ImproValue Consulting

The Change Agents

Since 2007…

http://www.improvalue.com
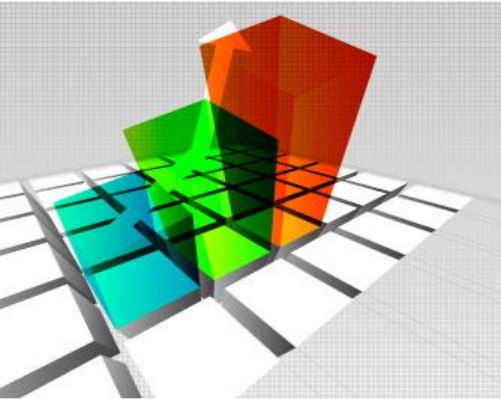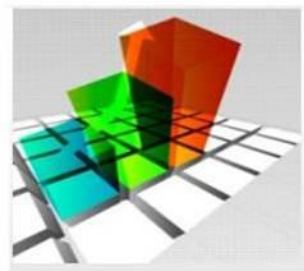
ImproValue Consulting

- About us

- Productized Solution:

  Customizable Process Set: iCOPS

- Consulting Services and Approach

- Trainings offered

- Key Engagements

- Business Models

About Us

ImproValue Consulting

We are a group of experienced professionals passionate about achieving excellence in every walk of business by using structured methods and applying industry best practices and methodologies in an integrated way.

Global exposure in broad industrial domains added with professional experience working for IT majors have helped us to clearly articulate the Customer, Business and People needs and recommend the efficient and effective processes and practices.

Global Standards, Tools, Methodologies - Experienced Auditors, Facilitators, Trainers

- ❑ **QMS practices** - ISO9001, ISO20000, ISMS, IPR
- ❑ **Product Development** - CMMI, ISO15504(SPICE), AS9100 , ISO 13485
- ❑ **Service Delivery** - ITIL, CMMI-SER, Project and Program Management
- ❑ **Engineering methods** - Agile, ISO25000 (SQuaRE), ATAM
- ❑ **Domain/Regulatory** - Telecom, Medical Dev, Automotive, Aerospace
- ❑ **Productivity, Innovation** - Lean, Six-sigma, Non-Linear growth
- ❑ **Strategic Consulting** - Customer Centricity, Business Models

Experience in Broad Industrial Domains –

Strategy, Leadership, Delivery, Project & Program management, Quality

Core IT Domains

| Embedded (Industrial, Medical, Automotive, Aerospace, VLSI) |
| Telecom , Media |

IT Enabled Domains

| Pharma, Healthcare, Life sciences |
| BPO - Bank back-office, IT Infrastructure, IT Applications |
| Engineering and Manufacturing |
| EAI, EAS, BI, DW |
| Retail Software Management |
| Portal and Content Management |

