	COURSE: Software Quality Assurance		MARKS:
Universiti Malaysia PAHANG Engineering • Technology • Creativity	TOPIC: SQA CMMI	CODE: BCS 3263	/10
	ASSESSMENT: Assignment	NO: 2	DURATION: Online

QUESTION 1

XYZ, is a software development company which was established for less than three years. Preparing for future market competition, the management of the company is looking forward to have standard compliance as one way of branding the company and to build customer trust and established a lasting relationship. Therefore, the company assigns a focus group to implement suitable standard to the company organization.

a.   You had been assigned as leader of the focus group, as a suitable standard for the company you have suggested the Capability Maturity Model Integration (CMMI). Explain how to implement the Capability Maturity Model Integration (CMMI) by giving any illustration to adopt it.

b. Based on above question (a), after a period of implementing the Capability Maturity Model Integration (CMMI), the company asked you to stabilize the process in order to produce predictable results. Illustrate the stages for the process stabilization.

c. Your company has been experiencing intense internal conflicts that have started to affect the satisfaction of your clients. As CEO, it is your job to make sure that a new conflict management system is designed and implemented. As you figure out how to deal with these conflicts, keep in mind that making changes to any organization can be extremely difficult. You need to evaluate all options before you start applying new policies or programs. Illustrate how to create a new system for dealing with disputes, using top-down approach to decision-making.