

Software Quality Management

CIS 376

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Software Quality Management

- Concerned with ensuring the required level of quality is achieved in a software product
- Involves the definition of appropriate quality standards and the definition of procedures to ensure that these standards are followed
- Works best when a ‘quality culture’ is created where quality is seen as everyone’s responsibility

Quality Definition

- Quality means that a product satisfies the demands of its specifications
- It also means achieving a high level of customer satisfaction with the product
- In software systems this is difficult
 - customer quality requirements (e.g. efficiency or reliability) often conflict with developer quality requirements (e.g. maintainability or reusability)
 - software specifications are often incomplete, inconsistent, or ambiguous