



## Process Advocate Support Services

*Improve performance by improving processes.*

CMC assists in developing, documenting, and optimizing processes to minimize risks, operational disruptions, and to improve service delivery and customer satisfaction.

**How do we do this?** We apply the steps below to prepare our clients for ISO, CMMI, and other third-party assessments.

Conduct Gap Analysis	Present Recommendations & Roadmap	Obtain Buy-In	Implement Recommendations	Train on Updated Processes	Conduct Internal Audit	Prepare/Present IA Findings	Capture Lessons Learned
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- **Process Development & Management** – We work with customers to develop, document, and manage processes specific to their business.
- **Process Evaluation & Assessments (PEAs)** – How are your processes working for you? Have you audited your processes to determine if they are still valid? What areas can you improve? A PIPA is conducted and report is generated specifically for our customers with recommendations for improvement.
- **Quality & Performance Management** – How are your processes working? How are they affecting quality and performance? We assess quality and performance and provide a report of findings.
- **CMMI DEV/SVC Prep Assessments (Gap/Readiness Reviews)** – Are you really ready for your CMMI Readiness Review? Are there any gaps that should be addressed as a result of the readiness review that will hinder a successful appraisal? We can conduct a prep assessment to help our customers to determine the level of readiness for CMMI readiness reviews and appraisals.
- **CMMI Appraisal Team Member (ATM) Augmentation** – Do you have the requisite number of resources to support CMMI initiatives? Will having resources dedicated to CMMI efforts impact business productivity? We can serve as an ATM for CMMI-Development (DEV) and Services (SVC) up to Maturity Level 3.
- **ISO 9001:2015 Prep Assessments (Gap/Readiness Reviews)** – Where are you in your ISO journey? Are there any gaps that should be addressed? We can conduct a gap assessment to help you navigate the journey to a successful ISO certification.
- **ISO 9001:2015 Internal Audits** – Have you conducted the requisite ISO 9001:2015 internal audit? Do you have the resources available to conduct the internal audit? Let CMC handle this portion of your ISO activities and provide recommendations to continuously improve the quality of products and services of your organization with comprehensive audit findings.

*To arrange a meeting to determine which combination of our services are best suited for your organization, please contact us.*



**Capstone Management Consulting, LLC**

Phone: 240.640.6206

E-mail: [info@capstonemc-llc.com](mailto:info@capstonemc-llc.com)