Invited Presentation 2
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Expectations and Responsibilities –and–
What Does This Have to Do with Quality?
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Some time ago, I heard a discussion about medical care, and “rights” and “responsibilities.” Almost everyone talked about “rights”; almost nobody talked about responsibilities. It felt unbalanced to me; something was missing.

I remembered something I read in Steve McConnell’s book “Software Project Survival Guide”, about the “rights” of Customers and Project Teams. And I pondered, “what about the responsibilities that go with the rights?”

After consulting the dictionary, I started thinking again about how the idea of “rights” and “responsibilities” applies to software projects, how they affect quality, and why it is imperative upon us to think about both “rights” and “responsibilities.”

This presentation covers:

• The Customer’s Bill of Rights — introducing the “Customer’s Bill of Rights,” (which I will call “expectations”) as defined by Steve McConnell;
• General Responsibilities — indicating some fundamental responsibilities I have, as a Customer, based on the Customer’s List of Expectations; and
• One Example — demonstrating how I can exercise my Customer Expectations and Responsibilities in an effective — or ineffective — manner … and the impact it has on quality.

The accompanying paper concludes with challenges for each of us, and two appendices, each structured to help you determine how effectively you are implementing your own responsibilities as a Customer.

Biography
Judy Bamberger has 25 years’ experience developing software, leading teams, teaching, and developing organisationwide leaders. An independent consultant, she specializes in project management, process definition and improvement, quality techniques (e.g., formal inspections, metrics), team building, facilitation, and managing change.

Ms. Bamberger has:

• Performed numerous assessments (SPA, CBA-IPI, ARC Class C/B, ISO9001, custom-tailored) and worked with organisations around the world and at all maturity levels.
• Created a CMM®/CMMI® gap analysis method that is highly reliable and cost-effective. This enables her clients to review their strengths and weaknesses against the practices of the CMM®/CMMI®, provides a likely maturity/capability level rating, and summarises opportunities for improvement — at a fraction of the time and cost of an appraisal. The CMMI® gap analysis method complies with ARC Class B/C requirements.
• Assisted her clients with improvement plans based on assessment results, which enabled them to meet their strategic business goals and increase their maturity levels.
• Trained and coached internal change agents in: basic quality tools, communication skills, managing change and resistance, effective improvement planning, and transition. This enabled her clients to create lasting, positive changes.
A key author of CMM®, Ms Bamberger is one of the original Authorised Lead Assessors.

Ms. Bamberger teaches project management and an award-winning course that has the students apply basic quality tools in the contexts of a real team, project, and organization. She provides workshops and on-site mentoring in the CMMI, Personal Software Process, peer reviews, process improvement, and other software engineering, management, and leadership subjects.

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