



**CMMI<sup>®</sup> Institute**

AN ISACA ENTERPRISE

**CMMI Building  
Service  
Excellence**



**ISACA<sup>®</sup>**

Licensed Premium CMMI Partner

**CMMI Institute Partner**

**700+**

Satisfied Clients

**425+**

Successful CMMI  
Appraisals

**400+**

Consulting Projects

**22000**

Trained Professionals  
Globally

**20+**

Countries Globally

**CUNIX  
Management Consultants  
and  
CMMI Institute Partner**

## Company Profile

CUNIX, since its inception in 1992, has been at the forefront in providing innovative solutions to its clients spread across various industries and geographies. We are a management consulting firm. True to our vision, we are committed to transform challenges into opportunities and provide innovative solutions with customer-centric approach. We are dedicated to partner with our clients in the journey of solving critical business problems. We realize the difference we are making while going through the amazing testimonies of our clients. As an organization, our value are resilience, innovation, and vast learning's and rich experience. Our learning's have enabled us to accumulate knowledge which makes us focus on delivering superior results to our esteemed clients, partners and associates.

# Course Details :

A detailed view on CMMI V2.0 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 V2.0 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 V2.0 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 V2.0 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.
  - Training program.
  - Certificate.

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

### REGISTRATION DETAILS:

#### **Investments:**

**CMMI Building Service Excellence**

#### **NEFT**

- Beneficiary Account name:- **CUNIX Infotech Pvt. Ltd .**
- Beneficiary Bank Name:- **SARASWAT CO-OP BANK LTD.**
- Branch:- **ADUKIA ROAD, KANDIVLI WEST, MUMBAI 400067**
- Beneficiary Bank A/c No. :- **014100100003741**
- IFSC code:- **SRCB0000014**

**Cheque Name:- CUNIX Infotech Pvt. Ltd.**

# Trainer: Hitesh Sanghavi

Managing Director – CUNIX (CMMI Institute Partner for CMMI V2.0), is a CMMI Institute Certified High Maturity Lead appraiser, CMMI Certified Lead Instructor with a rich experience of 32+ years and 6000+ man-days in Software Process Consulting, Software measurements, High maturity practices using Six-Sigma/CMMI/Competency models and Trainings. He is a professional coach and mentor for several high-performance individuals and organizations.

Hitesh was instrumental in key roles for achieving breakthrough results for various organizations and successfully leads a team expert at CUNIX.

He has appraised 200+ organizations like Caterpillar Logistics (India), AG Technologies, Altec (Chile), Sutherland, SRIT, Diyar (Kuwait), BCM (Mexico) for CMMI Maturity Level 5. Also, he appraised 100+ organizations like Tata Power, Bristlecone, Tudip, Trigyn, Seal Infotech, Tudip, Ceinsys, Arceus, Infospectrum, ESSPL, ESI (Portugal), Intrasoft (Greece) and Bancomer /Altec/Open Road (Mexico) for CMMI Maturity Level (ML) 3.

He has completed Computer Engineering, 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 (SCM), Transformational Leadership training (XLRI), Certified Balance scorecard professional (CBSP), Certified ISMS professional, Certified Brand Manager programs, CMMI Instructor, HMLA for DEV and SVC. He is a research scholar for Ph.D. project at an International University.

He has imparted Seminars and Corporate Trainings to more than 150 organizations in ISO, CMM, CMMI (V1.2,V1.3,V2.0), Building Foundation Course, Development Excellence, Service Excellence, High Maturity Concepts, CMMI V2.0 Upgrade Course.

1. Authored a book 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. Authored several article series on "Unix column", "Oracle Miracles", "Software Cycle" column, published in "IT PEOPLE" and Express Computer
4. Cultural Champion Winner from UBS Transformance.
5. Authored several management articles on Strategy and Leadership in international publications.