DATA ITEM DESCRIPTION

1. DID NUMBER: DID-PM-MGT-PIP-
2. TITLE: PROCESS IMPROVEMENT PLAN
3. DESCRIPTION AND INTENDED USE

The purpose of the Process Improvement Plan (PIP) is to document the process-improvement activities, resources, and required outcomes for process areas identified as requiring improvement.

The Contractor will use this document to control and monitor the process-improvement activities to be performed.

The Commonwealth will use this document to monitor and assess the progress of the process-improvement activities of the Contractor.

1. INTER-RELATIONSHIPS

The PIP is subordinate to the following data items, where these data items are required under the Contract:

Project Management Plan (PMP);

Quality Plan (QP);

Systems Engineering Management Plan (SEMP);

Integrated Support Plan (ISP); and

Support Services Management Plan (SSMP).

The PIP inter-relates with the following data items, where these data items are required under the Contract:

Software Management Plan (SWMP); and

Software Support Plan (SWSP).

1. ApPLICABLE DOCUMENTS

The following document forms a part of this DID to the extent specified herein:

Nil.

1. PREPARATION INSTRUCTIONS
   1. Generic Format and Content

The data item shall comply with the general format, content and preparation instructions contained in the CDRL clause entitled ‘General Requirements for Data Items’.

The data item shall include a traceability matrix that defines how each specific content requirement, as contained in this DID, is addressed by sections within the data item.

* 1. Specific Content
     1. Process Improvement Goals

The PIP shall identify the goals of the process-improvement program addressed by this plan.

* + 1. Success Criteria

The PIP shall describe how satisfaction of the process-improvement goals will be assessed.

* + 1. Assumptions and Risks

The PIP shall identify critical assumptions (eg, sponsorship, workload, resource availability) and describe how each affects the plan. It shall identify and discuss any risks including those associated with the assumptions. It shall identify any barriers, including non-technological barriers such as organisational culture, which must be addressed as part of the improvement program. It shall describe the strategies to mitigate identified risks including the criteria for initiating action for each risk.

* + 1. Detailed Description

The PIP shall describe the specific tasks to be performed, including the identification of inputs and outputs for each task.

* + 1. Resources and Responsibility for Process Improvement

The PIP shall identify and describe the resources required to perform the activities. Resources include personnel, tools, facilities and other items required to facilitate the improvement activities. The PIP shall also identify who is responsible for the activities, resources and outputs required of this plan.

* + 1. Interfaces and Dependencies

The PIP shall describe the organisational interfaces between the group performing process-improvement activities and the remainder of the Contractor’s organisation and any other parties involved or affected by the activities of this plan. It should describe how the process-improvement program for the Contract relates to any other process-improvement initiatives currently underway or planned within the organisation.

* + 1. Schedule

The PIP shall provide a detailed calendar-based schedule for the activities of this plan. Key accomplishments and outputs shall be indicated as milestones and tracked against original estimates.

* + 1. Reporting

The PIP shall describe how progress in process improvement is to be reported to all stakeholders, including the Commonwealth. It shall also describe how the Contractor management team will monitor the plan and how deviations from the plan will be recognised and acted upon.