



11TH ANNUAL CMMI[®] TECHNOLOGY CONFERENCE AND USER GROUP

Who Should Attend?

Defense, aerospace and commercial companies, CMMI[®] Transition Partners, Department of Defense organizations, small companies specializing in software and systems engineering development, tools and processes, acquisition, or services, and other government agencies.

What Will Be Presented?

A wide variety of presentations, including the new CMMI[®] for Services, integrated process improvement, Lean/Agile and Six Sigma approaches, and evolving approaches and lessons learned involving SCAMPI (SM) appraisal methods.



NOVEMBER 14-17, 2011

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SPONSORED BY THE NDIA SYSTEMS ENGINEERING DIVISION

HYATT REGENCY TECH CENTER ► DENVER, CO

EVENT #2110

SUNDAY, NOVEMBER 13, 2011

4:00 pm - 6:00 pm **Registration Open**
Located in Grand Mesa Foyer, 2nd Floor

MONDAY, NOVEMBER 14, 2011

7:00 am - 6:00 pm **Registration Open**
Located in Grand Mesa Foyer, 2nd Floor

7:00 am - 8:00 am **Continental Breakfast (Tutorial Attendees Only)**
Located in Grand Mesa Foyer, 2nd Floor

8:00 am - 5:00 pm **Tutorial Sessions (Tutorial Attendees Only; Additional Cost Required)**

9:45 am - 10:15 am **Break (Tutorial Attendees Only)**
Located in Grand Mesa Foyer, 2nd Floor

11:45 am - 1:00 pm **Lunch (Tutorial Attendees Only)**
Located in Grand Mesa ABC, 2nd Floor

2:45 pm - 3:15 pm **Break (Tutorial Attendees Only)**
Located in Grand Mesa Foyer, 2nd Floor

5:00 pm - 6:00 pm **Reception (Open to ALL ATTENDEES)**
Located in Atrium Display Area, 2nd Floor

TUESDAY, NOVEMBER 15, 2011

7:00 am - 6:00 pm **Registration Open**
Located in Grand Mesa Foyer, 2nd Floor

7:00 am - 8:00 am **Continental Breakfast**
Located in Atrium Display Area, 2nd Floor

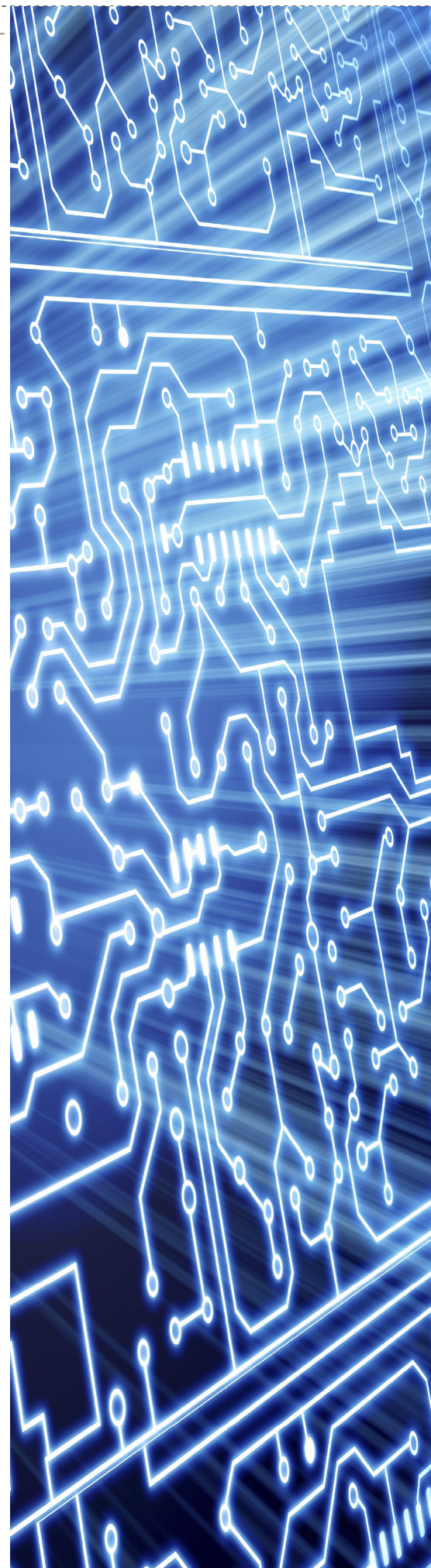
8:00 am - 8:15 am **Welcome and Opening Remarks**
Located in Mesa Verde, 2nd Floor
► Mr. Sam Campagna, *Assistant Vice President, Operations, NDIA*
► Mr. Bob Rassa, *Director, Engineering Programs, Raytheon Company*