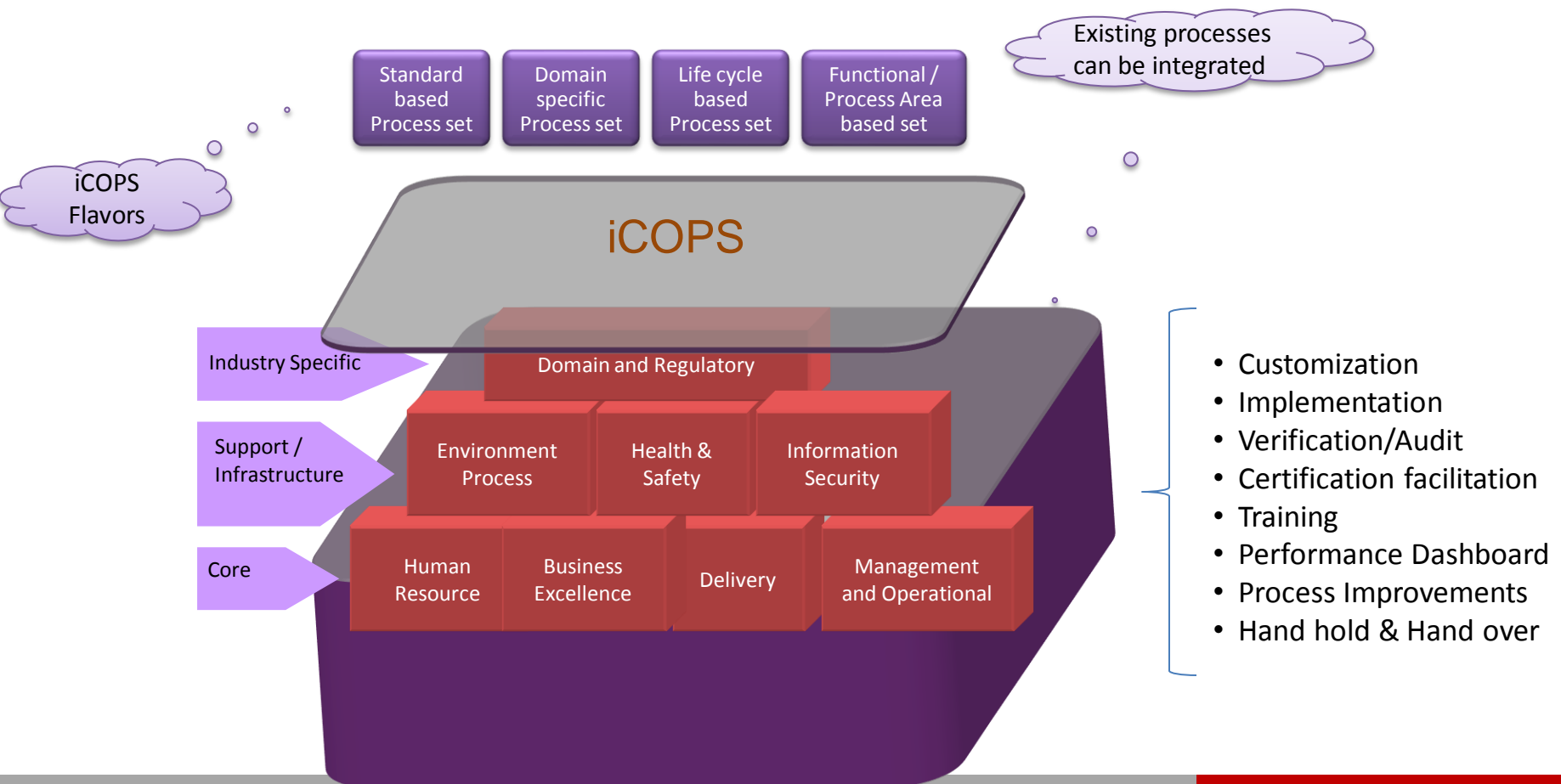Professional Experience:
Renowned Organizations

- ▪ Wipro Technologies
- ▪ Tata Consultancy Services
- ▪ Philips Electronics
- ▪ HCL Technologies Ltd
- ▪ L & T InfoTech Ltd.
- ▪ MphasiS an HP Company
- ▪ Perot Systems
- ▪ Karnataka Power Corp.
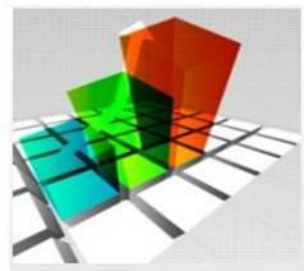- ▪ Yokogawa Corporation
- ▪ Adea Solutions

Productized Solution -> Customizable Process Set: iCOPS

ImproValue Consulting

A <u>customizable</u> comprehensive process set, enabling IT enterprises to <u>adopt to international standards</u> and <u>industry best practices</u> in an integrated way by reducing cycle time, effort and cost of process definition and deployment by more than 30%

