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Advanced Information Services Inc.

**47.9346721 Percent of Data is
Made Up
(Getting The Point Across
Without Data)**

O. Starnes

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San Diego, California

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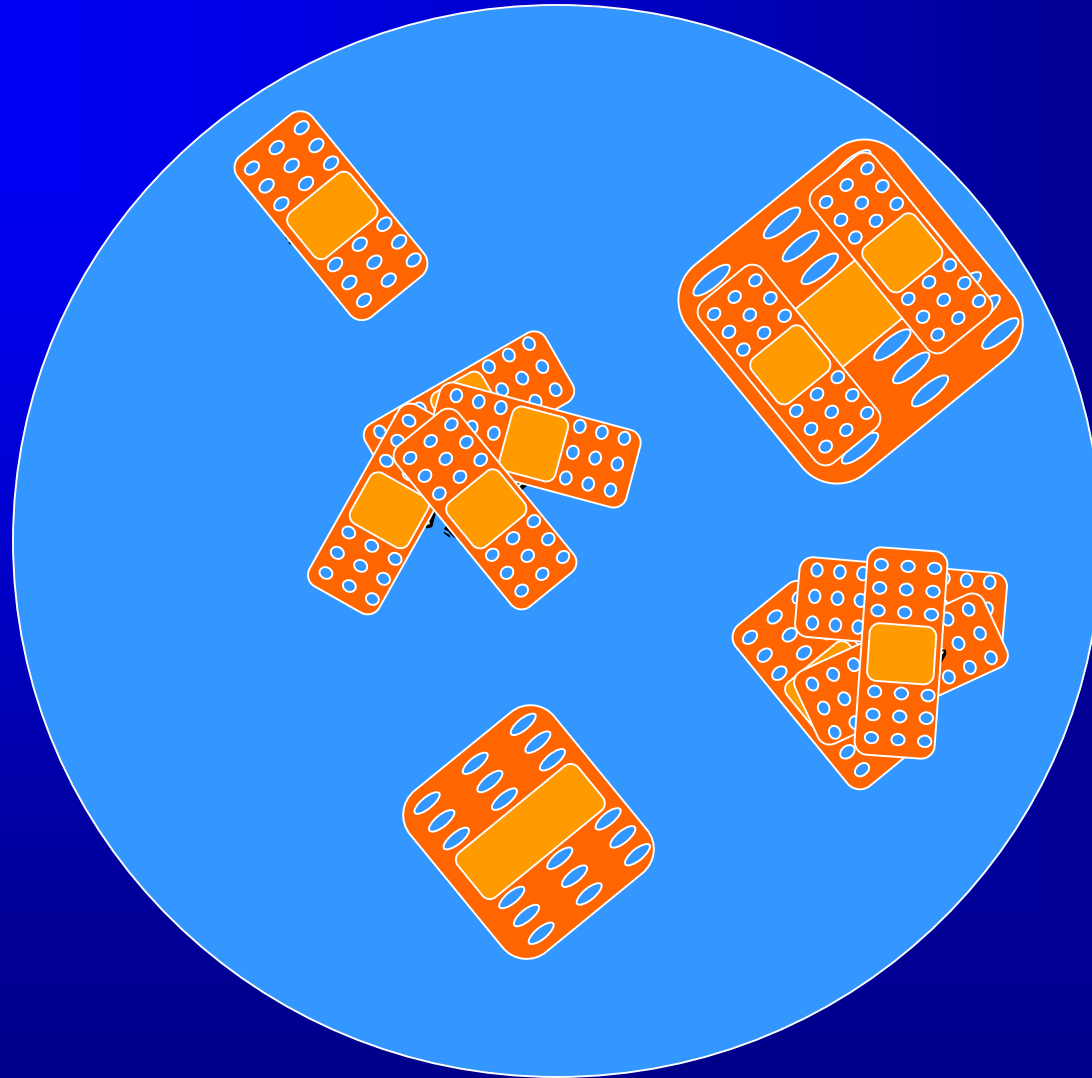
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Sharpening The Axe

