



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

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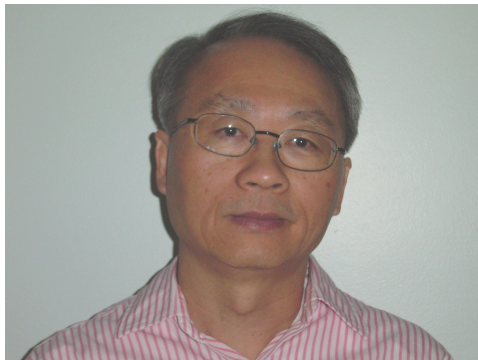
## SQA Sojourn: Lessons Learned from Six Appraisals

by: Lenny Eng

Tuesday, May 27, 2008

David Letterman may have his *Top Tens*, but Lenny has his “Lenny-isms!” Based on six successful assessments/appraisals, Lenny gleaned these important lessons from three distinct industries: telecommunications, financial and the military. Though these organizations have different cultures, when it comes to process improvements, there are many similarities. Lenny takes a light-hearted approach in turning a rather dry topic into something that you will find entertaining and memorable. These lessons will not be forgotten!

**Lenny Eng** is a graduate of Polytechnic Institute of Brooklyn with a Math degree, and Sacred Heart University with a MBA. Lenny retired from Bell Labs after 20 years with AT&T. During those years, most of his career was invested in the IT field, spanning from Project Management to deployment. In his last two years, he headed the first SQA group in the Labs that successfully passed CMM Level 2 and 3. He has been consulting on SQA and brought three other organizations to CMM/CMMI Levels 2 and 3. In total, he and his groups have passed six out of six assessments/appraisals among telecommunications, financial and military industries. Companies he worked for and consulted with are: AT&T, Citi, DoD, Lucent, Pershing and Wolters Kluwer. He has trained and mentored over



100 SQA engineers. Currently he is consulting with Ft. Monmouth in their pursuit to CMMI Level 3. He was a member of the ASQ from 2000 – 2006, and is currently the Program Co-chair of the NJ SPIN Chapter. He is a video and audiophile and an avid investor.

# SQA Sojourn: Lessons Learned from Six Appraisals

by: Lenny Eng

Tuesday, May 27, 2008

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 meeting will be held at four locations with video tele-conferencing (VTC) available.  
The presentation will originate from the Eatontown, NJ site.

*(If you cannot attend at these locations, select the telephone dial-in location when you register)*

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

FDA, Bld 22, room 1311  
White Oak Campus  
10903 New Hampshire Avenue  
**Silver Spring, MD 20993**

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

MITRE, room 1M506  
202 Burlington Rd (Rt. 62)  
**Bedford, MA 01730**

## Registration:

*To RSVP for FDA (Silver Spring), please indicate your citizenship.*

*If not a US citizen, please provide your title, employer, and address, and allow two business days for registration before the meeting.*

**New** → <http://www.asq509.org/ht/d/DoSurvey/i/26913>

You must register by noon on Monday, May 26th.

*For registration problems contact: Scott Ankrum at [ankrums@mitre.org](mailto:ankrums@mitre.org)  
or 703-983-6127.*

