

Torry Harris Business Solutions

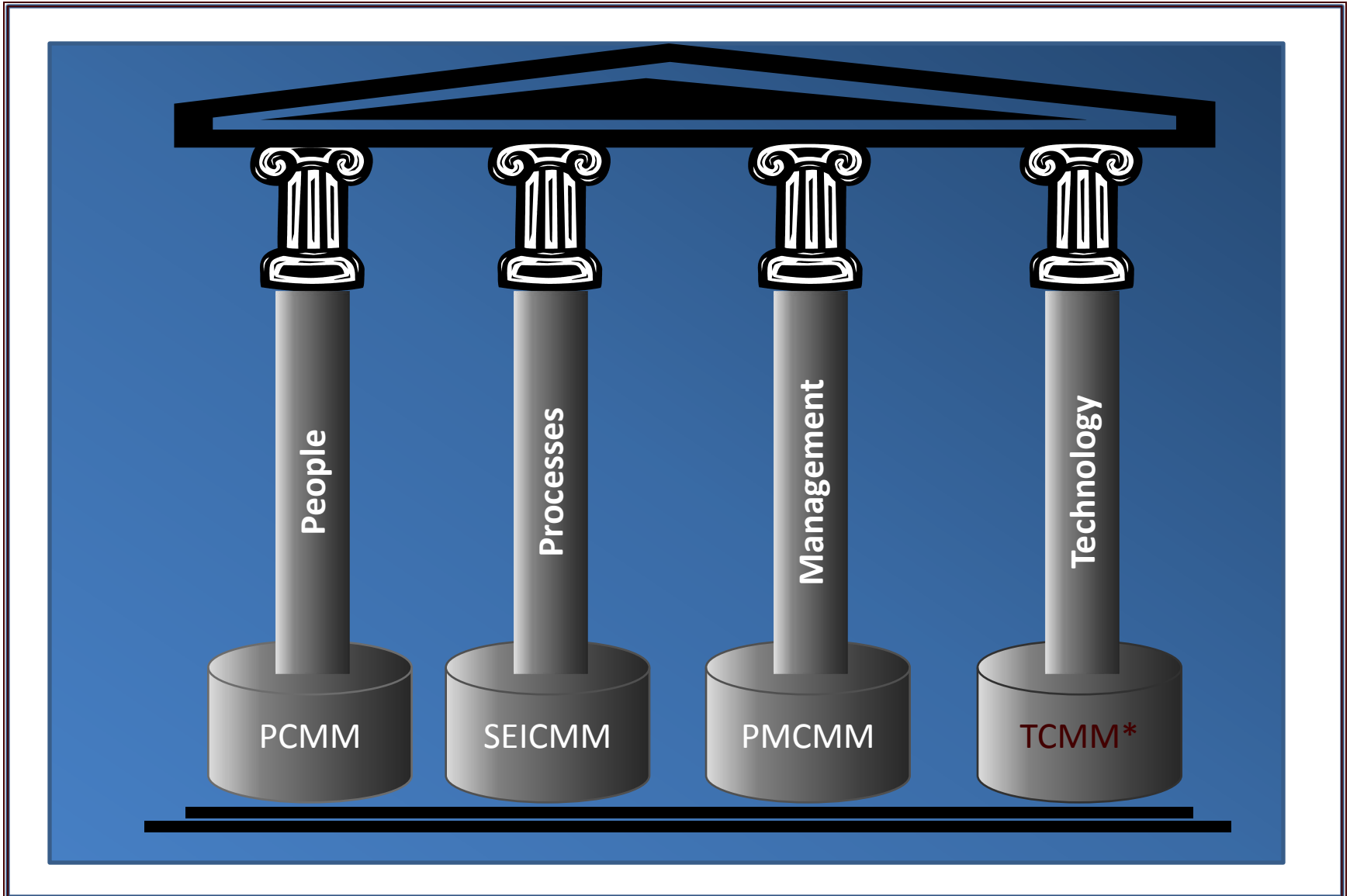
Technical Capability Maturity Model (TCMM)

