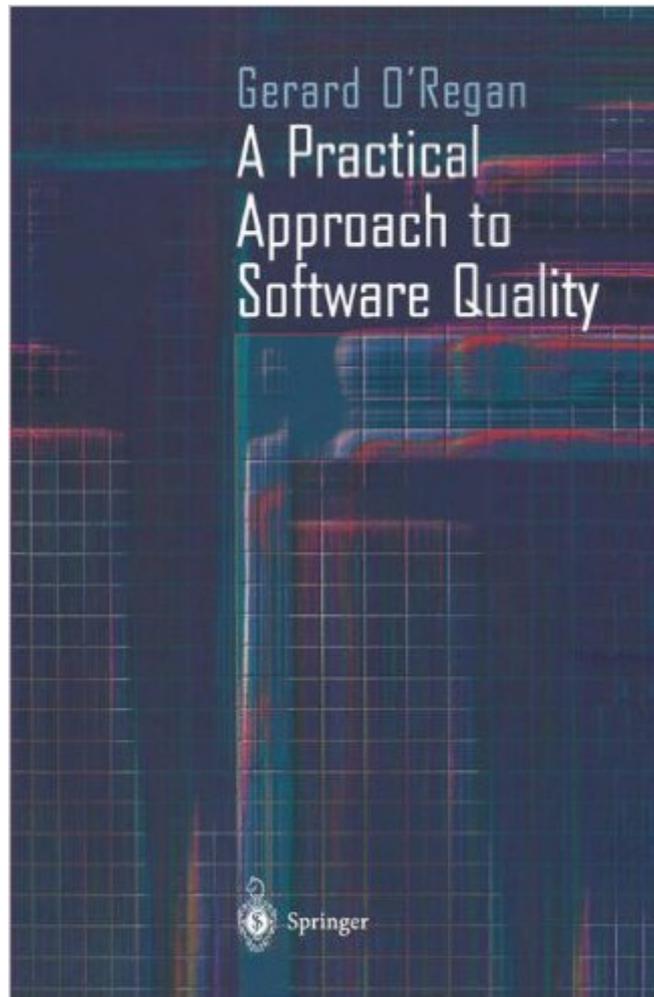# A Practical Approach To Software Quality

Gerard O'Regan

A Practical Approach to Software Quality

Springer

Synopsis

A brief but comprehensive introduction to the field and pragmatic guidance on the implementation of a sound quality system in the organization. It provides an enhanced knowledge of software inspections, metrics, process involvement, assessment of organization, problem solving, customer satisfaction surveys, the CMM, SPICE, and formal methods. Sample material on software inspections, metrics, and customer satisfaction can be adapted by readers to their respective organizations. In addition, readers will gain a detailed understanding of the principles of software quality management and software process improvement. Concepts can then be readily applied to assist improvement programs within organizations.

Book Information

Hardcover: 289 pages

Publisher: Springer; 2002 edition (June 13, 2002)

Language: English

ISBN-10: 0387953213

ISBN-13: 978-0387953212

Product Dimensions: 6.1 x 0.8 x 9.2 inches

Shipping Weight: 1.3 pounds (View shipping rates and policies)

Average Customer Review: 5.0 out of 5 starsÂ Â See all reviewsÂ (1 customer review)

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Customer Reviews

If you're setting up an SQA function for enterprise processes and measurement this book is an invaluable resource that describes the major quality approaches, and gives excellent advice on metrics collection and analysis.The major quality approaches discussed are ISO 9000, SPICE and CMM. The chapters devoted to these give a basis for comparing and selecting either a single approach, or taking the best processes and characteristics from each and developing your own approach. One nice aspect is the coverage of the ISO 9000:2000 standard, which differs from many books which only cover TickIT or the older 1996 standard that is missing the important emphasis on measuring customer satisfaction.More general chapters that apply to all quality frameworks are the introduction to software quality, which covers the major issues and factors (as well as distinguishing

SQA from testing), and metrics and problem solving. I especially liked the latter because the material goes beyond projects and product development to include the full spectrum of life cycle milestones.In addition, inspections and testing, and formal methods and design are described in depth and placed into the context of an encompassing quality initiative.This book will give anyone, regardless of experience and knowledge levels, a complete picture of software quality and what it takes to achieve it using proven practices and techniques.

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