

INF5181 – Process Improvement Project

Frode Nordheim

Presentation

- Context
 - Large IT vendor and consultancy company
 - Business vertical for *Utility*
 - Billing system and complementary systems
 - Dep: Consultancy, Development, Support
- Issues
 - Loosing bid competitions
 - Complaints on quality and cost
- Goals
 - Winning bid competitions
 - Keeping current customerbase