Standard based Process set	Domain specific Process set	Life cycle based Process set	Functional / Process Area based set

Existing processes can be integrated

iCOPS Flavors

iCOPS

- Industry Specific
- Support / Infrastructure
- Core

Domain and Regulatory

Environment Process	Health & Safety	Information Security

Human Resource	Business Excellence	Delivery	Management and Operational

- Customization
- Implementation
- Verification/Audit
- Certification facilitation
- Training
- Performance Dashboard
- Process Improvements
- Hand hold & Hand over

iCOPS Benefits

Differentiators

- Procedures have clear workflow and swim-lanes

- Templates with usage inputs and sample documents

- All critical engineering milestones have checklists

- Guidelines for effective engineering & management

User friendly

- Industry standards are well integrated-

ISO9001, ISMS, ISO15504(SPICE). CMMI, ISO25000

Customer Acceptance

- PDLC Life cycles –

- **V-Model, Iterative, Agile(SCRUM+XP**)

Wide Applicability

- Domain specific requirements covered –

  Medical(ISO13485), **Aerospace**(AS9100), **Automotive** SPICE(ISO 15504), **Telecom** (TL9000)

Domain requirements included

- People processes, Competency, Work Envirionment-

In line with **PCMM L3**

Employee focused

- Continual Improvement guidelines

In line with **Six-sigma** and **Lean** framework

Innovation built-in

iCOPS – Customization Approach

Organization profile

Initiation Mode	Run Mode

Identification of ;
- ❖ Major stakeholders
- ❖ Organization Scope of Services
- ❖ Organization structure, Customers. Suppliers
- ❖ Infrastructure and Environment
- ❖ Required Processes and the needed Model

Understanding the;
- ❖ Products/Services
- ❖ Customers, Stakeholders, Suppliers
- ❖ Type of Engagements, Contracts
- ❖ Existing Processes, Practices
- ❖ Industry specific requirements
- ❖ Required Processes based on the organization business goals.

Initiation (1-2 weeks)

Implementation (6-10 weeks)

Sustenance (as needed)

Consulting

Initiation:
- Understanding the organization's Vision and Goals
- Identification of Key Success Factors
- Identification of required customization for iCOPS base model

Implementation:
- Customization of applicable ICOPS process documents.
- Updating/Creating Quality Management System, Roles and Responsibilities
- Templates on Project Mgmt. tool *(Optional)*
- Implementation of new/modified processes
- Training Aids and Training Plan

Sustenance:
- Creation of Sustenance Plan
- Periodic reviews and audits of the processes
- Analysis of the metrics collected
- Process improvement plan and reviews

Training

Initiation:
- Overview of iCOPS to the team
- Workshop on Process requirements with the identified team *(optional)*

Implementation:
- Training all members of the organization on the new process/process changes

Sustenance:
- Mentoring

Collaterals

Initiation:
- Process Requirements, Scope
- Process Implementation Plan

Implementation:
- Policies, Procedures, Templates, Checklists, Guidelines
- Training Artifcats.

Sustenance:
- Sustenance and Audit Plan
- Audit & Analysis Reports

Consulting Services Offered

ImproValue Consulting

- Integrated Product / Service Life cycle Management
- Efficient engineering practices – Agile (SCRUM, XP)
- Quantitative Project / Service Management
- Process Definition, Integration – ISO, CMMI, SPICE
- Domain, Regulatory standards, FDA guidelines- Telecom, Medical, Aerospace, Automotive, Pharma
- Program Management, Project Management – PMO

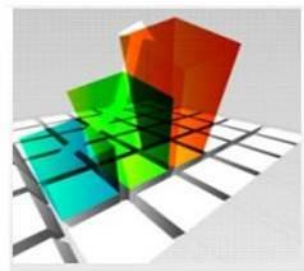**Vast Focus Areas**

Delivery (Product/Service)

