

Abstract

This independent study is the study of the performance improvement of the ABAP/4 programs which is the performance issue from working. The way to study this issue is analyze the root cause in order to find the solutions. Capability Maturity Model Integration (CMMI), the guidance for improving the organization's processes and the ability to manage the development, acquisition, and maintenance of products or services, is used for software quality improvement. The cause-and-effect diagram is selected as the tool to gather and identify the causes. The three critical factors, people, procedures and methods, and tools and equipment, are considered as the main factors of the causes. After brainstorming, the development team gets the causes and then proposes the solutions. The solution that the teams use is the code adjustment with the performance checklist. In the future, the development team can use the performance checklist as a standard tool for programs development. The code adjustment can be considered as the breakdown maintenance. Therefore, in the end of this independent study, the preventive maintenance likes process improvement and issue management in quality management methodology are proposed for future study.