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

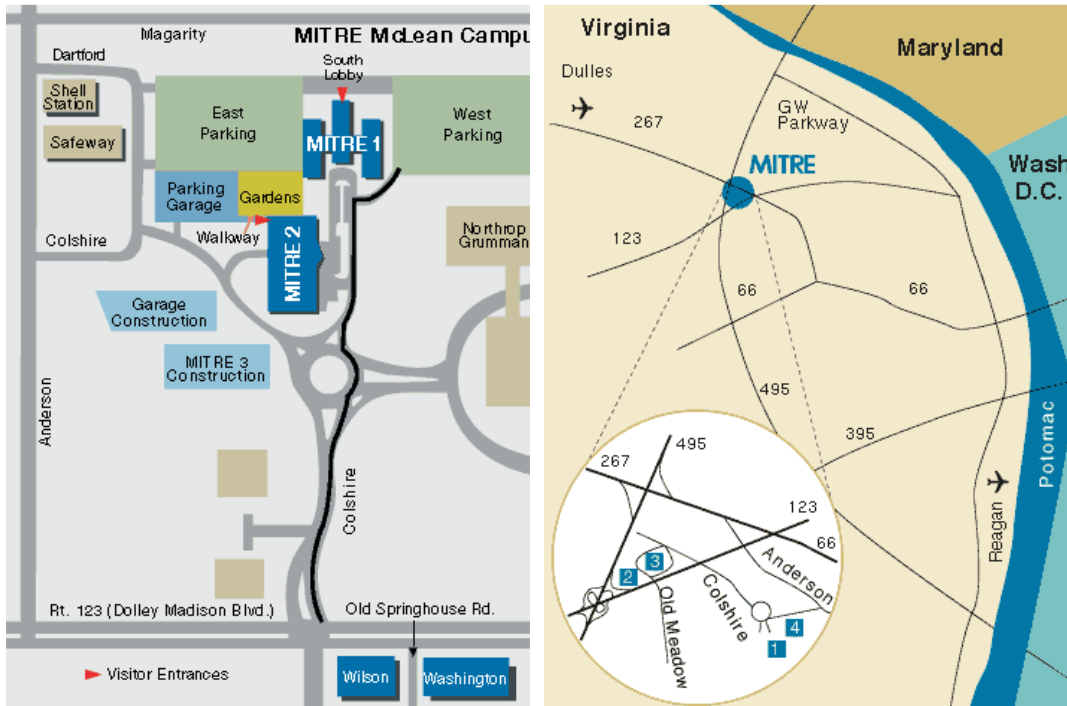
**Software SIG Committee:** Richard Eng (ASQ); Chris Jones (ASQ & SSQ);  
Alfred Kromholz (SSQ); Tim Rice; Rey N. Robles (IEEE);  
James M. Simpson (ASQ); Tom Starai (IEEE)

**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. If you can host another location via VTC, please contact Scott Ankrum.

**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](http://www.mitre.org/about/locations/mitre1_map.html)



**Directions to the FDA facility in Silver Spring, MD:**

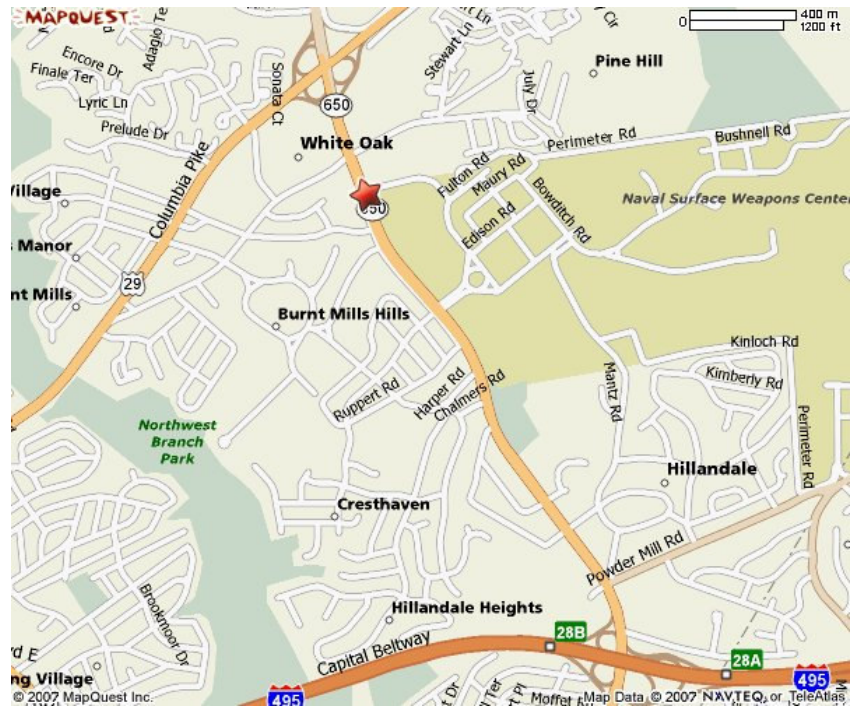
**From the Capital Beltway, I-495,** take New Hampshire Ave, Rt 650 north to Michelson Rd.

