



**CMMI  
Building  
Service  
Excellence**



1500+

Satisfied Clients

750+

Successful CMMI Appraisals

650+

Consulting and Audit Projects

27000+

Trained Professionals  
Globally

22+

Countries Globally

**Management Consultants  
and  
Licensed Elite CMMI Partner**

## Company Profile

CUNIX, (since 1992), a management consulting firm, has been at the forefront in providing innovative IT consulting and management solutions to its clients spread across various industry sectors, and domains globally. CUNIX's vision is to be committed to transforming challenges into opportunities and providing innovative solutions with a customer-success approach. We are dedicated to partnering with our customers to solve critical business problems. We realise the value we create through the candid testimonies of our customers. CUNIX values are Resilience, Innovation, and Learning. Our rich experience, exhaustive knowledge repository and best practices of 35 years has enabled us to focus on delivering superior results to our esteemed clients, partners and associates.

## Course Details :

A detailed view on CMMI V3.0 Service domain practice area and its practices would be covered in this 1-day course titled "Building Service Excellence." This is 1-day course can be clubbed and can be taken immediately after the 2-day course "Foundations of Capability" and even combined with a 1-day course "Building Development Excellence." A combination of three of these courses would provide detailed and comprehensive information on CMMI V3.0 Development and Service domain specific practice areas and practice statements.

### BENEFITS:

- ❖ The participants can connect CMMI Services model with business values/ objectives.
- ❖ Get well versed about aspects involved in preparing organization for CMMI appraisal (Services domain).
- ❖ Get acquainted with CMMI and business jargons and terminologies.
- ❖ Seamlessly and effectively interpret CMMI Services model in business context to various stakeholders/ organizations.
- ❖ Play a bigger and impactful role in CMMI consulting.
- ❖ Set the foundation to apply and get certified as 'CMMI V3.0 Associate.'
- ❖ It's a pre-requisite for becoming 'Appraisal Team Member' and 'CMMI Consultant' in Services domain.8.Can become versatile consultant in service model.

### 8 Excuses to attend this training:

- ❖ Enhancing process to embellish work life and get more time.
- ❖ Extra knowledge that will be gained on account of Hitesh having such wide spread knowledge and experience.
- ❖ Exposure that the participants will gain to the various domains and geographical areas, as Hitesh has trained individuals in more than 19 countries.
- ❖ Double the benefits that participants will gain in terms of lifetime support to solve queries and doubts arising after the training, much of knowledge sharing and information gaining within the training itself.
- ❖ Detailed CMMI V3.0 HMC course ware that will be distributed to the participants and which the participants can refer to as per their wishes.
- ❖ Certificate that will be given to the participants at the end of the workshop.
- ❖ In depth knowledge as its said 'an hour spent with an intellectual equals years of reading.'
- ❖ Live examples that are drawn from the real life practices of Hitesh and case studies of mature world class organization.

## Who Should Attend?

- Project Managers/Leads
- Technical/Quality Managers/  
Delivery Heads
- Consultant, Entrepreneurs
- CMMI Enthusiasts and High  
Maturity ATMs

### Deliverables:

- Training Material softcopy.
- CMMI Roaster and  
feedbacks to CMMI.
- Knowledge Delivery.
- Certificate.

**Training Venue : ZOOM (Virtual  
Instructor Led Training - VILT)**

### REGISTRATION DETAILS:

#### CMMI Building Service Excellence

#### NEFT DETAILS -

- Beneficiary A/c name:- **Cunix Quality and Management Private Limited**
- Beneficiary Bank Name:- **HDFC BANK LTD**
- Branch:- **Akurli Road, Kandivali East, Mumbai-400101**
- Beneficiary Bank A/c No. :- **99910001102024**
- SWIFT Code:- **HDFCINBB**
- IFSC Code:- **HDFC0000667**
- Cheque Name:- **Cunix Quality and Management Pvt Ltd**

# Trainer: Hitesh Sanghavi

DR H is been the Managing Director of CUNIX (CMMI Institute Partner) since 1991. He is a CMMI Inst. Certified High Maturity Lead appraiser, CMMI Instructor, CMMI Observer and Mentor with a rich experience of 36+ years & 6000+ man-days in Software Process Consulting, Systems audits, Business Excellence practices using Six-Sigma/CMMI/Balanced scorecard, Competency models and Learning frameworks. Dr H has completed 250+ CMMI appraisals, 325+ audits in (CMMI, ISO & other standards), and 1500+ trainings in Quality, management and technology-related areas. Dr H was instrumental in key roles in achieving breakthrough results for various organizations and successfully led a team expert at CUNIX. He enjoys conceptualizing, crystallizing, measuring, and mentoring organizational teams for high-maturity performances.

Dr H has adapted to various countries and cultures while training successful CMMI organizations like:

- a) USA: CNSI, CoreSphere, Agisol, Comtech LLC, Diaconia, TFC Consulting, CSIOS
- b) Mexico: Bancomer, Altec, Quality and Systems, Open Road, BCM, Solser Sistemaz,
- c) INDIA: Deloitte, Tata Power, DRDO, TCS, Bristlecone, SRIT, Kale Logistics, Trigyn, Orion, Netlinksoft, Prescient Infotech, Seal InfoTech, Info spectrum, Bluestar, John Deere, Infrasoftware (CMM 5), Lionbridge (ISO and CMM 5), Philips Semiconductor, TVSI, Mitsubishi, Tudip, E-Connect, Ceinsys, ISG, Bombardier, Innowave, ABM Knowledgeware and many more.
- d) China: Baidu.com, Xinji Information, Guizhou Jiusheng and 100 more
- e) Other Geographies: Ideal Solutions (Qatar), Altec (Chile), Diyar (Kuwait), ESI, Portugal Telecom (Portugal), Intrasoft (Greece), Molamatia (Qatar), LTA Singapore.

DR H is a Ph D. (Leadership and Strategy), Computer Engineer, MBA, LA-ISO, Master Black Belt (MBB) Six-sigma, MRES (Master of Research- UK), CQA, PMP, NLP, CPCD (Certified Performance and Competency Developer), Certified SCRUM Master, Erickson Certified Executive Coach, Certified "Leadership Circle" Manager, Transformational Leadership training (XLRI), Certified Balance scorecard professional (CBSP), Certified ISMS professional, Certified Brand Manager, Certified NLP, CMC (Certified management consultant), CMMI Instructor, HMLA for DEV and SVC.

1. Authored books on VC++, VB and Internet Programming.
2. Reviewed Technical literature/books, current IT trends, magazines, and test software products. Ex-Editor: "Quality in IT" magazine and "Computer Education and Training".
3. Tested and reviewed numerous SW products for more than a decade
4. Authored several article series on "Unix column", "Oracle Miracles", "Software Cycle" column, published in "IT PEOPLE" and "Express Computer". Authored articles in "Outsourcing" magazine.
5. Cultural Champion Winner from UBS Transformance.
6. Authored several management articles on Strategy and Leadership in international publications.

Awards:

1. Dr H received the "Best Partner Award" from Datamatics Ltd (CMMI 5, PCMM 5)
2. Dr H received the "Great Indian Workplace Award" from UBS Transformance