

# **Field Report: KPI-based management of commercial software development**

## **Invited Industry Talk**

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With more than 38 years of experience, PASS is a leader in automated software development. The company provides mature software factories and a library of reusable components. PASS operates a management system that measures the performance of each development project, performs group-wide benchmarking, and thoroughly searches for improvement approaches.

This PASS management system is based on three KPIs that are as simple as they are critical to success: quality, productivity and costs. To measure productivity, PASS uses the Data Interaction Point method for the – mostly automated – measurement of the functional scope. Another component of the system is the Key Performance Area (KPA) model developed by PASS for the analysis of possible improvements.

The analytical examination of the development performance practiced over 10 years has led to a pool of empirical values. Today, this enables, among others, precise indirect cost estimates as a basis for reliable planning. Improvements in efficiency through automation, reuse or agile practices become transparent. The management has a quantitative basis to be able to decide on the implementation of improvement measures under cost/benefit aspects.