**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.

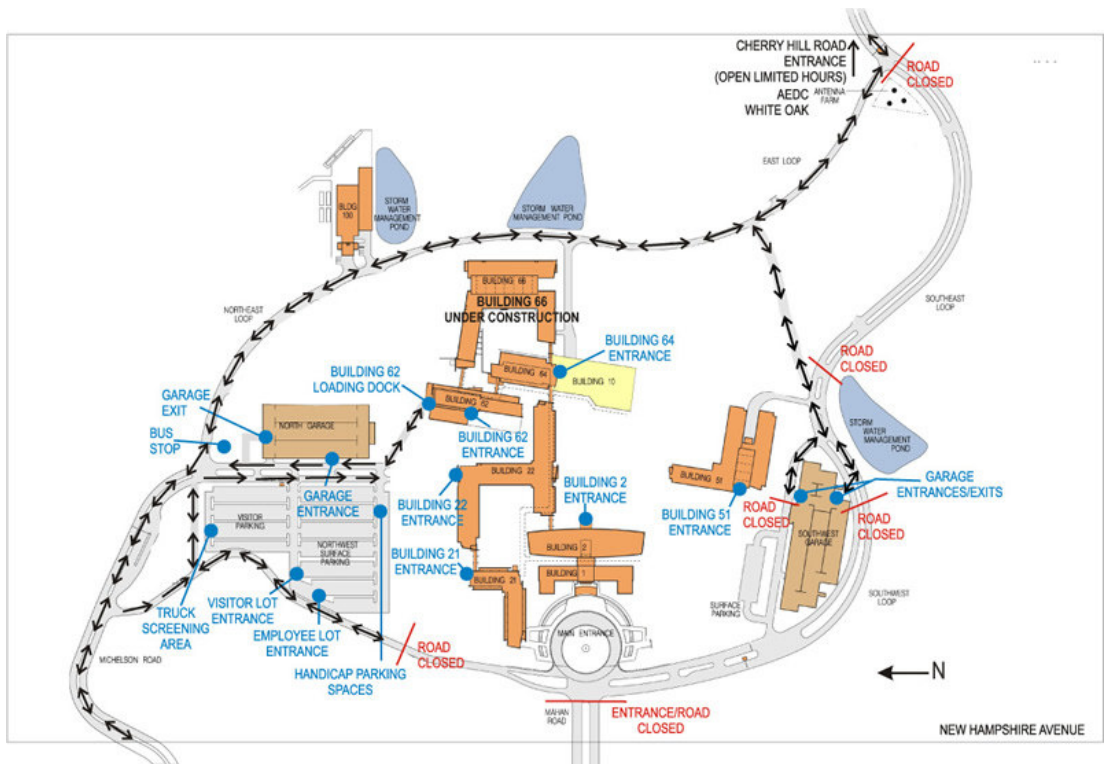
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Enter building 22.