8:15 am - 9:15 am **Keynote Speaker**
Located in Mesa Verde, 2nd Floor
► Maj Gen Paul Neilsen, *USAF (Ret), Director, Software Engineering Institute*

9:15 am - 10:00 am **State of CMMI®**
Located in Mesa Verde, 2nd Floor
► Mr. Mike Phillips, *Software Engineering Institute*

10:00 am - 10:30 am **Break**
Located in Atrium Display Area, 2nd Floor

10:30 am - 12:00 pm **Future of CMMI® - Panel Discussion**
Located in Mesa Verde, 2nd Floor
► Mr. Michael Campo, *Raytheon Company*
► Mr. Brian Gallagher, *Northrop Grumman Corporation*
► Ms. Lynn Penn, *Lockheed Martin Corporation*
► Mr. Rusty Young, *Software Engineering Institute*



- 12:00 pm - 1:30 pm** **Luncheon Speaker**
Located in Grand Mesa ABC, 2nd Floor
“What Do You Know about Process Improvement and Physics-Based Modeling”
► Mr. Geoff Draper, *Harris Corporation*
- 1:30 pm - 3:00 pm** **Concurrent Sessions**
- 3:00 pm - 3:30 pm** **Break**
Located in Atrium Display Area, 2nd Floor
- 3:30 pm - 5:00 pm** **Concurrent Sessions**
- 5:00 pm - 6:00 pm** **Reception**
Located in Atrium Display Area, 2nd Floor

WEDNESDAY, NOVEMBER 16, 2011

- 7:00 am - 5:00 pm** **Registration Open**
Located in Grand Mesa Foyer, 2nd Floor
- 7:30 am - 8:30 am** **Continental Breakfast**
Located in Atrium Display Area, 2nd Floor
- 8:30 am - 10:00 am** **Concurrent Sessions**
- 10:00 am - 10:30 am** **Break**
Located in Atrium Display Area, 2nd Floor
- 10:30 am - 12:00 pm** **Concurrent Sessions**
- 12:00 am - 1:30 pm** **Luncheon**
Located in Grand Mesa ABC, 2nd Floor
- 1:30 pm - 3:00 pm** **Concurrent Sessions**
- 3:00 pm - 3:30 pm** **Break**
Located in Atrium Display Area, 2nd Floor
- 3:30 pm - 5:00 pm** **Concurrent Sessions**
- 5:00 pm** **Conference Adjourns for the Day**

THURSDAY, NOVEMBER 17, 2011

- 7:00 am - 12:00 am** **Registration Open**
Located in Grand Mesa Foyer, 2nd Floor
- 7:30 am - 8:30 am** **Continental Breakfast**
Located in Grand Mesa Foyer, 2nd Floor
- 8:30 am - 10:00 am** **Concurrent Sessions**
- 10:00 am - 10:30 am** **Break**
Located in Grand Mesa Foyer, 2nd Floor
- 10:30 am - 12:00 pm** **Concurrent Sessions**
- 12:00 pm** **Conference Adjourns**

