

# PROCESS IMPROVEMENT

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**T**he *Software Technology Support Center* (STSC) helps you improve your processes by identifying root causes of your problems; constructing simple, practical solutions; and creating ownership of the solution. In other words, we help determine what to change, what to change to, and how to cause the change. But how do you get started?

Call us. The STSC can help plan process improvement at any level. Once you decide what you need, we are the group to help implement the solution, whether it's implementing the Capability Maturity

Model®, setting up a Management Steering Group, or designing a Software Engineering Process Group infrastructure. We help you understand how to implement process improvement.

Don't start your process improvement without a STSC mentor.

We have been in the trenches and have the scars to prove it. Call us first. Whether your organization is big or small, just starting a project or embattled in difficulties, we can help. We bring hands-on experience.

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