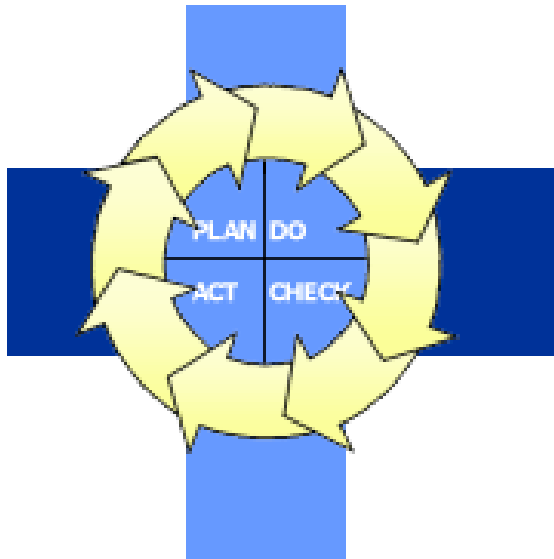


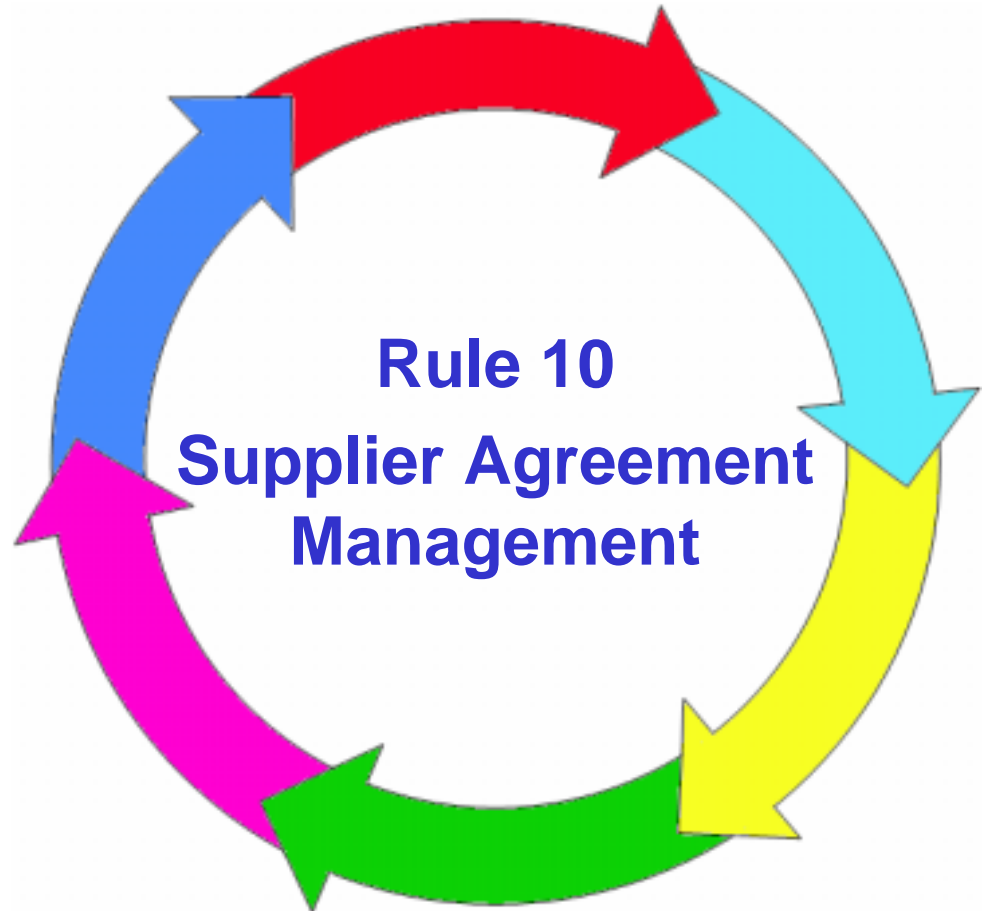


Software Process Training



Dr. Ernest Wallmüller
Wolfgang Höh

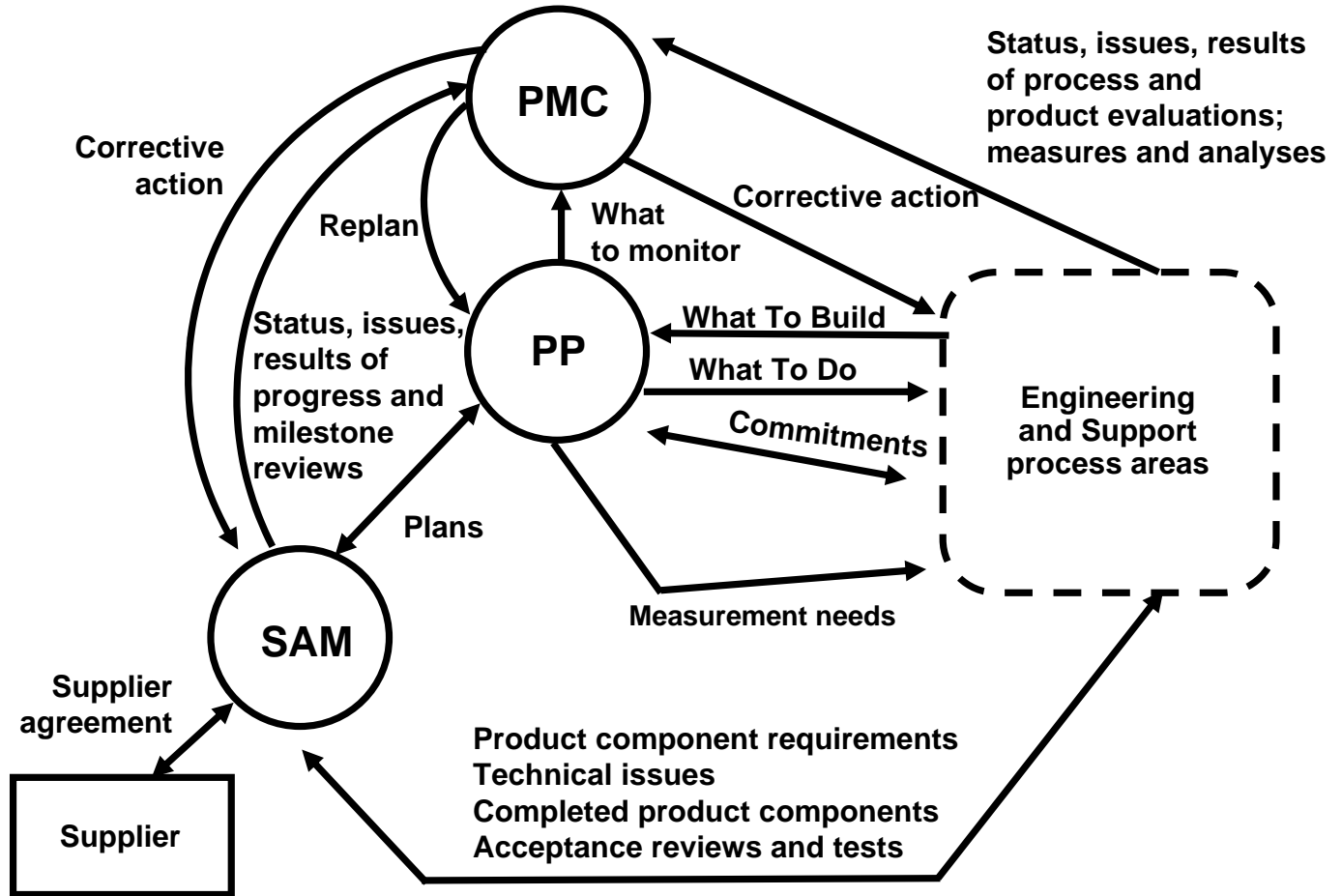
Qualität & Informatik
www.itq.ch



SAM Process Context



- OPF
- OPD
- MA
- REQM
- PP
- RD
- PMC
- CM
- PPQA
- SAM**
- OT
- PI
- DAR
- RSKM
- TS
- IPM
- VERVAL
- LOCDOC
- NOM
- ESCAL
- NUMB
- TAILOR
- REVIEW
- TERMS
- LOCSW
- CUS



OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

■ Policy

According to the Quality-, Environmental- and Safety-Manual (chapter 7.4) the policy establishes the following:

- Provide sustainable competitive advantage to the business (costs, quality, timely availability) through selection, alignment and connection with world best supply sources.