*If we did the things we are capable of, we would
astound ourselves.*

- Thomas Edison

TCMM Overview

- *Torry Harris* innovates *Technical Capability Maturity Model(TCMM)* to bridge the traditional gap between process compliance and quality conformance / enhancement. This would form the foundation to help realize higher service levels to customers, which is the organization's USP.
- TCMM serves as a fourth building block to achieve a seamless software project execution with higher quality & service levels.
- TCMM complements the other existing process compliance standards, *people, processes, and management*.
- “What gets measured, gets done” – Tracking a balanced set of key indicators through TCMM helps an organization to measure & ‘keep in control’, its delivery quality.
- TCMM measures & quantifies the quality of the project delivery content and does not concern the processes followed.



TCMM Overview

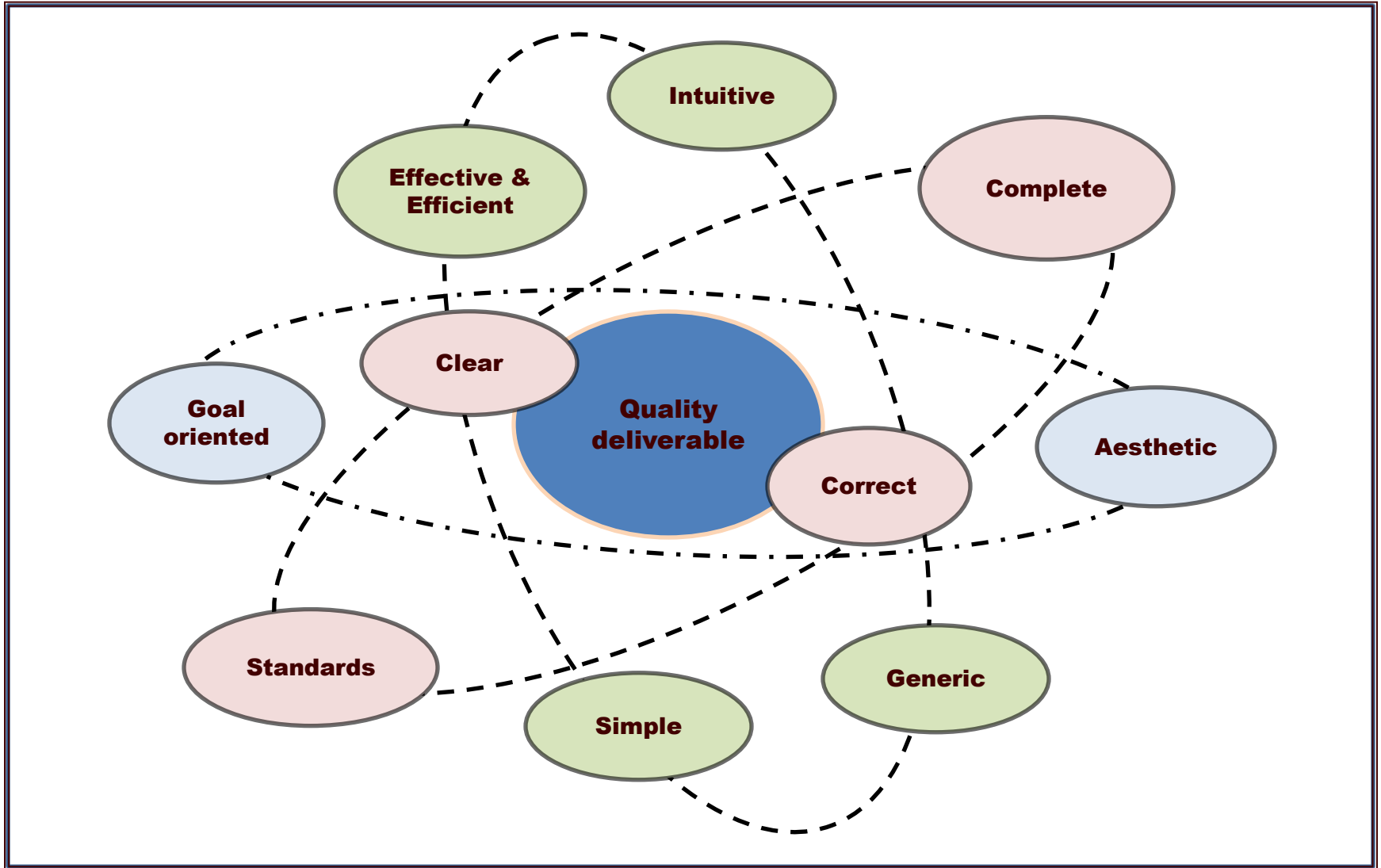
Technical Capability Maturity Model(TCMM) defines four levels to measure the quality of the content delivery.

