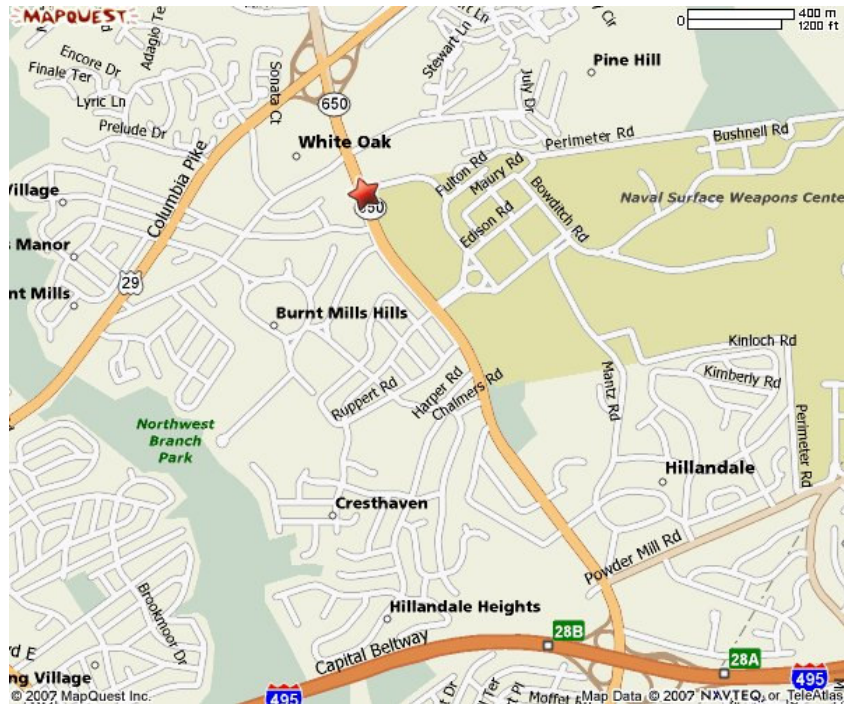
From the Capital Beltway, I-495, take New Hampshire Ave, Rt 650 north to Michelson Rd.

From Columbia Pike, Rt 29, take New Hampshire Ave, Rt 650 south to Michelson Rd

Due to construction, all traffic must use the Michelson Rd entrance. Follow signs to visitor parking.

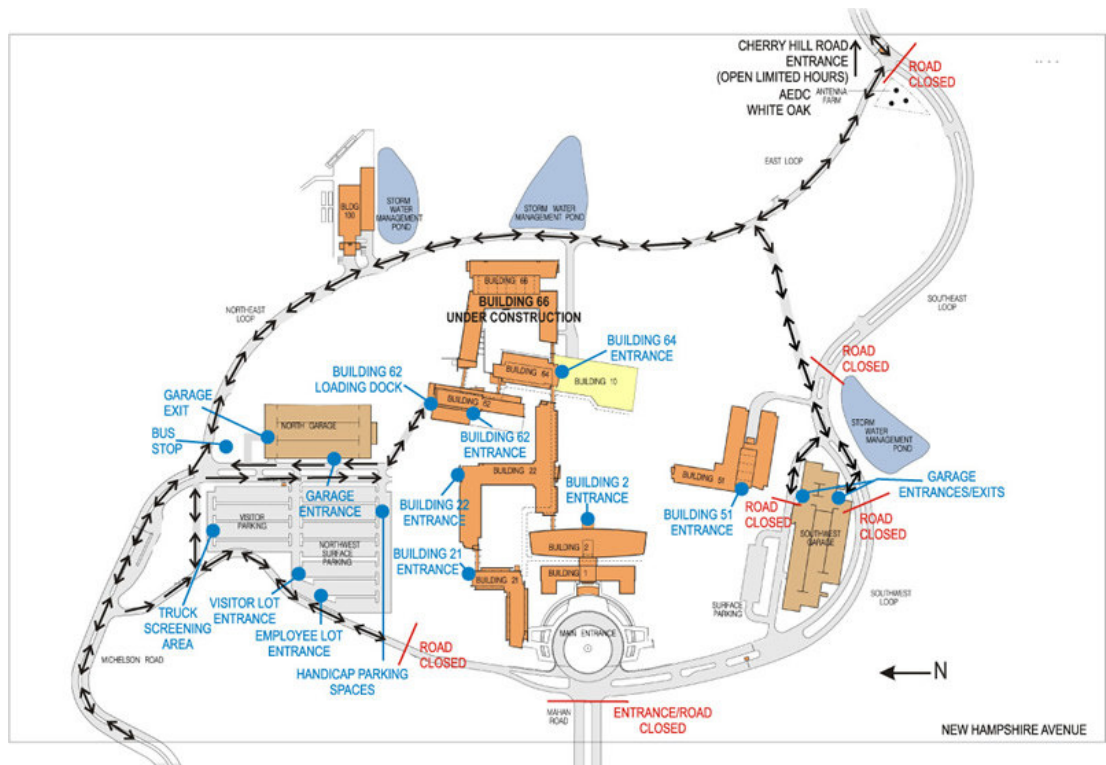
From the Capital Beltway, I-495, take New Hampshire Ave, Rt 650 north to Michelson Rd.

