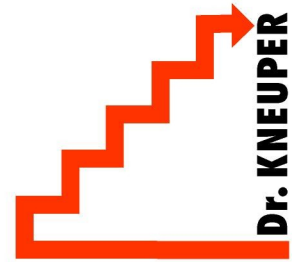# Dr. Ralf Kneuper

Dr. Ralf Kneuper Consulting
Philipp-Roeth-Weg 14
64295 Darmstadt
Germany

ralf@kneuper.de
www.kneuper.de

+49-173-343 2005

Beratung für
Softwarequalitätsmanagement
und Prozessverbesserung

Personal data

Name	Kneuper, Ralf
Year of birth	1959
Education	Diplom (~M.Sc.) Mathematics, Univ. of Bonn, Germany
	Ph.D. Computing Science, Univ. of Manchester, England
Familiy	married, two children
Languages	German, English (fluent), French (basic)

Main areas of competency

Topic	Experience since
Quality management	1991
Quality assurance	1989
Capability Maturity Model (CMM) and Capability Maturity Model Integration (CMMI)	1997
Project management	1992

Qualifications

SEI-certified CMMI (SCAMPI) Lead Appraiser SEI-authorized CMMI (SCAMPI) Class B&C Team Leader SEI-authorized CMMI (SCAMPI) Class B&C Observer iNTACS-certified ISO 15504 Principal Assessor
Author or editor of more than 40 publications in the area of software engineering, software process modelling and quality management
Author of the book „CMMI. Verbesserung von Softwareprozessen mit Capability Maturity Model Integration", third edition published 2007 by dpunkt.verlag; English edition „CMMI. Improving Software and Systems Development Processes Using Capability Maturity Model Integration (CMMI-DEV" published 2009 by Rocky Nook.
Former speaker of the Special Interest Group on Software Process Models in the Gesellschaft für Informatik (German Computing Association)
Part-time lecturer ("Lehrbeauftragter") at the Karlsruhe Institute of Technology, Germany
Qualifications Quality Manager (Qualitätsmanager QM), Quality Technology (Qualitätstechnik QII) from the German Society for Quality (Deutsche Gesellschaft für Qualität DGQ)
Coordinator of the German CMM(I) Lead Appraiser and Instructor Board (CLIB)
Certified V-Modell XT Project Lead and Quality Manager; Certified V-Modell XT Process Engineer
IBM Certified Solution Designer – Rational Unified Process v7.0

Major projects and tasks

Software AG		1989 – 1995
Acceptance testing of Natural for OS/2 and Unix	Coordinator acceptance	1989 – 1995
Development and teaching of a 3-day class on quality management for developers	Project lead, Training developer, Trainer	1992 – 1994
Introduction of ISO 9001 in the customer service dept. of Software AG (certification March 1995)	Project lead	1994 – 1995

Deutsche Bahn AG (German Railway)		1995 – 1997
Introduction and maintenance of the company-specific software process model	Consultant	1995 – 1997
Consulting projects on process model, CASE (Oracle Designer), quality management	Consultant	1995 – 1997
Selection of CASE tool	Consultant	1996

DB Systems (former TLC; systems house of Deutsche Bahn)		1997 – 2005
Quality management for the project CPU for DB Cargo (up to ca. 600 project members)	Head of quality management	1997 – 1999
Introduction of and internal consulting on quality management and CMM	Project lead CMM introduction project, consultant	1999 – 2001
Development and teaching of a 1-day internal class on CMM	Lead training developer, Trainer	2000 – 2001
Definition of small (ARC class C) CMM(I) assessment method, performance of ca. 30 such assessments	Method developer, Lead assessor, Assessment team member	1999 – 2005
Improve cooperation between IT Service Management and Development group	Coordinator	2001
CMM assessments (CBA-IPI) CMMI assessment (SCAMPI)	2 x Lead assessor, 4 x team member	1997 – 2005
Trassenportal (Software development project in a J2EE environment with up to 25 team members)	Project lead, business analyst	2002 – 2003
ITIL configuration management, improvement of asset data quality	Senior consultant	2003 – 2004

Independent consulting	since 2003	
CMMI Assessments • SCAMPI A: 11 x lead appraiser (see www.kneuper.de/English/Consulting/ scampi-a-performed.html for complete list) • SCAMPI B / ARC B: 13 x lead appraiser • SCAMPI C / ARC C: 18 x lead appraiser	Lead Appraiser	
Internal CMMI trainings and initial gap analyses	Instructor / Lead Appraiser	
Support of CMMI-based improvement project at Deutsche Post SNL Retail Systeme	Senior Consultant	09/2003 – 12/2003
Support of CMMI-based improvement project at pharmaceutical company	Senior Consultant	05/2005 – 09/2007
Support of CMMI-based improvement project at R&D company in radio communications	Senior Consultant	10/2006 – 10/2007
Support of CMMI-based improvement project at insurance company	Senior Consultant	2008
Short-term support of several CMMI and SPICE projects	Senior Consultant	