- Strategic Consulting & Mentoring - Customer Centricity
- Key Business Drivers, Goals -Six Sigma
- Operational Excellence - LEAN
- Innovation & Knowledge management
- Business Score card
- Organizational Process Performance
- Information Security - ISO27001
- Partnership Agreements & Contracts
- Intellectual Property Management

Customer

- Achieving Product / Service Quality-ISO25000
- Mapping CTQ s to Organizational goals
- Productivity Improvement- Lean, Six-Sigma, Non-Linear Delivery Models
- Customer satisfaction – Analysis

Business Excellence

People Enablers

- Competency Management, Performance Management- PCMM
- Employee satisfaction Survey
- Simple and Efficient processes for; HR, Training, IT, Purchase, Facilities
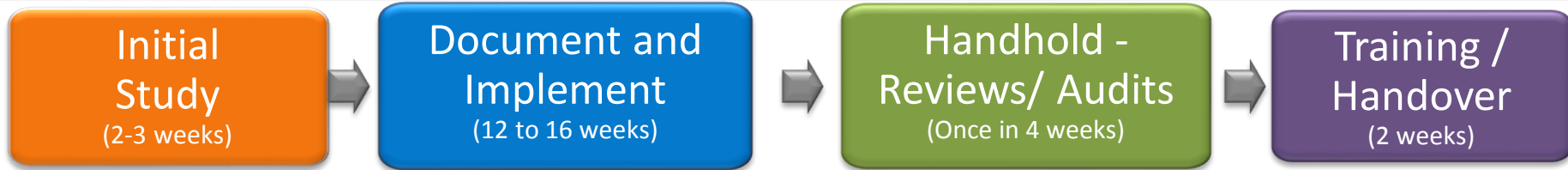
Consulting Approach -Typical

Activities

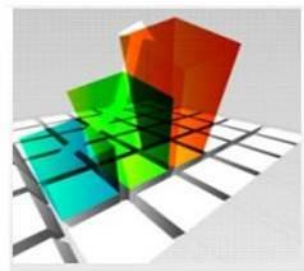| Initial Study (2-3 weeks)	Document and Implement (12 to 16 weeks)	Handhold - Reviews/ Audits (Once in 4 weeks)	Training / Handover (2 weeks)

• Understanding the existing Processes
   - Interviews,
   - Workshops
 	
• Collect the past performance data and analyze.
 	
• Conduct Time and Motion Study .
 	
• Come up with high level gaps with standards/ industry practices and recommendations.
	• Document:
	  - Policies, Processes,
	
	• Pilot the documented processes
	
	• Based on the pilot results, broad base the practices. Collect data
	
	• Statistical Modelling at Project/Account/ Organization level
	
	• Set Organization Goals
		• Handhold the teams to implement the new processes
		
		• Reviews and Audits:
		-Process Adherence
		-Product Quality
		-Metric collection
		-Analysis & Resolution
		
		• Review/Audit Report:
		-Process deviations
		-Good practices
		-Improvement Opportunities
			• Train the Process and Project teams
			- Processes
			- Analysis techniques
			- Problem Solving
			- Continuous Improvement
			- Innovation
			
			• Handover the Processes for Sustenance

Training Services

Classroom trainings:

- Integrated Product /Service Life cycle Management

- Customer Centricity for Business Excellence.

- Competency Analysis and Management.

- Lean , Six-sigma , Non- Linear delivery

- Program Management Processes (PMO)

- Organizational Leadership , Contract Management

End of Consulting -Sessions:
- New Processes
- Measurements and Analysis
- Lean and Six-sigma for Continuous Improvement

Focus Workshops :

- Agile Adoption under CMMI/ISO in multi-site development

- Product Quality Standard (ISO25000)

- Statistics for Managers

- Organizational Performance Indicators and goals

Empowerment Modules

Key Engagements

Large IT Services Company of India(US headquartered)
Business Case: Product quality standard(ISO25000) integration with Customer processes

