

PROCESS MATURITY MODEL

This model is used to assess the maturity of an organization's process management capabilities and to develop a guide to help achieve the desired maturity.

OPTIMIZING

- Process metrics incorporate key input variables (KIV)
- Proactive monitoring enabled by leading indicators to ensure repeatable success
- Process optimization approach considered organizational asset to drive quality
- Culture emphasizes and rewards innovation and

QUANTITATIVELY MANAGED

- Processes are quantitatively measured and controlled (KPV)
- Metrics are used to drive reactive process improvement
- Past successes and learning are applied to new initiatives
- Metrics are aligned to business strategy
- Tools are in place to automate and measure process

DEFINED

- Processes are well defined
- Key process variables (KPV) and metrics have been identified but may not be formally tracked for all phases of the process
- Roles and responsibilities, as well as ownership/accountability, are defined
- Formal process training enables consistent definition and execution

REPEATABLE

- Some level of process definition and consistency exists
- Processes are operationally managed with emphasis on key output variables (KOV)
- Progress is tracked and results are repeatable
- Informal training may exist to replicate success

AD HOC

- Processes are not documented and results are unpredictable
- Results based on reactive and/or heroic efforts
- Roles and responsibilities are not defined
- Frequently tied to an entrepreneurial/start-up environment