- Level 0 – Not Acceptable
- Level 1 – Acceptable
- Level 2 – Good
- Level 3 – Impressive

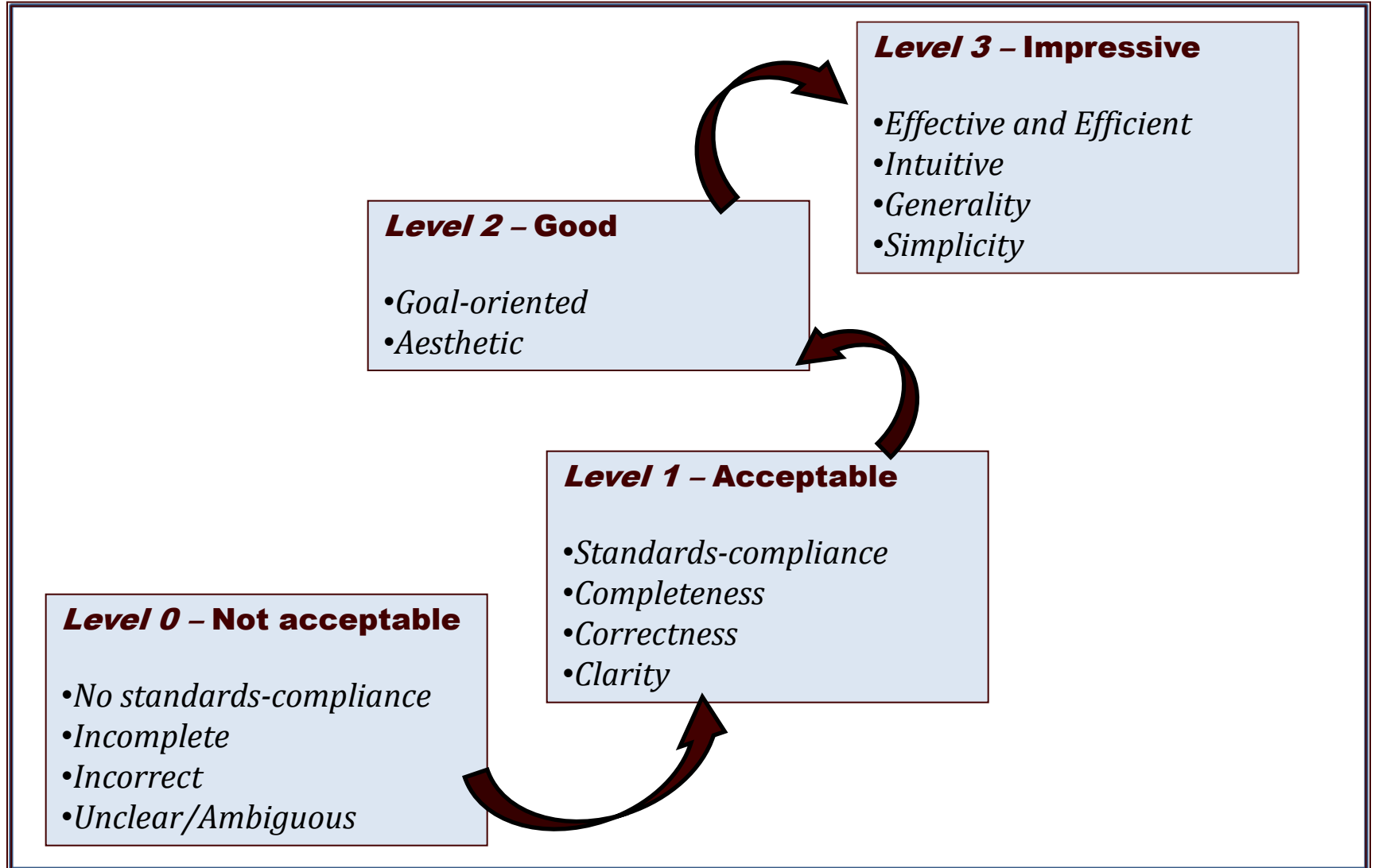
TCMM suggests a set of guidelines for review and evaluation of individual projects.

