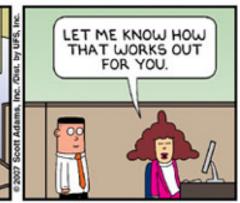
Process Improvement According to Dilbert

















I - PROCESS M & E

⇒ SW Faults

- What is the experimental context for this paper?
- What were the limits on the SW faults study?
- What were the research questions for phase 1 of the SW fault study?
- What where the phase 1 results?
- ♦What were the research questions for phase 2?
- What does Chi-Square analysis provide? What were the results of the analysis?
- ♦ What were the results of phase 2?

II - Process M & E

⇒ Time Studies

- \$What is the research context for this paper?
- ♦What were the research questions for phase 1?
- ♦ What was the experimental design?
- **What where the phase 1 results?**
- What were the research questions for phase 2?
- ♦ What was the experimental design?
- What where the phase 2 results? How were they the same as or different from phase 1?
- \$What were the research questions for phase 3?
- ♦ What was the experimental design?
- ♦ What where the phase 3 results? How were they the same as or different from phase 2? Phase 1?

III - Process M & E

⇒ Small Company M & E

- **⇔Why is this important?**
- What is the SEA? What services does it provide?
- **What is SPI? What is its purpose?**
- ♦ What are "best practices"?
- What is RAPID? What are its capability levels?
- **What are the processes covered by RAPID assessments?**
- What are the success factors drawn from the 4 case studies?
- ♦ What is the key barrier?