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# BCS 3263

## SOFTWARE QUALITY ASSURANCE

### Chapter Four

# Organizational Environment that Fosters a Quality Culture

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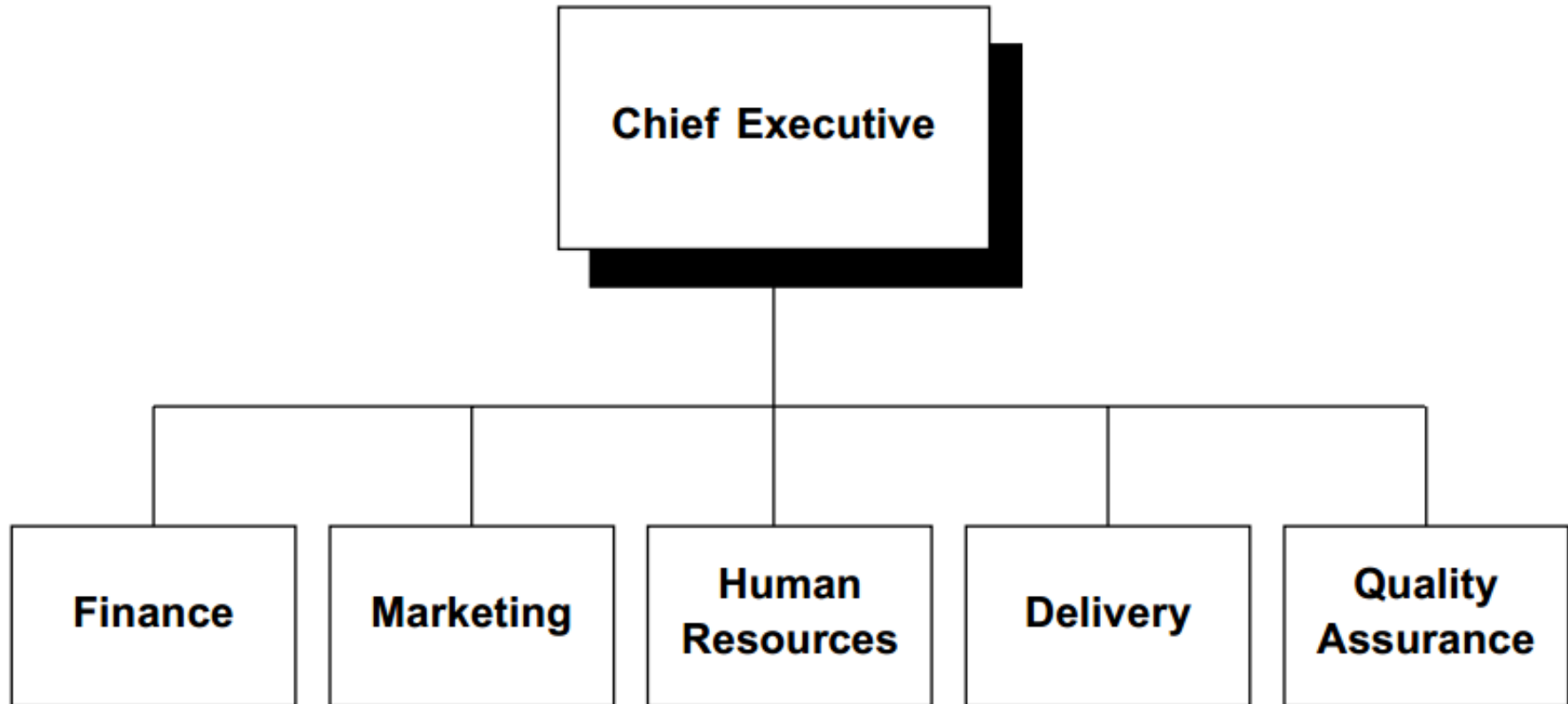