Please note that the agenda is subject to change

MONDAY, NOVEMBER 14, 2011

TUTORIAL SESSIONS

	Track 1 Mesa Verde	Track 2 Wind Star	Track 3 Highlands	Track 4 Wind River
8:00 am - 9:45 am Session A	1A1 - Tutorial 13435 - How to Design Lean CMMI® Processes and Procedures Using Architectures and Models <i>Mr. Tim Olson, Lean Solutions Institute, Inc.</i>	1A2 - Tutorial 13304 - Making Process Improvement Work – Tying Improvement and CMMI® Directly to What You Care About <i>Mr. Neil Potter, The Process Group</i>	1A3 - Tutorial 13492 - Lesson Learned from Pilot Implementation of Organizational Performance Management (OPM) Process Area <i>Mr. Kobi Vider, K.V.P. Consulting</i>	1A4 - Tutorial 13431 - Risk and Issue Management <i>Mr. Al Florence, MITRE</i>
Break in Grand Mesa Foyer, 2nd Floor				
10:15 am - 11:45 am Session B	1B1 - Tutorial (Continued) 13435 - How to Design Lean CMMI® Processes and Procedures Using Architectures and Models <i>Mr. Tim Olson, Lean Solutions Institute, Inc.</i>	1B2 - Tutorial (Continued) 13304 - Making Process Improvement Work – Tying Improvement and CMMI® Directly to What You Care About <i>Mr. Neil Potter, The Process Group</i>	1B3 - Tutorial (Continued) 13492 - Lesson Learned from Pilot Implementation of Organizational Performance Management (OPM) Process Area <i>Mr. Kobi Vider, K.V.P. Consulting</i>	1B4 - Tutorial (Continued) 13431 - Risk and Issue Management <i>Mr. Al Florence, MITRE</i>
Lunch in Grand Mesa ABC, 2nd Floor				
1:00 pm - 2:45 pm Session C	1C1 - Tutorial 13437 - How to Design the 'Vital Few' Lean Metrics <i>Mr. Tim Olson, Lean Solutions Institute, Inc.</i>	1C2 - Tutorial 13555 - Architecture: Why Your CMMI® V1.3 Implementation is Incomplete Without It! <i>Dr. Lawrence Jones & Dr. Michael Konrad, Software Engineering Institute</i>	1C3 - Tutorial 13493 - Leveraging Your Service Quality Using ITIL V3, ISO 20000 and CMMI®-SVC <i>Mr. Kobi Vider, K.V.P. Consulting</i>	1C4 - Tutorial 13479 - Software Safety <i>Mr. Tim Kasse, National Renewable Energy Laboratory (NREL)</i>
Break in Grand Mesa Foyer, 2nd Floor				
3:15 pm - 5:00 pm Session D	1D1 - Tutorial (Continued) 13437 - How to Design the 'Vital Few' Lean Metrics <i>Mr. Tim Olson, Lean Solutions Institute, Inc.</i>	1D2 - Tutorial (Continued) 13555 - Architecture: Why Your CMMI® V1.3 Implementation is Incomplete Without It! <i>Dr. Lawrence Jones & Dr. Michael Konrad, Software Engineering Institute</i>	1D3 - Tutorial (Continued) 13493 - Leveraging Your Service Quality Using ITIL V3, ISO 20000 and CMMI®-SVC <i>Mr. Kobi Vider, K.V.P. Consulting</i>	1D4 - Tutorial (Continued) 13479 - Software Safety <i>Mr. Tim Kasse, National Renewable Energy Laboratory (NREL)</i>

