

PRODUCT DEVELOPMENT PROCESS METRICS ASSESSMENT

CGN helped our client streamline the adoption of Product Development Process initiatives across the enterprise by providing insight to the rationalization of different metrics and improving buy-in from business units across the enterprise.

Business Problem

The client was experiencing significant resistance from internal customers regarding the Product Development Process metrics, processes, and tools. They were looking for improved feedback and adoption of the Product Development Process tools/processes.

CGN Solution

The CGN team conducted an extensive study of all the Product Development Process metrics to understand the redundancies and critical dependencies between the metrics. Based on this study, redundant metrics were eliminated and overlaps were clarified. The CGN team collaboratively worked with the client to resolve the problem areas identified within the tools.

Customer Benefit

The project resulted in improved adoption of the Product Development Process tools/processes by the internal customers. The project also resulted in a consolidated set of non-redundant metrics.

SCOPE

Enterprise Product Development Process tools and processes

BUSINESS DRIVERS

Streamline operations; Reduce costs; Metrics optimization; Improve adoption of standardized best practices



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