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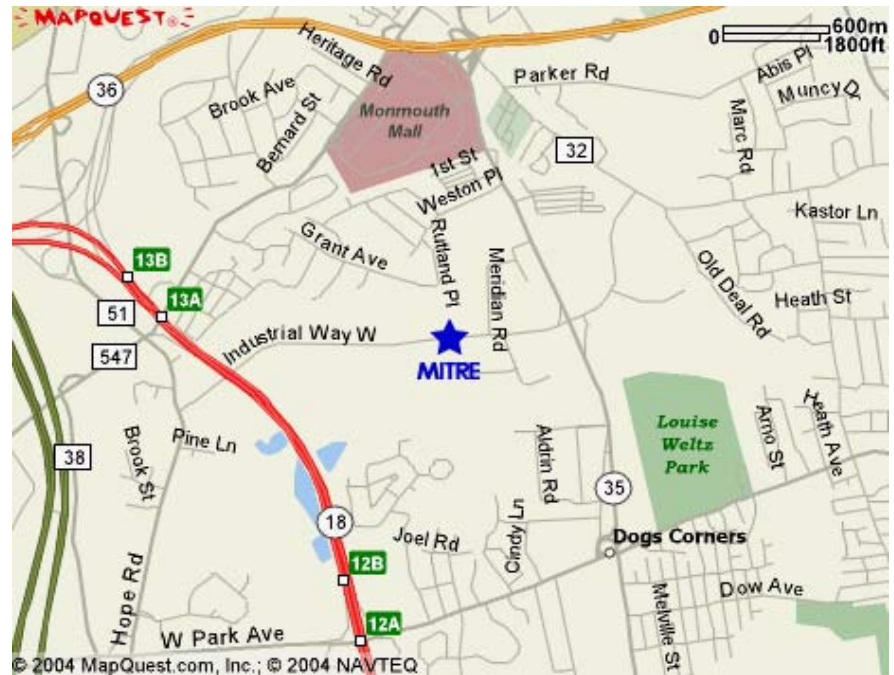
Enter building 22.



Directions to the MITRE Facility in Eatontown, New Jersey:

From the New Jersey Turnpike

If traveling from the **SOUTH**, get off the Turnpike at Exit 7A (195 toward Shore Points). Take 195 East towards the ocean and shortly after 195 turns into Route 138 (approximately 35 miles) watch for Route 18 North (Eatontown). Take Route 18 North to Exit 13A (Wayside West/Wyckoff Road). At end of ramp, bear left. At first traffic light (Hope Road) make a left turn. Make second left turn onto Industrial Way. The MITRE Corporation is next to the First Atlantic Credit Union on the left hand side of Industrial Way. There is a MITRE sign out front.