****Additional Cost Required****

TUESDAY, NOVEMBER 15, 2011

	Track 1 Mesa Verde	Track 2 Wind Star	Track 3 Highlands	Track 4 Wind River
	CMMI® and Process Improvement Session Chairs: Mr. Mike Campo, Raytheon Company; Ms. Mary Beth Chrissis, Software Engineering Institute	Practical Guidance Session Chairs: Ms. Juliet Davis, The Boeing Company; Mr. Geoff Draper, Harris Corporation	Services Session Chair: Mr. Steve Henry, Northrop Grumman Corporation	Agile/Lean Session Chairs: Dr. Mike Konrad, Software Engineering Institute; Ms. Beth Layman, Layman and Layman, Inc.
1:30 pm - 2:15 pm	13488 - Just Getting Started with CMMI® <i>Ms. Mary Beth Chrissis, Software Engineering Institute</i>	13427 - Why Do Developers Make These Dangerous Software Errors? <i>Mrs. Michele Moss, Booz Allen Hamilton</i>	12936 - Applying CMMI®-SVC Process Areas as an Extension to CMMI®-DEV <i>Ms. Mary Lynn Penn, Lockheed Martin IS&GS</i>	13288 - Comparing Scrum And CMMI® - How Can They Work Together? <i>Mr. Neil Potter, The Process Group</i>
2:15 pm - 3:00 pm	13481 - Are Your Customers Happy? Using Customer Satisfaction to Drive Improvement Efforts <i>Ms. Susan LaFortune, Department of Defense</i>	13483 - Your Destiny, It's In Your Defect Density <i>Ms. Margaret Tanner Glover, MITRE</i>	13263 - A LEAN and RACI Approach to CMMI® for Services (CMMI®-SVC) <i>Mr. Ahn Nuzen, SPAWAR Systems Center Pacific (SSC PAC)</i>	13439 - Using a Lean Measurement Framework to Design CMMI® Metrics <i>Mr. Tim Olson, Lean Solutions Institute, Inc.</i>
Break in Atrium Display Area, 2nd Floor				
	CMMI® and Process Improvement Session Chairs: Mr. Mike Campo, Raytheon Company; Ms. Mary Beth Chrissis, Software Engineering Institute	Practical Guidance Session Chairs: Ms. Juliet Davis, The Boeing Company; Mr. Geoff Draper, Harris Corporation	Services Session Chair: Mr. Steve Henry, Northrop Grumman Corporation	Agile/Lean Session Chairs: Dr. Mike Konrad, Software Engineering Institute; Ms. Beth Layman, Layman and Layman, Inc.
3:30 pm - 4:15 pm	13510 - Lessons Learned in Overcoming Resistance to CMMI <i>Dr. Rick Hefner, Northrop Grumman Corporation</i>	13429 - NAVSEA Efforts to Bring Reliability and Maintainability Engineering into Software Reliability <i>Mr. Paul Dube, NAVSEA</i>	13291 - A Real-Life Example of Appraising and Interpreting CMMI®-Services Maturity Level 2 <i>Mr. Neil Potter, The Process Group</i>	13446 - Utilizing Lean Six Sigma to Attain CMMI® Maturities <i>Mr. Steven Moffat, SAIC</i>
4:15 pm - 5:00 pm	13456 - Diagnosis PIF: Avoiding Process Improvement Fatigue <i>Mr. Craig Hale, Esterline Control Systems - AVISTA</i>	13365 - Some Assembly Required: Using Agile Methodologies to Develop an Interactive Software User's Guide <i>Mr. Ronald Stauffer, Raytheon Company</i>	13520 - CMMI®-DEV: Where "Build Stuff" Happens in CMMI®-SVC <i>Ms. Eileen Forrester, Software Engineering Institute</i>	13465 - Design Your Business Processes to Embrace People in an Agile Approach and Support High Maturity (OPM) <i>Mr. Kobi Vider, K.V.P. Consulting</i>