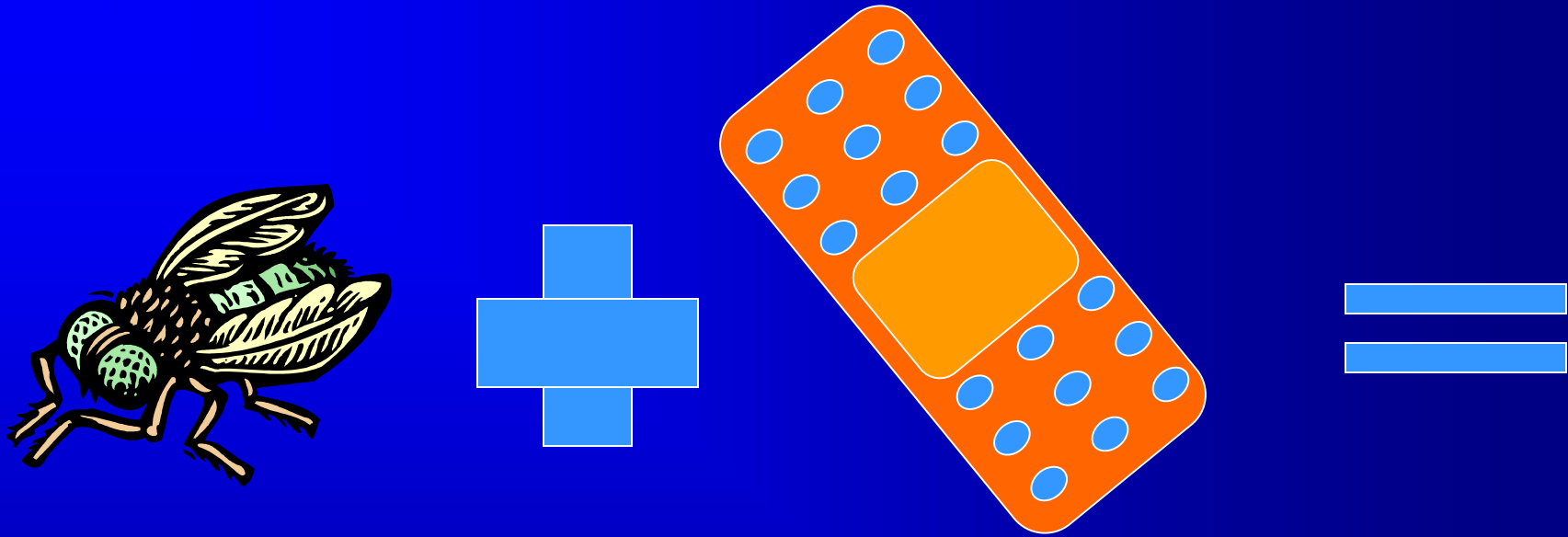
If I had six hours to chop down a tree,
I'd spend the first four hours
sharpening the axe.

A. Lincoln

Testing – The Last Phase You Want To Find Defects In



Testing – The Last Phase You Want To Find Defects In



Instability

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Basketball To Hockey – TSP Isn't New

Software Development is not *different*

Successful Businesses follow
processes similar to TSP

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Basketball To Hockey – TSP Isn't New

I want to do a basketball game and a hockey game
in the same day

How long

Two hours and fifteen minutes

**1. Establish
Product and
Business
Goals**

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Two hours fifteen minutes

Do not offend the customers

No injuries No damage to equipment

Crew Tools

Equipment Deployment

Cleaning Storage

Dir. of Ops.

House Mngr.

Scheduling Sup.

Arena Mngr.

**2. Assign Roles
and Define
Team Goals**

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Parts

Equipment

Tools

Space

Paper Plan

Trial Run

Hockey Setup

Clean Arena

Seating

Basketball Equip.

Hockey Equip.

Supervision

Additional Tools

Crew

**3. Produce
Development
Strategy**

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BB Floor Carts

Staff Hours per Task

Homasote Pallets

Paper Plan

No. of Dashers

Risers

Chairs

Remove Floor

Install Dashers

Clean Stands

Typical Rate per Task

4. Build Top-down and Next-Phase Plans

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Zero Production Mistakes

Bottlenecks

Equipment Unavailable

Remove During Paper Plan

Mistakes Found During Trial Run

**5. Develop
the Quality
Plan**

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Preparation

Execution

Resources Required

Equipment Required

Detail Order of Work

Review Individual Plan

Review Consolidated Plan

**6. Build Bottom-
up and
Consolidated
Plans**

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Adequate Resources

Motivating Resources

Involving Management

All High

All High

Dir. of Ops.

Scheduling Sup.

Spirit
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**7. Conduct
Risk
Assessment**

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Agenda

Agenda Created

**8. Prepare
Management
Briefing and
Launch Report**

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Agenda Reviewed

Brief Overview of Process

All Goals Met

None Needed

Only Management Risks Discussed

**9. Hold
Management
Review**

Events Booked

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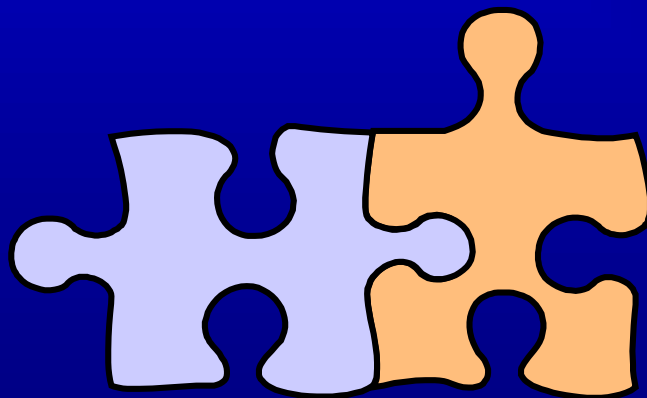
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Summary

Find a hook

Develop a metaphor

Tell a story



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Contact Information

O. Starnes

TSP Coach

Advanced Information Services Inc.

(309) 691-5175 x <44

Email: orvilles@advinfo.net

Website: www.advinfo.net

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