# Chapter Description

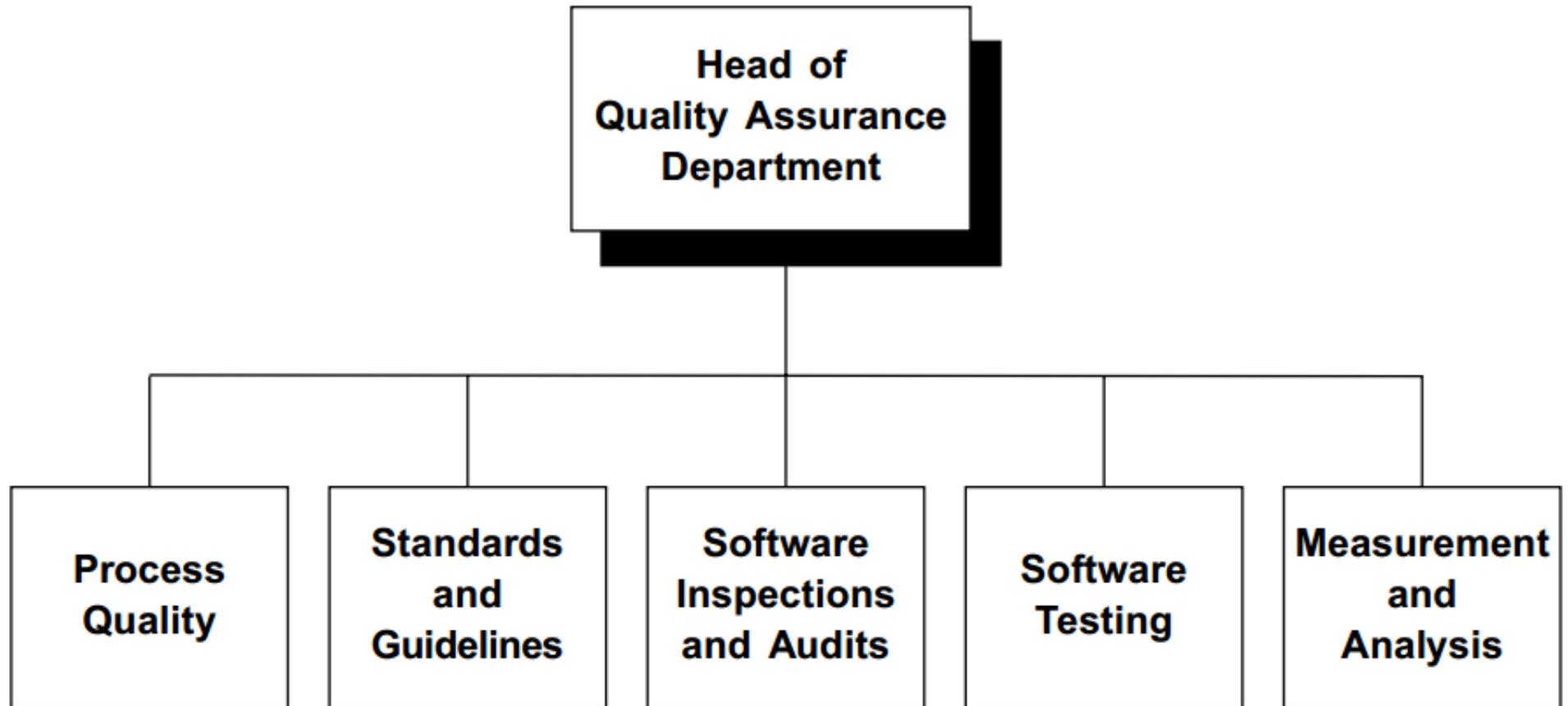
- Aims
  - Organization and staffing of the quality assurance department
- Expected Outcomes
  - Develop a Quality Assurance plan for a software project using international standards.
- Other related Information
  - Introduces students to the concept of Software Quality Assurance (SQA) including principles, component, process, models, standards and certification of SQA.
- References
  - Mastering software quality assurance : best practices, tools and techniques for software developers / Murali Chemuturi Chemuturi, Murali, J. Ross Pub. QA76.76.Q35 C44 2011



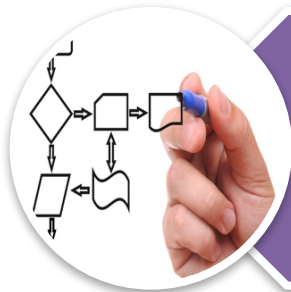
# Position of the QA Department in an Organization



# Organization of the QA Department



# A Well-Defined and Institutionalized Software Development Process



An organization-wide process is documented



Documentation adheres to the best practice process



All the staff of the organization are educated in the process

# Explicit System of Rewards and Recognition for Achieving Excellence in Quality





# Commitment and Involvement of Senior Management in Fostering a Culture of Quality in the Organization



Various choices: Dr Daing (centre) showing some UMP students a list of available options for students in need of money.



BY NC SA

# Conclusion of The Chapter

- Conclusion #1
  - QA Department Position
- Conclusion #2
  - Institutionalized
- Conclusion #3
  - Rewards and Recognition
- Conclusion #4
  - Commitment and Involvement





## Fresh Graduate Unemployment

Top 5 reasons why fresh graduates don't get hired