- Ensure that the world's best suppliers contribute optimally through innovation, flexibility and cost competitiveness to product creation, order fulfillment and service processes.

■ Scope

All SW producing units in AVL SBU MES.

■ Purpose

The purpose of Supplier Agreement Management is to find the best solution for AVL out of the pool of possible suppliers together with the project teams, define agreements with selected suppliers and monitor their performance.

OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

- **Method:** *Plenum*
- **Timing:** *20'*
- **Form:** *Brainstorming and discussion*
- **Documents:** *none*
- **Deliverable:** *Documentation on flipchart (trainer)*

- **Questions:**

- I. How do we know that the process is performing well?*
- II. Who of you has experiences with this process?
Which one?*
- III. What are the most relevant work products?*



OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

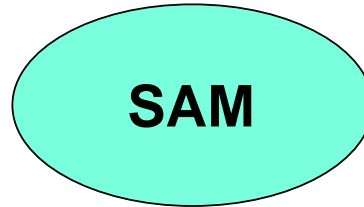
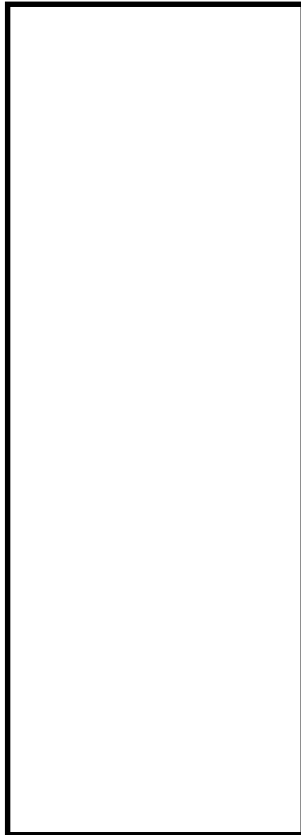
- **Method:** *Individual*
- **Timing:** *10'*
- **Form:** *Individual elaboration*
- **Documents:** *Process Rule 10; form: next foil*
- **Deliverable:** *Filled in form*

Question:

- I. Based on your experience, the prior discussion and the SAM process definition list the involved roles, the performed activities, and the produced work products.*

OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

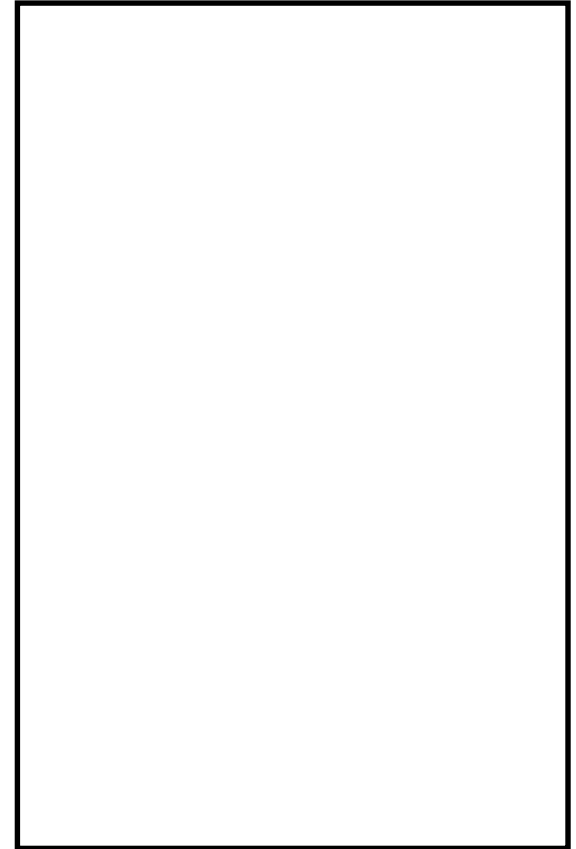
Roles



Activities



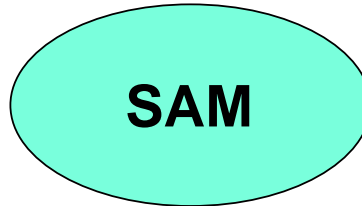
Work Products



OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

Roles

- PL-DP
- STL
- SPP/VZP



Activities

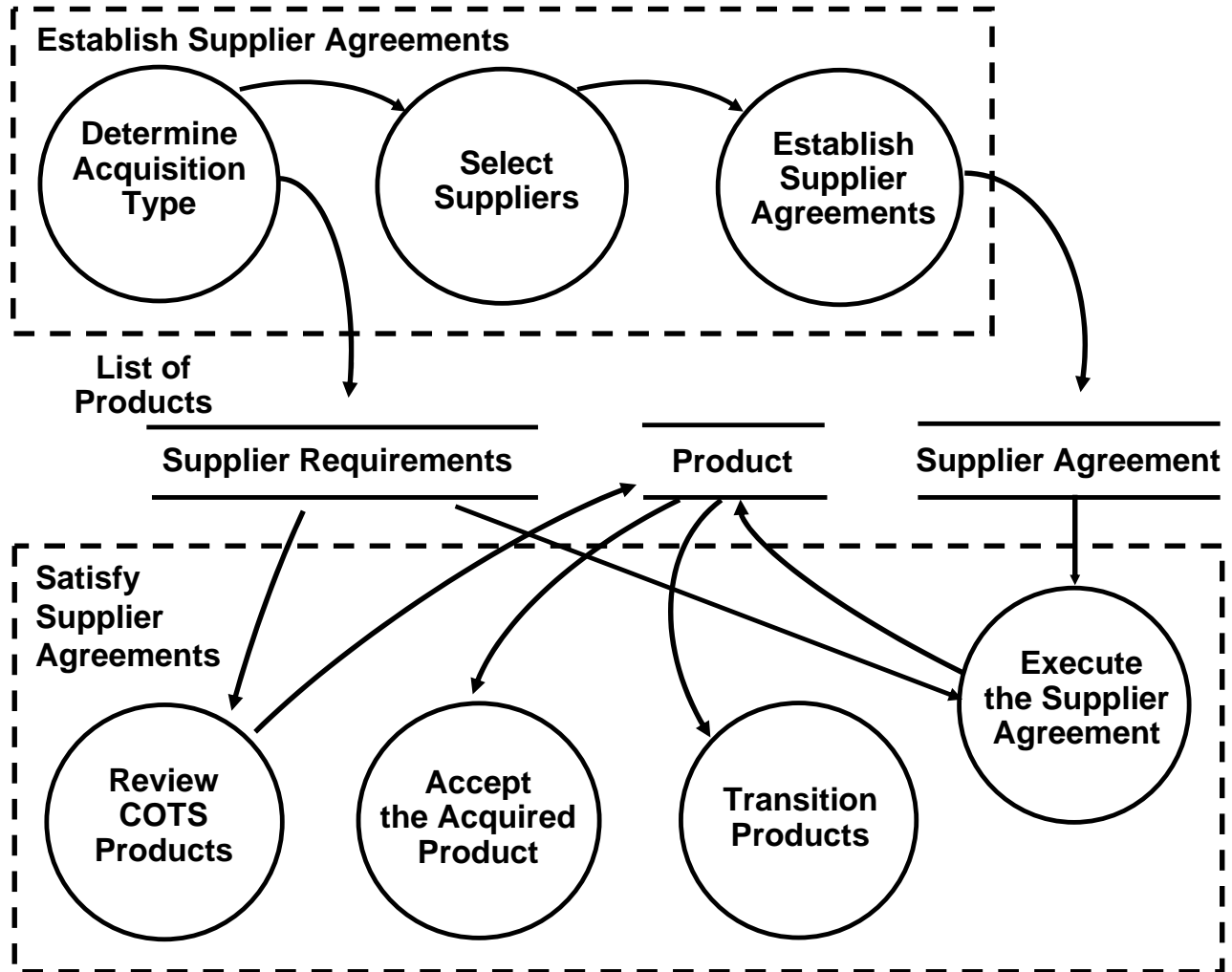
- Determine Acquisition Type
- Select Suppliers
- Establish Supplier Agreements (incl. Review COTS Products)
- Execute the Supplier Agreement
- Accept the acquired Product
- Transition Products