- Workshop on ISO25000 to all stakeholders(Safety, H/w, S/w)
- Gap Analysis of ISO25000 with Customer Processes
-- Documentation, Implementation of processes based on gaps

Medium sized IT Services Company – iCOPS Customization

Business Case: Life cycle based Processes

- Methodologies, Procedures, Guidelines, Templates and Checklists for Agile and Iterative life cycles

Healthcare IT &Tele-solutions Product Company:
Business Case: PDLC Processes, ISO9001, Partnership agreements, Project Management

- PDLC, Maintenance & Customization process
- Reviewing Strategy, Contracts, Partnerships
- Key metrics, ISO9001 certification facilitation support

Pharma & Life Sciences IT Product Company:
Business Case: Interated quality system for entire PDLC. Agile pilot as part of Organization Innovation in R&D phase

- ISO 9001 & TickIT, Integration with CMMI L5
- PCMM L5 for Workforce and Competency
- Agile implementation for R&D and PDLC Lifecycle processes
- Customer specific processes, FDA Guidelines

Large worldwide Bank Back-office(BPO) group:
Business Case: Longer service window, Cost rationalization

- Arrival patterns study for all geographies
- Load Leveling, Capacity planning
- Shift Planning and Space Optimization
- Workforce planning

Delivery (Product/Service)

Customer

Business Excellence

People Enablers

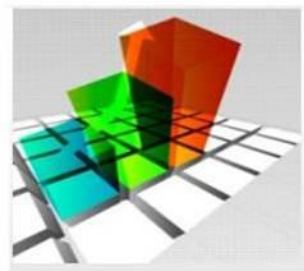**MNC Bank IT Infrastructure &Technology group:**
Business Case: Performance dashboard -time, cost, quality, Customer satisfaction (Voice, Non-Voice, Applications)

- Performance Measurement: IT Infrastructure group
- Request types - Voice calls, Incidents, Work Req.
- Metrics :Time, Cost, Quality & Customer satisfaction
- State of Health Dashboard, Statistical Analysis
- Process Improvements: First call resolve, SLA, BMI

