Universiti
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PAHANG
Engineering • Technology • Creativity

BCS 3263
SOFTWARE QUALITY ASSURANCE

Chapter Eight
Process Quality

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Chapter Description

- Aims
  - Evolution of the process quality Concept
- 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

Process

Process ?

Benefits of process definition and documentation ?

Gave senior executives insight into how work was carried out on the shop floor.	Assisted analysis by experts, thus, uncover the gaps in the process besides improve quality & productivity.	Facilitated tighter planning and scheduling of work.	Helped to uncover opportunities for automation.	Facilitated development of standards for methods of working.

Process Quality

Process Definition

Process Definition and documentation will provide insight into how work was carried out on the shop floor
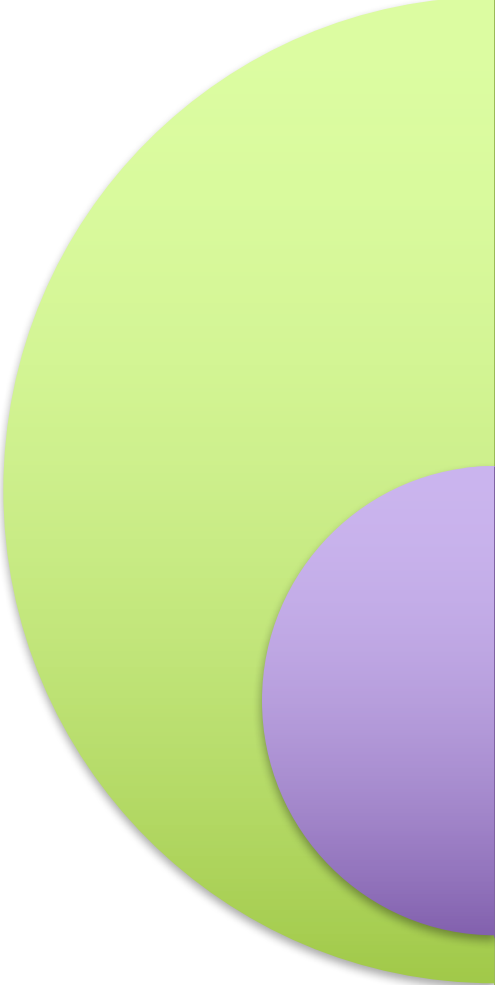
Process Improvement

How

CMMI

Process Stabilization

Why ? Does process improvement not necessary ?

To produce predictable results.

Process should be, by and large, stable.

Process Definition

Assign to a unit in the organization responsibility for championing process definition and improvement. To *QA department*; or To a *specialist* process group.

Gathers suggestions for improvement, evaluates the benefits and costs of each one, and implements into the processes the suggestions considered qualified.

Communitising Technology

Process Definition

The actual definition of each process is carried out by the *practitioners* in the organization, with *tools* provided by the process group.

There are *two approaches* to defining a process:

Top-down : Suitable when the organization is new and the processes are being set up.

Bottom-up : Suitable when the organization has been in existence and operations have been performed for some time.

Conclusion of The Chapter

- ## Conclusion #1
  - Benefits
- ## Conclusion #2
  - Process and process quality
- ## Conclusion #3
  - Definition

Thank you ☺