WEDNESDAY, NOVEMBER 16, 2011

	Track 1 Mesa Verde	Track 2 Wind Star	Track 3 Highlands	Track 4 Wind River
	CMMI® and Process Improvement Session Chairs: Mr. Mike Campo, Raytheon Company; Ms. Mary Beth Chrissis, Software Engineering Institute	Practical Guidance Session Chairs: Ms. Juliet Davis, The Boeing Company; Mr. Geoff Draper, Harris Corporation	High Maturity Session Chair: Mr. Steve Henry, Northrop Grumman Corporation	Appraisals Session Chairs: Dr. Mike Konrad, Software Engineering Institute; Ms. Beth Layman, Layman and Layman, Inc.
8:30 am - 9:15 am	13487 - Ask an Author: Questions about CMMI® v1.3 <i>Ms. Mary Beth Chrissis, Software Engineering Institute</i>	13318 - Chutes and Ladders - CMMI® - ISO Considerations <i>Ms. Kimberley Eley, ManTech</i>	13454 - Hardware High Maturity - It's Not Software or Defects <i>Mr. Tom Lienhard, Raytheon</i>	13290 - Appraisals and CMMI® Gotchas - Lessons in CMMI® Use and Appraisal Preparation <i>Mr. Neil Potter, The Process Group</i>
9:15 am - 10:00 am	13514 - The Fundamental Value of Every Single CMMI® Practice <i>Dr. Rick Hefner, Northrop Grumman Corporation</i>	13477 - A Tale of Two Cultures <i>Ms. Beth Layman, Layman & Layman</i>	13459 - A Process Performance Models Case Study <i>Mr. Kobi Vider, K.V.P. Consulting</i>	13451 - Streamlining Process Deployment and Compliance <i>Mr. Gary Natwick, Harris Corporation</i>
Break in Atrium Display Area, 2nd Floor				
	CMMI® and Process Improvement Session Chairs: Mr. Mike Campo, Raytheon Company; Ms. Mary Beth Chrissis, Software Engineering Institute	Practical Guidance Session Chairs: Ms. Juliet Davis, The Boeing Company; Mr. Geoff Draper, Harris Corporation	High Maturity Session Chair: Mr. Steve Henry, Northrop Grumman Corporation	Appraisals Session Chairs: Dr. Mike Konrad, Software Engineering Institute; Ms. Beth Layman, Layman and Layman, Inc.
10:30 am - 11:15 am	13475 - Questions from the Trenches: What Over 1000 Students Want to Know Most About the CMMI® <i>Mr. Bill Smith, Leading Edge Process Consultants</i>	13303 - Using Lessons Learned from Medical Checklists to Simplify CMMI® Processes <i>Mr. Neil Potter, The Process Group</i>	13500 - Use Causal Analysis and Resolution (CAR) & Quantitative Project Management (QPM) to Monitor and Control the Quality and Process-Performance <i>Mr. Yasir Madi, OST Global</i>	13512 - How to Successfully and Cost-Effectively Conduct a Re-Appraisal <i>Dr. Rick Hefner, Northrop Grumman Corporation</i>
11:15 am - 12:00 pm	13450 - CMMI® Training – Avoiding Waste and Ineffectiveness <i>Ms. Sari Schneider, The Boeing Company</i>	13480 - Creating an SQA Program at the National Renewable Energy Laboratory (NREL) – A DOE FFRDC Based on the NDIA/DoD Sponsored CMMI® <i>Mr. Tim Kasse, National Renewable Energy Laboratory</i>	13508 - Strategies for Retaining CMMI® Maturity Level 5 in v1.3 <i>Dr. Rick Hefner, Northrop Grumman Corporation</i>	13240 - CMMI® Maturity Level 5 — A Bargain! <i>Mrs. Jayne Perkins, Raytheon IDS</i>

WEDNESDAY (CONTINUED)