Work Products

- Candidate and preferred supplier list
- COTS review protocol
- Commercial requirements list
- Request for quotation to supplier
- Signed agreement with supplier
- Purchase order
- Single source letter (in case of 1 supplier only)
- Evaluation of proposed suppliers

SAM Process with Practices

- OPF
- OPD
- MA
- REQM
- PP
- RD
- PMC
- CM
- PPQA
- SAM**
- OT
- PI
- DAR
- RSKM
- TS
- IPM
- VERVAL
- LOCDOC
- NOM
- ESCAL
- NUMB
- TAILOR
- REVIEW
- TERMS
- LOCSW
- CUS

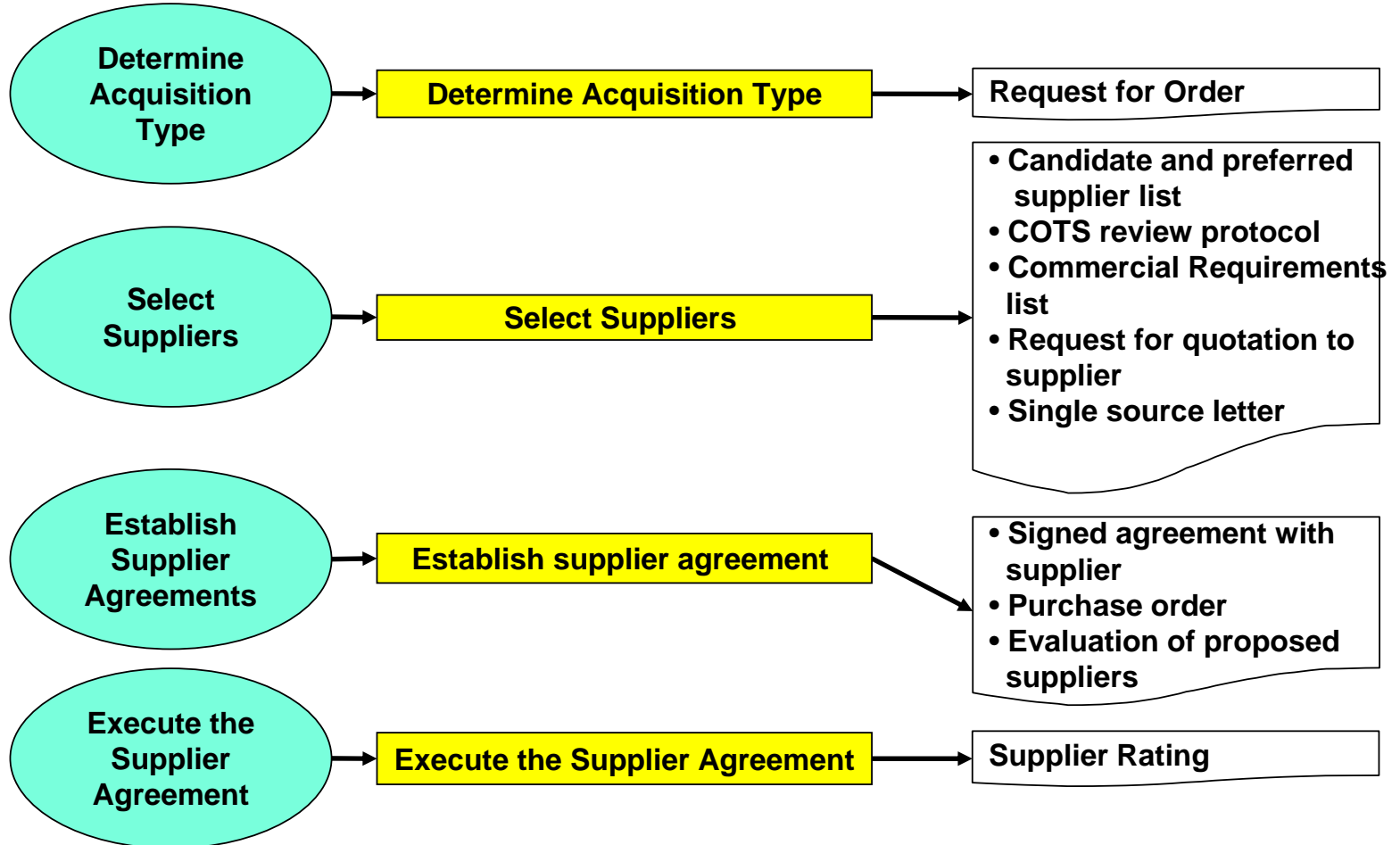


OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

Practice

Task

Work Products

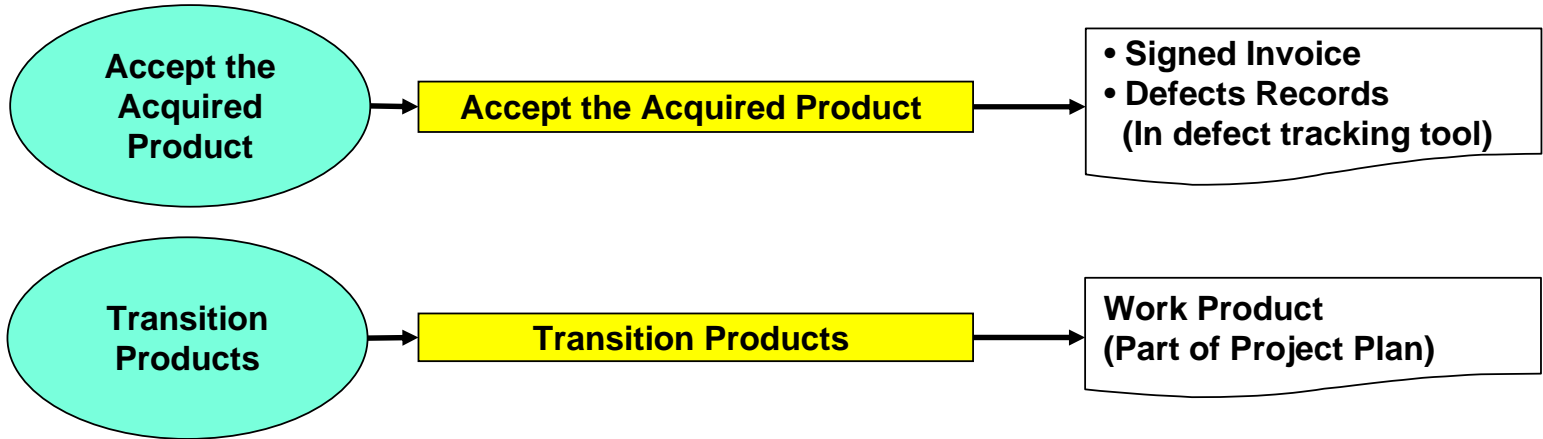


OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

Practice

Task

Work Products



OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

- **Method:** *Group work*
- **Timing:** *20' group work, 15' presentation & discussion (comparative discussion of group results)*
- **Form:** *Group elaboration*
- **Documents:** *Process Rule 10: SAM*
- **Deliverable:** *Task description on flipchart*

- **Question:**
 - I. *Describe the selected task*
SAM_T02 'Select Suppliers'
using the presented description technique (→ next foil).

OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

Input

ID	Task Name
Description	
Roles	
Tools	
Method/Technique	

Output

Task Details 'Select Suppliers'

OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

Input

- Request for Order (Technical requirement or skill profile)
- Commercial requirements from SPP/VZP

SAM_T02	Select Suppliers
Description <ul style="list-style-type: none"> • Select suppliers out of the candidate supplier list in connection with the preferred supplier list • Prioritize the selected suppliers • DAR Analysis (not approved supplier) • For COTS products a COTS product review is performed 	
Roles PL-DP or STL: Responsible together with SPP/VZP Requester: Requests a service or product	
Tools Preferred supplier list SAP Data	
Method/Technique Not specified	

Output

- COTS Review protocol
- Commercial requirements list
- Request for quotation to supplier
- Single source letter

Rule 10: Work Products and Templates

OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

WP Id	Type	Description	Task Id	Responsible	Link to Template
SAM_W01	O	Candidate and preferred supplier list	SAM_T03	Requester of a service or product	n.a.
SAM_W02	M	COTS Review protocol	SAM_T02	SPP/VZP	Template_VERVAL_Walkthrough and Review Protokoll.doc
SAM_W03	M	Commercial Requirements list	SAM_T02	SPP/VZP	See SAP
SAM_W04	M	Request for quotation to supplier	SAM_T02	SPP/VZP	See SAP
SAM_W05	M	Signed agreement with supplier	SAM_T03	SPP/VZP	See SAP
SAM_W06	M	Purchase order	SAM_T03	SPP/VZP	See SAP
