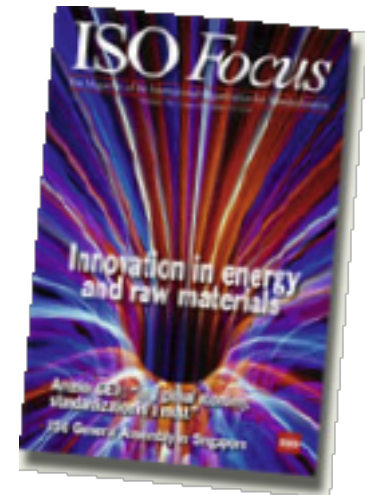# Improving Processes

Software Manager's Role

Common Improvement Initiatives

Software Manager's role includes:

- Engaging top management
- Securing sponsorship and funding
- Defining why your organization wants to implement process improvement
- Identifying company goals such as:
  - Becoming more efficient and profitable
  - Producing products and services that consistently meet customer requirements
  - Achieving customer satisfaction
  - Increasing or maintaining market share
  - Improving communications and morale in the organization
  - Reducing costs and liabilities
  - Increasing confidence in the production system
- Defining the organization's mission, vision, and values
- Defining your organization's stakeholders including customers, suppliers, stockholders, employees, end users, shareholders, and society

Software Manager's role includes:

- Identifying what others expect of you and your organization
- Defining your organization's quality policy
- Defining and aligning organizational objectives and related product/service quality objectives
- Knowing where you are
- Knowing where you are going
- Identifying key processes and the interactions to meet quality objectives
- Preparing your organization for change
- Communicating and coordinating
- Forming a process group
- Creating process improvement
  - Gathering requirements to begin improving process
- Implementing the improvement plan

Software Manager's role includes:

- Updating and managing process improvement
  - Mapping requirements with any existing process improvement plan
  - Making a gap analysis: identifying where in your existing system the requirements are fulfilled, and where they are not
  - Identifying activities, procedures and controls needed
- Training company staff
- Verifying effective operation of your organization's processes and tracking progress
- Managing the process improvement
  - Focusing on customer satisfaction
  - Monitoring and measuring the operation of processes
  - Striving for continual improvement
  - Possibly implementing business excellence models in the company operations
- Seeking third party certification/appraisal or issuing a self-declaration of conformity techniques
- Continuing to improve your business