	Track 1 Mesa Verde	Track 2 Wind Star	Track 3 Highlands	Track 4 Wind River
	CMMI® and Process Improvement Session Chairs: Mr. Mike Campo, Raytheon Company; Ms. Mary Beth Chrissis, Software Engineering Institute	Practical Guidance Session Chairs: Ms. Juliet Davis, The Boeing Company; Mr. Geoff Draper, Harris Corporation	Multi-Model Improvement Session Chair: Ms. Eileen Forrester, Software Engineering Institute	Appraisals Session Chairs: Dr. Mike Konrad, Software Engineering Institute; Ms. Beth Layman, Layman and Layman, Inc.
1:30 pm - 2:15 pm	13498 - Communication Loops in CMMI® v.1.3 <i>Mr. Shawn Presson, TestPros, Inc.</i>	13496 - TSP and Architecture in the Real World <i>Mr. James McHale, Software Engineering Institute</i>	13438 - Using the U.S. Malcolm Baldrige National Quality Award Performance Criteria to Measurably Improve CMMI® Results <i>Mr. Tim Olson, Lean Solutions Institute, Inc.</i>	13402 - CMMI® Surveillance Appraisals: A Modest Proposal <i>NDIA CMMI®Working Group</i>
2:15 pm - 3:00 pm	13472 - Why Project Managers (Understandably) Hate the CMMI® — and What to Do About It <i>Mr. Bill Smith, Leading Edge Process Consultants</i>	13433 - Risk Management <i>Mr. Al Florence, The MITRE Corporation</i>	13516 - Assembling a Multi-Model Approach to Improving Service Quality and Ensuring Service Resilience in Complex Risk Environments <i>Ms. Eileen Forrester, Software Engineering Institute</i>	12987 - SCAMPI Planning with v1.3 <i>Ms. Dorna Witkowski, Lockheed Martin Corporation</i>
Break in Atrium Display Area, 2nd Floor				
	CMMI® and Process Improvement Session Chairs: Mr. Mike Campo, Raytheon Company; Ms. Mary Beth Chrissis, Software Engineering Institute	Practical Guidance Session Chairs: Ms. Juliet Davis, The Boeing Company; Mr. Geoff Draper, Harris Corporation	Multi-Model Improvement Session Chair: Ms. Eileen Forrester, Software Engineering Institute	Appraisals Session Chairs: Dr. Mike Konrad, Software Engineering Institute; Ms. Beth Layman, Layman and Layman, Inc.
3:30 pm - 4:15 pm	13495 - CMMI® Level 1 to 3 in 15 Months: AIM for a Performance Upgrade <i>Dr. Gene Miluk, Software Engineering Institute, Carnegie Mellon University</i>	13511 - Effective, CMMI-Compliant Project Plans (in Less Than 10 Pages) <i>Dr. Rick Hefner, Northrop Grumman Corporation</i>	12935 - CMMI® for Acquisition (CMMI®-ACQ)/CMMI® for Services (CMMI®-ACQ) and Their Potential Contribution on the Rapid Acquisition of IT Systems in Support of Public Law 111 <i>Dr. Kenneth Nidiffer, Software Engineering Institute</i>	13506 - Increasing Efficiency and Saving Costs with New SCAMPI Approaches <i>Mr. Paul Byrnes, ISD, Inc.</i>
4:15 pm - 5:00 pm	13458 - Project Driven Process Improvement: A large Scale Lean Six Sigma Deployment in Egypt Across Multiple Small and Medium Sized Software Organizations <i>Dr. Radouane Oudrhiri, Systonomy</i>	13443 - Using Lean Architectures and Models to Achieve Measurable Reuse <i>Mr. Tim Olson, Lean Solutions Institute, Inc.</i>	13452 - Implementation of Process Improvement in a Multi-Model/ Standard Government Environment <i>Mr. Nathaniel Becker, U.S. Army ARDEC</i>	13485 - Experiences in the Applying of MDD (Method Definition Document) v1.3 Sampling Factors and Sampling Algorithm <i>Mr. Bradley Bittorf, Raytheon Company</i>

THURSDAY, NOVEMBER 17, 2011

	Track 1 Mesa Verde	Track 2 Wind Star	Track 3 Highlands	Track 4 Wind River
	CMMI® and Process Improvement Session Chairs: Mr. Mike Campo, Raytheon Company; Ms. Mary Beth Chrissis, Software Engineering Institute	Practical Guidance Session Chairs: Ms. Juliet Davis, The Boeing Company; Mr. Geoff Draper, Harris Corporation	Multi-Model Improvement Session Chair: Ms. Eileen Forrester, Software Engineering Institute	Appraisals Session Chairs: Dr. Mike Konrad, Software Engineering Institute; Ms. Beth Layman, Layman and Layman, Inc.
8:30 am - 9:15 am	13644 - CMMI for Executives <i>NDIA CMMI® Working Group</i>	13028 - Process Acceptance Through Use Cases <i>Dr. Juergen Schmied, Method Park</i>	13491 - CMMI®, ISO and AS9100, An Efficient and Effective Approach <i>Mrs. LaKeisha Souter, Northrop Grumman Corporation</i>	13449 - CMMI® Without Appraisals <i>Mr. Alan Gellis, The Boeing Company</i>
9:15 am - 10:00 am	13471 - Cracking the Code for Improving the Productivity of Knowledge Workers <i>Mr. Peter Voldby Petersen, Callis</i>	13482 - How a Focus on High Maturity CMMI®-Based Process Improvement Can Add Value to the Organizations Even When There are Only Limited Resources <i>Mr. Edmond Sung, Processis, LTD</i>	13468 - Using the SEI Models and Practices to Assure your Subcontractors quality with Cross Constellations and Multi-Models Inspiration <i>Mr. Kobi Vider, K.V.P. Consulting</i>	13643 - SCAMPI A V1.3 MDD Usage and Profile <i>Mr. Michael Campo, Raytheon Company</i>
Break in Grand Mesa Foyer, 2nd Floor				
	CMMI® and Process Improvement Session Chairs: Mr. Mike Campo, Raytheon Company; Ms. Mary Beth Chrissis, Software Engineering Institute	Practical Guidance Session Chairs: Ms. Juliet Davis, The Boeing Company; Mr. Geoff Draper, Harris Corporation	Services Session Chair: Ms. Eileen Forrester, Software Engineering Institute	Agile/Lean Session Chairs: Dr. Mike Konrad, Software Engineering Institute; Ms. Beth Layman, Layman and Layman, Inc.
10:30 am - 11:15 am	13455 - Improving Process Quality While Lowering Costs <i>Mr. Craig Hale, Esterline Control Systems - AVISTA</i>	12962 - Parametric Estimation for ERP Implementations <i>Mr. Donald Beckett, Quantitative Software Management</i>	13460 - Lean Six Sigma, Towards an Empirical and Experimental Approach to Software Process <i>Dr. Radouane Oudrhiri, Systonomy</i>	13421 - You are a CMMI®-DEV Appraisal Expert? What Do You Do If Your Organization Wants to Do a CMMI®-SVC Appraisal? <i>Mr. Joseph Trujillo, Raytheon</i>
11:15 am - 12:00 pm	13505 - The Change Comes from the Inside! Divide and Conquer: A Top Down and Bottom Up Approach <i>Mr. Surya Kanchiraju, OST, Inc.</i>	13434 - Writing Requirements Properly <i>Mr. Al Florence, The MITRE Corporation</i>	13419 - Raytheon Pasadena Operations, CMMI®-DEV versus CMMI®-SVC Analysis <i>Mrs. Rose-Marie Gonzalez, Raytheon</i>	13404 - Managed Discovery? PIIDs? How Do I Decide Which SCAMPI Data Collection Techniques are Right for My Organization <i>Mr. Sam Fogle, ACE Guides</i>