World's leading Electronics, Health care product org.
Business Case: Resource estimation model for IT –Apps, Simple & efficient practices for Finance, HR, IT, Purchase
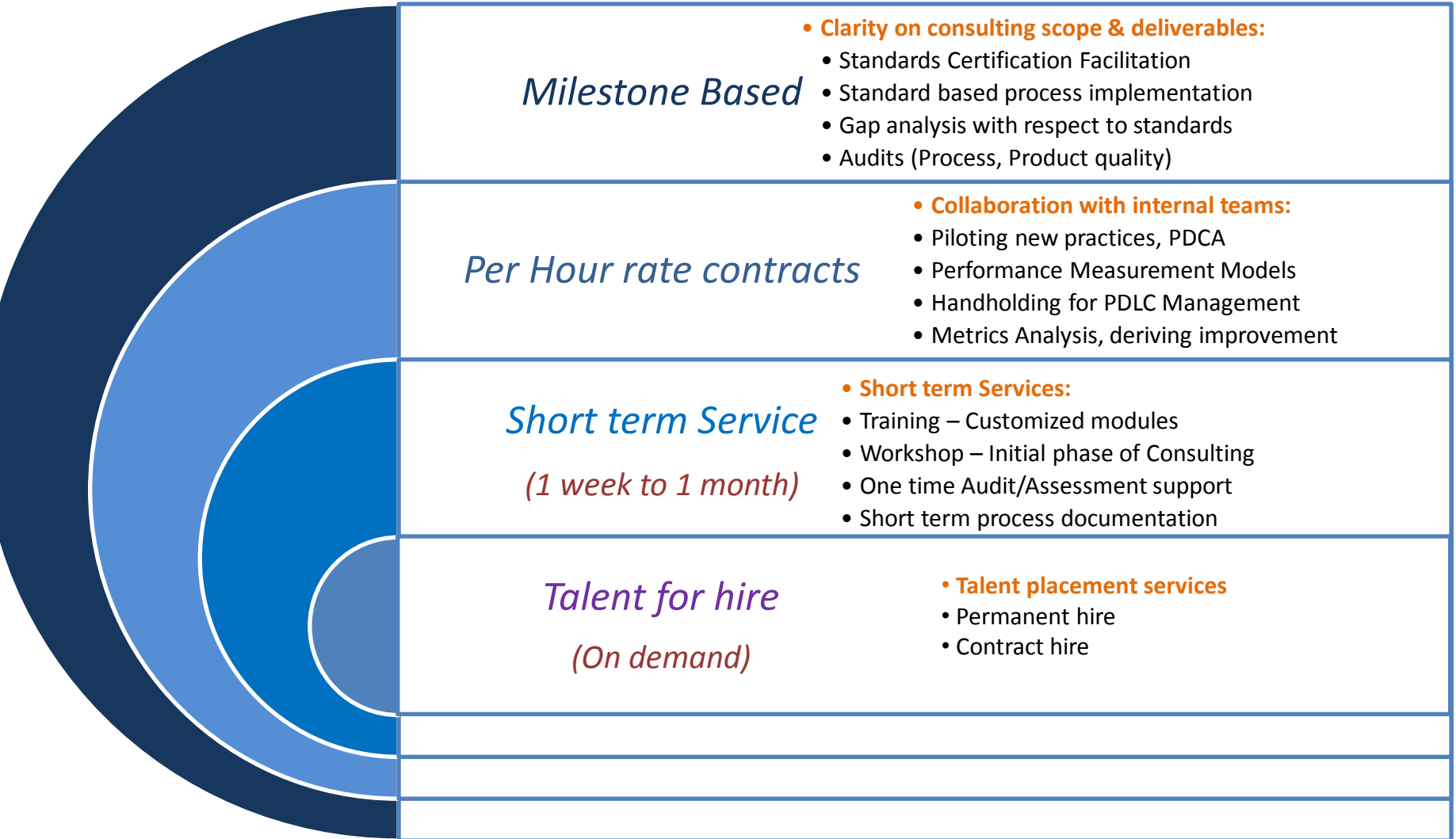
-Arrival pattern study, model for Resource estimation
-Time and Motion, Lean, Six-sigma for Enabling group processes
-User feedback , Cycle time analysis,
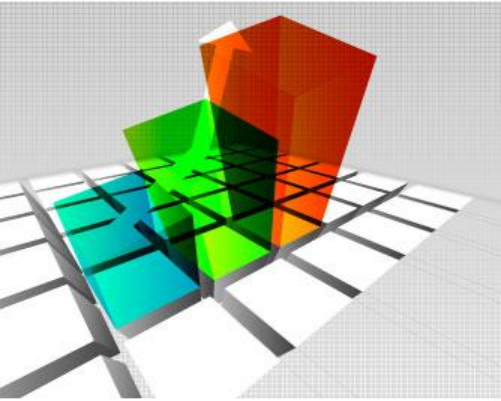-Simplified Workflow and recommended Tool updates
-PDCA for Piloting and Deployment

Business Model

Milestone Based
- **Clarity on consulting scope & deliverables:**
  - Standards Certification Facilitation
  - Standard based process implementation
  - Gap analysis with respect to standards
  - Audits (Process, Product quality)

Per Hour rate contracts
- **Collaboration with internal teams:**
  - Piloting new practices, PDCA
  - Performance Measurement Models
  - Handholding for PDLC Management
  - Metrics Analysis, deriving improvement

Short term Service
(1 week to 1 month)
- **Short term Services:**
  - Training – Customized modules
  - Workshop – Initial phase of Consulting
  - One time Audit/Assessment support
  - Short term process documentation

Talent for hire
(On demand)
- **Talent placement services**
  - Permanent hire
  - Contract hire

ImproValue Consulting

Waiting to hear from you......