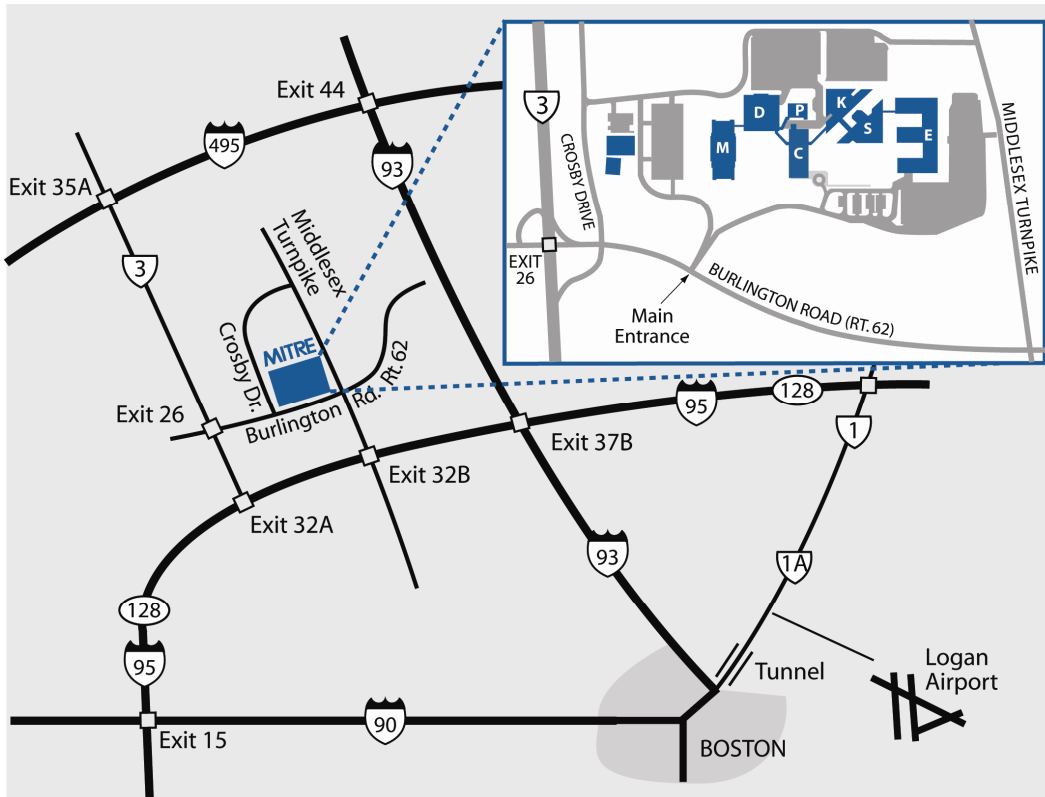
There are two buildings on the left side of Industrial Way. The first building is MITRE, the second building is TYCO. Take a left turn into the parking lot of the first building, which is MITRE.

If traveling from the **NORTH**, get off the Turnpike at Exit 11 (Garden State parkway exit). Follow the Garden State Parkway until Exit 105 (Eatontown). Follow the directions from the Garden State Parkway below.

From the Garden State Parkway: Follow the Garden State Parkway from the North or from the South to Exit 105 (the exit numbers increase going from south to north). After paying the toll at Exit 105, make first right turn onto Hope Road. Follow Hope Road to Industrial Way (second left turn after crossing Wyckoff/Shafto Road). Make second left turn onto Industrial Way. The MITRE Corporation is next to the First Atlantic Credit Union on the left hand side of Industrial Way. There is a MITRE sign out front. There are two white buildings on the left side of Industrial Way. The first building is MITRE, the second building is TYCO. Take a left turn into the parking lot of the first building, which is MITRE.

When you are facing the front of the MITRE building, the entrance to the ASQ meeting will be from the left parking lot opposite First Atlantic bank. Follow the signs to the conference room.

Directions to the MITRE complex in Bedford, Massachusetts:



From New Hampshire to MITRE Complex:

Take Route 3 South to Exit 26 (Route 62)

Turn Left on Route 62. It is a short distance to the MITRE entrance on left--watch for building directories on MITRE grounds

From Manchester Airport (NH) to MITRE Complex:

Start out going West on Airport Rd. toward parking

Turn slight right onto Brown Ave/NH-3A

Merge onto NH-101 West via the ramp on the left toward Bedford/Nashua

Take the Everett Turnpike South exit toward Merrimack/Nashua

Merge onto Everett Turnpike (toll road)

Everett Turnpike becomes US-3 South

Take exit 26 (Route 62) toward Bedford/Burlington

Turn Left onto (Route 62) Burlington Road

At second set of traffic lights, turn left at MITRE Bedford Campus entrance--watch for building directories on MITRE grounds.

Logan Airport to MITRE Complex:

Exit airport towards Route 1A South/Sumner Tunnel (I-93) Boston.

Proceed through tunnel towards Storrow Drive (I-93 North).

Take I-93 North eleven miles to Exit 37B (Route 128 (I-95) South).

Take Route 128 (I-95) South six miles to Exit 32A.

Take Exit 32A, and proceed on Route 3 North.

Take Route 3 North for two miles to Exit 26 (Route 62).

Bear right on Route 62.

Take Route 62 a short distance to the MITRE Bedford Campus entrance on left--watch for building directories on MITRE grounds.