SAM_W07	O	Single source letter (in case of 1 supplier only)	SAM_T02	Requester of a service or product	Single Source Letter
SAM_W08	O	Evaluation of proposed suppliers	SAM_T03	Requester of a service or product	Supplier Rating

OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

- **Method:** *Small groups*
- **Timing:** *10' group work, 10' discussion in plenum*
- **Form:** *Group elaboration*
- **Documents:** *none*
- **Deliverable:** *Group notes*

- **Question:**
A critical success factor for the project is having the right resources at the right time at the right place.
 - I. What resources have to be managed?*
 - II. When are these resources well managed?*

OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

GP2.7 PROVIDE RESOURCES

Provide adequate resources for performing the process, developing the work products, and providing the services of the process.

Purpose:

Ensure that the resources necessary to perform the process as defined by the plan are available when they are needed.

Practice:

Provide

- adequate funding,
- appropriate physical facilities,
- skilled people,
- and appropriate tools.

OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

*What was important for
you concerning this
Process Rule?*



OPF
OPD
MA
REQM
PP
RD
PMC
CM
PPQA
SAM
OT
PI
DAR
RSKM
TS
IPM
VERVAL
LOCDOC
NOM
ESCAL
NUMB
TAILOR
REVIEW
TERMS
LOCSW
CUS