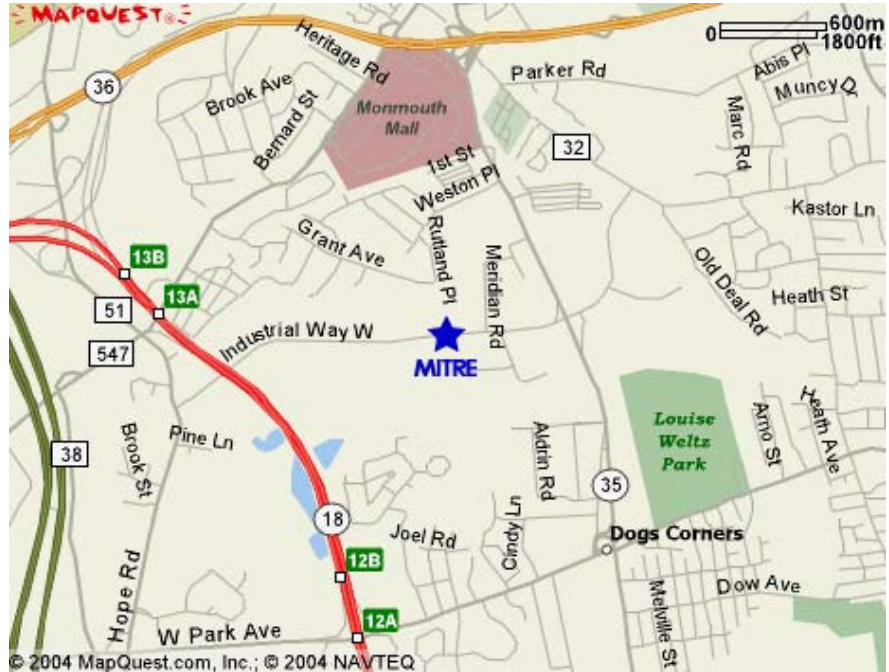




## Directions to the MITRE Facility in Eatontown, New Jersey:

### 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.



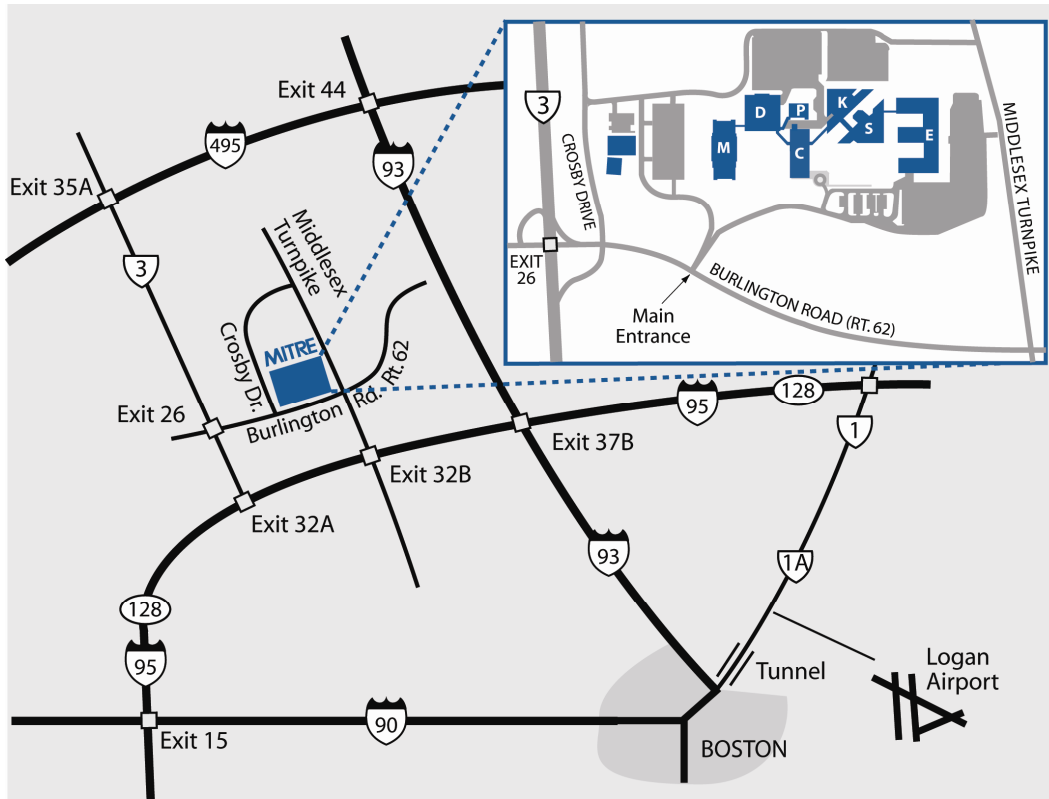
There are two buildings on the left side of Industrial Way. The first building is MITRE, the second building is TYCO. Take a left turn into the parking lot of the first building, which is MITRE.

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.