TCMM does not fulfill an additional audit requirement, but identifies & addresses the quality issues throughout the lifecycle of the project.

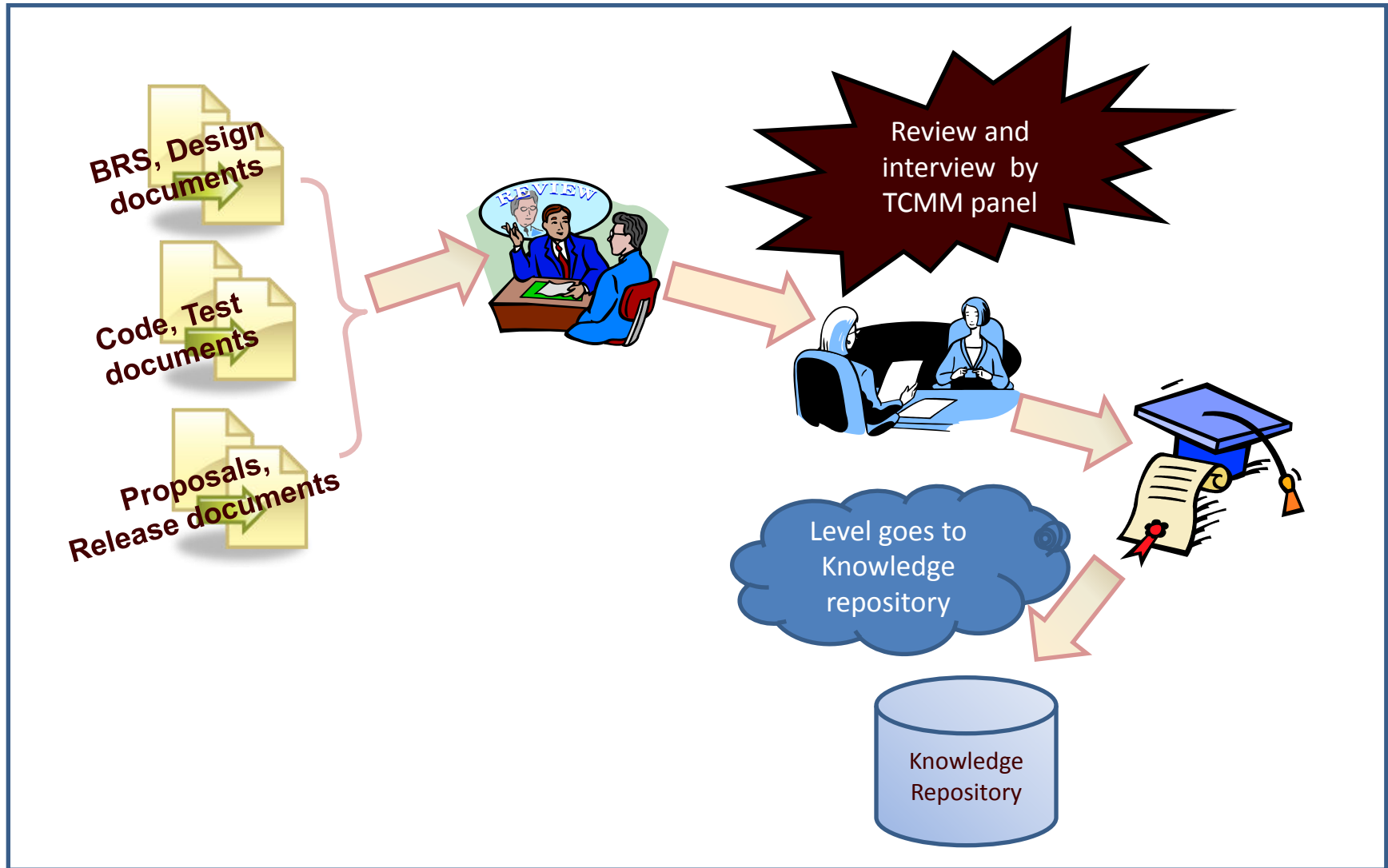
TCMM Focus



TCMM Levels



TCMM Example



TCMM After Rating Suggestions

If the TCMM rating for a project is 2 or lower, Torry Harris quality competency mandates the use of either of the following two principles:

- 1) **RCA** – Fish bone diagram and,
- 2) **Six sigma** implementation.

Note: In case of time/budget constraints, the Six sigma project solely depends upon the drivers - management or customer.

Every project kick-off in THBS utilizes / includes the past lessons learnt & RCA documents. RCA and Six sigma implemented project outcomes are shared with the customer to suggest process/procedure/tool/technology improvements.

All projects in Torry Harris get evaluated twice a year to ensure the quality ratings do not fall below the accepted organizational standards.

TCMM ROI for Organization



TCMM promises a guaranteed ROI in the form of monetary benefits & helps achieve higher customer ratings.

Following are the key ROI benefits:

1. Quality conformance for each delivery.
2. Less or no rework effort.
3. Delighted customer experience.
4. Customer loyalty.
5. Focused team and better process understanding.
6. Customer funded six sigma initiatives.
7. Quality awareness and competency buildup at the organization level