ADDITIONAL AUTHORS

ABSTRACT #	ABSTRACT TITLE	ADDITIONAL AUTHORS
13240	CMMI Maturity Level 5 A Bargain!	Mrs. Mary Ellen Christopher; Mr. Ralph Williams
13263	A LEAN and RACI Approach to CMMI for Services (CMMI-SVC)	Mr. David A. Dayton
13318	Chutes and Ladders - CMMI-ISO Considerations	Ms. Kate Roehling
13402	CMMI Surveillance Appraisals: A Modest Proposal	Mr. Michael Campo
13403	CMMI: Back to the Future?	Mr. Michael Campo
13419	Raytheon Pasadena Operations, CMMI-DEV versus CMMI-SVC Analysis	Mr. G. Doug Mazezka
13421	You are a CMMI-DEV appraisal expert? What do you do if you org wants to do a CMMI-SVC appraisal?	Ms. Debra L. Smith
13446	Utilizing Lean Six Sigma to attain CMMI maturities	Mr. Ahn T. Nuzen
13458	Project Driven Process Improvement – A large scale Lean Six Sigma deployment in Egypt across multiple small and medium sized software organisations	Dr. Amr Kamel
13477	A Tale of Two Cultures	Ms. Marie Johnson
13481	Are Your Customers Happy? Using Customer Satisfaction to Drive Improvement Efforts	Ms. Kathleen A. Demery
13482	How a focus on high maturity CMMI-based process improvement can add value to the organization even when there are only limited resources	Mr. Tim Kasse
13491	CMMI, ISO, and AS9100, an Efficient and Effective Approach	Mr. Albert I. Chatmon
13495	CMMI Level 1 to 3 in 15 Months: AIM for a performance upgrade	Mr. Timothy A. Chick
13500	Use Causal Analysis and Resolution (CAR) & Quantitative Project Management (QPM) to monitor and control the quality and process-performance	Mrs. Kusum Dhyani
13505	The change comes from the inside! Divide and Conquer: A Top Down and Bottom Up Approach	Ms. Carolina Rivero
13506	Increasing efficiency and saving costs with new SCAMPI approaches	Mr. Jeff McGarry
13511	Effective, CMMI-Compliant Project Plans (in Less Than 10 Pages)	Mr. Ferol Lewis
13555	Tutorial - Architecture: Why your CMMI V1.3 implementation is incomplete without it!	DR. Michael Konrad

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Investigation
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Between CMMI
Capability &
Program Performance

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