



**HONG KONG SOFTWARE PROCESS IMPROVEMENT NETWORK SPECIALIST GROUP  
(HKSPIN) SPEAKER'S MEETING**

**Date:** 10 March 2004, Wednesday, 6:30pm - 8:00pm (Registration starts at 6:15pm)  
**Venue:** Room PQ703, The Hong Kong Polytechnic University, Hung Hom, Kowloon  
**Topic:** **Implementing Process Improvement in a Distributed Development Environment**  
**Speaker:** **Ms Rita Leung**  
**Seat:** 70 persons (Registration on a first-come-first-served basis.)  
**Fee:** **FREE for HKCS Member / HK\$150.00 for Non-HKCS Member**

**The speaker's meeting is qualified for 1.5 CPD hours under the training category of "Project Management Skills".**

More and more software development and maintenance teams today are working in a distributed team environment, where team members are working together but from different locations that spans multiple time zones and geography. Some of the reasons caused the change are:

- Technology infrastructure has advanced and matured to support the decentralized approach at an affordable cost
- Lower cost of IT professional & increase in professional skills from markets in India, China, Malaysia, Philippines, etc.
- Multi-national organization favor centralized integrated systems with local/regional requirements
- Time to market pressure
- Global offering of products and services
- Business continuity demands the distribution of risk and eliminate the single point of operational/support failure

The fundamental business goals of "cheaper, faster, and excellence" on our products and services remains the same. However, the customer population is more, their distribution is wider, and expectation on quality is much higher. Process improvement professionals need to take a fresh look in the approaches of implementing process improvement initiatives in organizations operate with distributed teams. This presentation share with you an approach based on actual work experience, personal insights, and lessons learned from the trenches.

**Ms Rita Leung's Biography -**

- Educated in England and USA. BSc First Class honors from Queen Mary College, MSc. From London of School of Economics, and MBA from University of Rhode Island.
- Over 20 years in technology with 10 years in process improvement. Worked and lived in England, Middle East, and the USA before returning to HK. Also worked in Singapore, Japan, Canada, and India on long-term project assignments.
- Working experience covered multiple industries in: Consulting, Petroleum, and Financial & Banking; in the areas of: Software Development, Maintenance Support, and IT Infrastructure support.
- Certified CMM trainer and conduct SEI/CMM courses. Certified Six Sigma Black Belt.
- Lead the first organization in HK to achieve SEI level 3 in early 1995. Participated in many assessments and Lead SEI CMM appraisals in and outside of HK. Lead internal improvement programs, including the development of processes, for the regional offices of multi-national corporations.

Fax to Hong Kong Computer Society (28343003)

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**REPLY SLIP**

I, \_\_\_\_\_ would like to join the **HKCS HKSIN Speaker's Meeting on 10 March 2004.**

Company name: \_\_\_\_\_

Position: \_\_\_\_\_ Daytime contact: \_\_\_\_\_ Email: \_\_\_\_\_

**HKCS Membership No.:** \_\_\_\_\_

**Non-HKCS Member**  
(\*A cheque of HK\$\_\_\_\_\_ will be sent to HKCS.)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\* Please enclose cheque for appropriate amount payable to "Hong Kong Computer Society" and send to HKCS Office with this Reply Slip. Your registration will be completed upon receiving your payment. Thank you.