Note: *Rework effort & six sigma* projects help quantify the \$ benefits.

TCMM Case Study



Project Scope

Client: A major UK telco.

Challenge: Design and implement a new service provisioning framework which will align with current systems as well as satisfy the future SOA enterprise goal.

Team size: 57

Engagement model: Torry Harris Global Delivery Framework (THBS-GDF)

Duration: 8 Months.

Typical phases executed

offshore: Low level design, Prototype, Coding, System Testing, Integration testing & SIT



TCMM Rating

Torry Harris TCMM team were involved through the project - from low level design to SIT sign-off delivery.

A detailed break-up of the course:

LLD	:	3
Prototype	:	2
Coding	:	3
Integration Testing:		2
System Testing:		2
SIT	:	1



Improvements

RCA was performed to identify the root causes & lessons learnt, for future reference. A brief below:

Prototype:

1) No formal document for prototype scope.

Integration Testing:

1) New resources to be trained on threshold testing approach.

System Testing:

1) A need for training to capture the complete testing artifacts.

SIT:

1) SIT agreement needed to be signed-off with clear responsibilities (A RACI matrix for SIT).

2) Weekly status reports should highlight severity 1 & 2 defects & escalation procedure followed.

Questions?

*If I have the belief that I can do it, I shall surely
acquire the capacity to do it even if I may not have
it at the beginning.*

- Mahatma Gandhi