

Process Improvement

Small changes in businesses processes can generate dramatic results including increasing throughput, reducing non-value added activities, raising productivity, and improving quality.

SHIM has a long history of expertise in the area of process improvement. Through working with Carnegie Mellon University and the Pentagon on the capability maturity model (CMM), we have acquired the skills and knowledge to conduct numerous assessments and the ability to train assessors to do the same.

Our iterative approach to Business Process Reengineering ensures that organizational goals and objectives support your needs while leveraging new technologies in a net-centric architecture. Our five step process focuses on continually improving and supporting organizational performance.

1. Analyze: organization goals, objectives, structures/hierarchies, cultures, systems and roles
2. Strategize: to achieve long-term, full-scale integration using new technologies
3. Innovate: create new processes, organization, and infrastructure to support net-centric operations
4. Integrate: implement enabling technologies to support the enterprise
5. Learn: disseminate customer insights and performance improvements gained (continue loop)

We specialize in the following:

Software Process Improvement

- Capability Maturity Model (CMMI) Assessment
- Personal Software Process (PSP)
- Team Software Process (TSP)
- Process Definition
- Technology Adoption

Business Process Improvement

- Business Process Reengineering
- LEAN, Six Sigma, VSM
- Project Management Process Improvement

Our Results:

When the Air Mobility Command needed assistance with their methods of developing and testing software, they relied on Shim to help them.

Using our comprehensive process improvement methodology, SHIM was able to generate dramatic results. Defect detecting in formal testing went down from 71% to 3%. 88% of defects were now detected prior to testing, and coding effort was reduced from 69% to 13%.

Our Customers:

USAF Software Technology Support Center at Hill AFB, Utah
USAF National Air and Space Intelligence Center at Dayton, Ohio
NASA Glenn Research Institute, Cleveland, Ohio
Standards System Group, Gunter AFS, Alabama
Defense Accounting and Finance Service, Denver, Colorado
Navy DD21-21st Century Destroyer Program Office, Washington, DC

