



SEPTEMBER 2004 EVENT

SOFTWARE PROCESS IMPROVEMENT NETWORK

Event Theme	Panel Discussion: Why are product and service quality not increasing as quality-driven models become more widely used?		
Presenter	Richard Basque CMMI Lead Appraiser, Alcyonix	Victoria Hailey TL9000/SPICE Auditor	Peter Merrill ISO Auditor
Topic Summaries	<p>Quality models are one of the most popular methods used to measure current practices and processes against standardized benchmarks. It can be argued, however, that the IT industry has yet to see any significant upward trends in quality and repeatability – at the very least, organizations continue to cut many quality corners. Our panelists are all experienced appraisers and auditors and have worked with a variety of quality models and methods. They will each address the question of how effective model-driven assessments and audits really are at improving quality, and will share some of their experiences with us. There will also be an open question-and-answer period during which the panelists will field questions from the audience.</p>		
Biographies	<p>Richard Basque is the founder of Alcyonix (http://www.alcyonix.com) that provides process improvement services in several countries. He has been involved in information technology for more than 31 years. He has diversified experience in various types of activities and industrial sectors. He has intensively participated in several companies specialized in process improvement, which in combination with his theoretical and practical knowledge (40+ process appraisals), provides him with a solid reputation within the international community. This is recognized by his prestigious accreditations: SEI Certified SCAMPI Lead Appraiser, SEI Certified CMMI Instructor, and many more. He is also a part-time SEI visiting scientist.</p>	<p>Victoria is President of VHG (The Victoria Hailey Group Corporation), a certified management consultancy. VHG focuses on helping the software, systems, and service industries manage their own and their supplier risk and improve their processes via standards such as SPICE, ISO 9000, and CMM.</p> <p>Victoria is a Certified Management Consultant (CMC), an ISO 9000 QMS Lead Assessor (IRCA), a TickIT Auditor (IRCA), a TL9000 Auditor, a SEI-CMM Software Capability Evaluator (SCE), and a SPICE (15504) Lead Assessor. She teaches courses in Process and Risk Assessment, Internal Auditing, Software Configuration Management, Quality Assurance, and a variety of ISO 9000 courses.</p> <p>Actively involved in International Standards development, she was ISO/IEC JTC1/SC7 Working Group 18 Convenor of Quality Management for ISO 90003 (just published). She is also the Canadian delegate to ISO/IEC/SC7/WG10 developing the SPICE standard (ISO/IEC 15504), and ISO/IEC JTC1/SC7's liaison to TC/176 for ISO 9000.</p>	<p>Peter Merrill is the President of Quest Management Services and has Implemented Quality Management in both North America and Europe. He has worked with organizations such as I.B.M., A.I.G., C.N. and Sears. He is an exceptional speaker and writer. He is the author of the book <u>Do It Right The Second Time</u>, many papers on the subject of Quality Management, and is a frequent speaker at Quality Conferences.</p> <p>Peter is a Canadian delegate to TC176 (the International Committee that designed ISO 9000:2000), and is also the Canadian delegate on the international committee developing ISO 10006, Quality Management in Projects. He is the past Chairman of Toronto ASQ. He specializes in assisting organizations, in manufacturing, design, service, distribution and government and also those who manage intellectual property.</p>
Date / Time	Thursday, September 9, 2004 13:00 – 16:00 (Doors open at 12:30). Refreshments available.		
Location	IBM/Lotus Mobility Centre, Canada Life Building 330 University Ave., Toronto Subway: Osgoode Station. Parking at Queen and University		
Registration	http://www.TorontoSPIN.com \$10.00 at the door; check with security in lobby.		
Future Events	November 2004		