

**Título: CMMI DEV can work for us- SINFIC, SA Case Study**

**Subtitle:** Presentation of a practical case study (process tailoring and context, pains, lessons learned, CMMI alignment critical points ) of the context and alignment of organizational process, CMMI (maturity level 2 and 3), ISO 9001:2008 and NP 4457.

**Language:** English (written), Portuguese (presentation)

**Abstract:**

Sinfic with the implementation of his Quality Management System (QMS), had implemented a learning system that allows today managing projects with bigger risk and complexity.

The organizational QMS is the tool for operationalization of organizational changes that are necessary due to the change in the strategic context of the company.

Since 2004 Sinfic develop continues efforts to process improvement and to put the models and software references to work and to be management tools of excellency to Sinfic community with geographic dispersion teams (Portugal – Angola- Brasil) where the alignment with CMMI DEV (maturity level 2 and 3), ISO 9001:2008, NP 4457: Innovation and Management Systems Investigation have been the models and references that we had “put to work for us”.

This presentation pretends to transmit our experience, pains, lessons learned and models adoption on the QMS and continuous process improvement culture at Sinfic.

**Keywords:** CMMI, process improvement, NEP 4457, tailoring process example, CMMI alignment critical points,

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