

All references and list of events are available at:

www.ecqa.org

European Certification and Qualification Association (ECQA)

- The ECQA is a non-profit association, joining institutions and thousands of professionals from all over Europe.
- ECQA provides a world-wide unified certification schema for numerous professions.
- ECQA brings together experts from the market and supports the definition and development of the knowledge (Skills Sets) required for professions.
- ECQA defines and verifies quality criteria for training organizations and trainers to assure the same level of training all over the world.
- ECQA promotes all certified professionals.

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ECQA Certified Software, System and Service Improvement Manager

www.ecqa.org

**Improve and certify your skills.
Join the European Pool of Experts.**

Learn how to really implement SPI where an assessment is only a starting point for a beneficial improvement journey.



Overview

While there is a wide-spread knowledge about the performance of assessments the real implementation of SPI (**Software, System and Service Improvement**) takes great effort and a lot of experience to achieve a ROI (Return on Investment). Assessor qualification is currently central. However, to ensure the success of improvement actions another additional qualification is necessary: The ECQA Certified (SPI) Software, System and Service Improvement Manager. This training and the received certificate qualify you - with strategies, methods and best practices - to successfully implement SPI in your organization.

The materials and methods are based on the values and principles promoted by the **SPI Manifesto**, which was created by a group of international experts at the EuroSPI 2009 conference in Alcalá, Spain.

Target group

Assessors

Assessors applying ISO 15504 and related assessment standards learn how to coach organizations from assessment results to better business through process improvement.

Improvement Managers

Improvement managers, who are responsible for implementing improvement will learn how to successfully implement long term sustainable and beneficial improvement results.

Quality Managers

Quality managers will learn how quality objectives become a natural part of strategic business goals and how sustainable improvement initiatives become embedded in the heart of a company's staff.

Top Managers

Top Managers will learn about how to prioritize, set and drive the most vital improvement goals that support his business strategy.

Training Program

The training is based on best practice presentations and discussions mixed with practical exercises for the course participants. In practical exercises the participants learn how to adapt best practices for SPI implementation in their organization.

THE TRAINING COMPRISES 4 UNITS

Certified SPI managers exchange and learn about best practices in the following knowledge areas:

UNIT 1: SPI INVOLVEMENT AND COMMITMENT ISSUES

- SPI Team-working Skills
- Multicultural SPI Teams
- Organizational Culture Influencing SPI
- Modern Group Motivation Techniques for SPI

UNIT 2: IMPROVEMENT MODELS

- Process and Life Cycle Models
- Process Improvement Models
- Process Design & Process Description Models

UNIT 3: MANAGING PROCESS IMPROVEMENT

- Supporting Top Manager for Organizational Change Management
- SPI Drivers Analysis
- Alignment of SPI Goals to Business Goals
- Process Measurement, Data Collection and Analysis
- SPI Leadership

UNIT 4: IMPLEMENTATION

- Planning Improvement
- Deployment of SPI
- Reporting SPI & Awareness Creation
- Experience and Good Practice Sharing



Exam and Certification

To become an ECQA Certified SPI Manager and to be listed within the pool of experts (available at www.ecqa.org), participants have to take an exam.

The exam is done electronically, using a central exam pool of multiple choice questions.

Participants, who pass the ECQA exam for the certified SPI Manager successfully, will be able to justify their skills with a Europe-wide, market recognised certificate. This will provide them with an advantage in sovereign cooperation in EU project partnerships, in proving their skills as a reference for employment or for providing services on the market.

European System and Software Process Improvement and Innovation (EuroSPI) Conference

More information at www.eurospi.net