



*cutting through complexity*

# CMMI and its potential benefits

*Improve performance*

Management Consulting, Business Excellence

2015



# Capability maturity model integration

## CMMI overview

The Capability Maturity Model Integration (CMMI®) is a performance improvement framework for competitive organisations that want to achieve high-performance operations.

CMMI helps organisations discover the true value they can deliver by building capability in their people and processes.

*Improving processes for  
developing better products*

### Level 1 – Initial

- Projects success depends on individual performance
- **Process unpredictable**, reactively managed

### Level 2 - Managed

- Activities managed
- **Projects managed**, based on defined plans

### Level 3 - Defined

- Work done according to process
- **Process defined**, with performance managed

### Level 4 – Quantitatively managed

- Process and activities are managed based on measures
- **Process and project managed**, based on measures

### Level 5 – Optimised

- Organisation strategy
- Continuous organisation focus on innovation and improvement

## The de facto standard for process improvement



Source: CMMI Institute

Thousands of companies across **multiple industry** sectors across the globe have adopted CMMI:

- **94 countries**
- **12 National Governments and**
- **10 Languages**

Organizations use CMMI to elevate performance

# Adoption rate



- **5,000 businesses**
- **70 countries**, including the U.S., China, Germany, Italy, Chile, India, Australia, Egypt, Turkey, and Russia.”
- **Over 20 years** – allowing suppliers to **distinguish themselves from their competition**

**Global adoption of CMMI performance improvement framework continues to rise**

Source: CMMI Institute



**Potential  
benefits**



## Decreased cost

Reduction in cost of quality from over 45% to under 30% over a three-year period





## Impressive return on investment

Five to one ROI for quality activities



## Improved customer satisfaction

Average of 42% customer satisfaction index





## Improved on-time delivery

Percent of milestones met from 50% to 85%



## Improved productivity

20% improvement in account productivity



**Explore new business opportunities  
with a CMMI Level**



# Key contact:

**KK Raman**

Partner, Business Excellence

[kkothandaraman@kpmg.com](mailto:kkothandaraman@kpmg.com)

**[In-fmbbusinessexc@kpmg.com](mailto:In-fmbbusinessexc@kpmg.com)**

© 2015 KPMG, an Indian Partnership and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative (KPMG International), a Swiss entity. All rights reserved.

The KPMG name, logo and 'cutting through complexity' are registered trademarks or trademarks of KPMG International Cooperative (KPMG International).

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.