



PROCESS BENCHMARKING

Compare your strengths and weaknesses

The Benchmarking Service is a comparative, anonymous metrics service that compares your own metrics with the peers or with all customers of PEDCO - Managed Process Services and shows you where your organisation stands in terms of process efficiency. We compare the metrics of individual projects or your entire project portfolio and put them into context with our other customers. The Benchmarking Service provides an excellent, evidence based tool to manage process improvement. In particular, it gives an indication of where you need to improve in terms of peers or where you already have a good standing.

Services

- Anonymization of own key figures and metrics
- Search and selection of the benchmarking partner
- Quarterly analysis of individual results in comparison with peers and other clients
- Preparation of general and specific strengths and weaknesses, including suggestions for improving process efficiency
- Continuous monitoring to control results and progress

Benefits

- Easy comparison with peers or competitors
- Realistic assessment of the own SWOT profile
- Relevant bases for decisions in the environment of project or process improvements

Cost

- 0.5% of the project budget per project/year

Included Benchmarks

Comparative KPIs such as:

- Number of projects, budget, resources, roles, budget per project, IPSS.
- Number / percentage of project cancellations per year/absolute

Comparative trend analyses based on existing process metrics such as

- Number of high risks in relation to all risks
- Trend of test cases in the project
- Trend of Issues

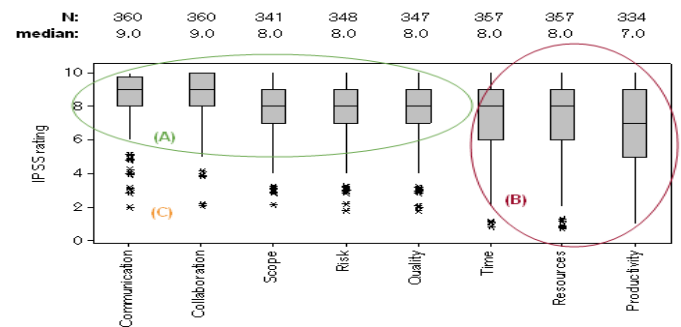
Comparative presentation of key figures based on the work product model such as

- Number of requirements (e.g. use cases) in the project
- Number of requests of the application
- Number of test cases
- Number of requests and change requests
- Number of employees per role
- Number of defects in production
- Ratio from #use cases to #test cases
- Ratio of project budget to #use cases

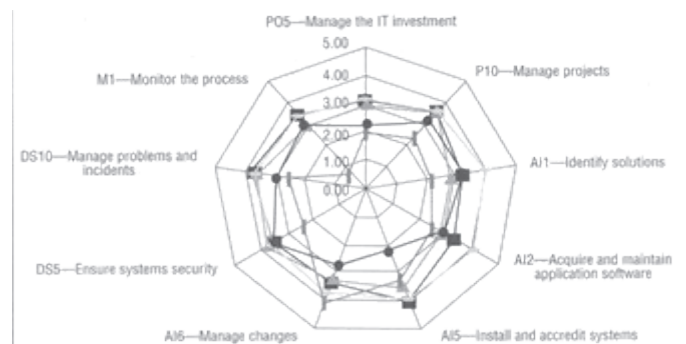
Comparative presentation of all work products of an application, independent of the project

Examples:

IPSS: Interim Project Satisfaction Survey



Compare of results with radar diagrams



PEDCO Lifecycle Services

PEDCO Lifecycle Services support you in all aspects of assessment, creation or adoption of your existing development processes and their management. They serve to manage, create and continuously develop the processes offered to the customer.

Lifecycle Services «in a nutshell»

- **Process Fitness Check:** With the Process Fitness Check, customers receive a review/assessment of their current process landscape at fixed costs. The check provides information about possible weaknesses or improvement possibilities.
- **Process Takeover Service:** Existing processes of a customer are taken over, revised if necessary and operated at least in the Basic Process Service. If required, the core members of an existing team can also be taken over. With such outsourcing, the loss of know-how is minimal and the training period is short.
- **Improvement Service:** Real experiences from projects are recorded as best practices and made available for all projects of a customer. This service also includes the corresponding request management for change requests.
- **Process development service:** Processes are developed completely new or based on existing standard models. These are then transferred to the Process Service and operated.
- **Process Workshop:** In a two-day workshop we discuss with customers their process landscape and also discuss/moderate the SWOT analysis.

