



SOFTWARE PROCESS IMPROVEMENT NETWORK

# JANUARY 2003 EVENT

Event Theme	The Human Side of Process Improvement	
Presenter	<b>McTavish, Nancy</b> Organizational Change Consultant, IBM Business Consulting Services	<b>Niggemann, Joerg</b> Consultant, ThoughtBlade Inc.
Topic Summaries	<p>There is a common belief that in order to improve a process, you need to focus on the process itself. This insular view could be the reason why so many of us find process improvement difficult to achieve. Often, the difficulty stems from poor interaction between the people performing activities. Therefore, process improvement efforts will suffer when these relationships are not managed effectively. In this session, we will explore the role that perception plays in managing the relationships necessary for successful process improvement, and share some tools and techniques that can help you enhance these skills.</p>	<p>Why do process introductions fail? A look from the personal perspective. Try to describe a "typical" software developer. Did you say "Nerd"? What can be better for a nerd than getting a document to work on and being left alone for weeks? The waterfall model clearly caters to this personality type. But if we take a people-oriented perspective, we see how it also supports:</p> <ul style="list-style-type: none"> <li>• the 'typical Analyst', the 'typical Designer' etc.;</li> <li>• hidden goals;</li> <li>• hidden hierarchies; and</li> <li>• the passing-on of blame.</li> </ul> <p>The conclusion is: Making software development work can only happen at the personal level, taking care of peoples' personalities, goals, social needs, and justice.</p>
Biographies	<p>Nancy McTavish is a Organization Change Consultant for IBM's Business Consulting Services. Ms. McTavish specializes in helping organizations reduce the risk of change driven by transformation. Ms. McTavish brings value to her clients by identifying the human issues associated with change, by managing the risks that could impact business and project objectives. Ms. McTavish views organizational change in a holistic manner. By understanding the context, Ms. McTavish uses a unique approach to assess an organization's readiness for change. Using this approach has enabled her to create strategic and tactical change management programs to solve organizational issues and reduce the impact of change on human performance.</p>	<p>Joerg Niggemann's passion is to take the pain out of software development and bring common sense in. He fought for this goal over a 13-year career in various positions as developer, architect, project manager, and quality manager. In 2001 he decided to become an independent consultant, came to Toronto and founded ThoughtBlade Inc. Joerg Niggemann holds a Dr. Med. (equivalent to MD Ph.D.) and a Dipl. Inform. (equivalent to M.Sc. Informatics/Computer Science) degree. In addition he holds both the Certified Quality Manager and Certified Software Quality Engineer designations from the American Society for Quality. These unique qualifications give Joerg a deep understanding of both people and technology, and the impact each has on the other.</p>
Date / Time	Thursday, January 23, 2003 13:00 – 16:00 (Doors open at 12:30)	
Location	IBM/Lotus Mobility Centre, Canada Life Building 330 University Ave., Toronto	
Registration	<a href="http://www.TorontoSPIN.com">http://www.TorontoSPIN.com</a> \$10.00 at the door	
Future Events	April 2003, June 2003	