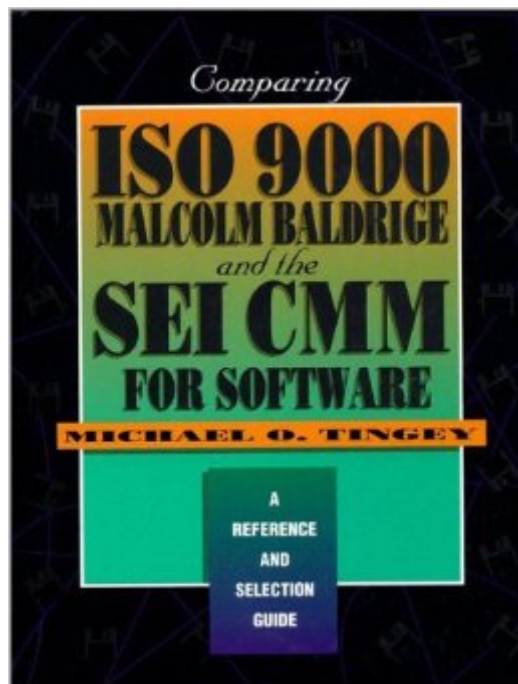


The book was found

Comparing ISO 9000, Malcolm Baldrige, And The SEI CMM For Software: A Reference And Selection Guide



Synopsis

Choose the right software quality methodology, and make it work efficiently. Some organizations have established ISO 9000 quality certification or the Software Engineering Institute's Capability Maturity Model (CMM) as requirements for doing business with other companies. For other companies, the need for quality improvement has been recognized as critical to long-term survival. This book compares the three leading software quality assessment methodologies, including ISO 9000, SEI CMM and the Malcolm Baldrige Quality Award, helping businesses understand how these methods overlap, how to choose one, and how to manage the quality process most effectively. Managers and developers interested in improving their software quality.

Book Information

Paperback: 336 pages

Publisher: Prentice Hall; 1 edition (October 3, 1996)

Language: English

ISBN-10: 0133762602

ISBN-13: 978-0133762600

Product Dimensions: 6.9 x 0.9 x 9 inches

Shipping Weight: 2 pounds (View shipping rates and policies)

Average Customer Review: 5.0 out of 5 stars [See all reviews](#) (2 customer reviews)

Best Sellers Rank: #4,349,067 in Books (See Top 100 in Books) #89 in [Books > Computers & Technology > Programming > Software Design, Testing & Engineering > Quality Control](#) #1215 in [Books > Engineering & Transportation > Engineering > Industrial, Manufacturing & Operational Systems > Quality Control](#) #1392 in [Books > Business & Money > Management & Leadership > Quality Control & Management > Total Quality Management](#)

Customer Reviews

This book cuts through the fog and confusion surrounding the three of the four main approaches to software quality (the fourth is Software Process Capability Determination, a.k.a. SPICE). My goals in reading this book were to find the best framework with which to apply to service delivery, and to integrate this framework into application delivery. Since these terms are ambiguous in the software industry here are my definitions: service delivery encompasses the maintenance, operation and support of applications after they have been released into production. Application delivery is the analysis, design, construction and testing of applications prior to release to production. This book compared and contrasted each quality approach and provided some surprising facts. For example,

until I carefully read this book I was under the impression that the SEI CMM was the most process-oriented approach. As it turns out ISO 9000 (specifically, ISO 9000-3, which addresses software and services) is more heavily oriented towards process. Another surprise was discovering that the SEI CMM places more emphasis on leadership than the Malcolm Baldrige approach. Each of these facts were easy to discover because the author did an excellent job of correlating criteria of each of the approaches and displaying results in graphs and charts. Prior to reading the book I was confused and frustrated by the competing standards and frameworks. This was exacerbated by the fact that there is a large body of knowledge devoted to each and these bodies comprise thousands of pages of dry material. After reading this book I felt as though I had a grasp of the focus of each approach, and their relative strengths and weaknesses.

[Download to continue reading...](#)

Comparing ISO 9000, Malcolm Baldrige, And the SEI CMM for Software: A Reference and Selection Guide
ISO 9000-3: A Tool for Software Product and Process Improvement
ISO 9000:2005, Quality management systems - Fundamentals and vocabulary
Software Architecture in Practice (3rd Edition) (SEI Series in Software Engineering)
By Any Means Necessary (Malcolm X Speeches and Writings) (Malcolm X speeches & writings)
Malcolm Little: The Boy Who Grew Up to Become Malcolm X
ISO 14644-2:2000, Cleanrooms and associated controlled environments -- Part 2: Specifications for testing and monitoring to prove continued compliance with ISO 14644-1
Comparing and Assessing Programming Languages: Ada, C and Pascal (Prentice-Hall software series)
Journey to Excellence: How Baldrige Health Care Leaders Succeed
Plant Operator Selection System Secrets Study Guide: POSS Test Review for the Plant Operator Selection System
Norton's Star Atlas and Telescopic Handbook; Covering the whole Star Sphere, and showing over 9000 Stars, Nebulae, and Clusters; with Descriptive Lists of Objects mostly suitable for Small Telescopes; Notes on Planets, Star Nomenclature, etc.
The Selection: The Selection, Book 1
The Selection Series Box Set: The Selection, The Elite, The One
The Selection 4-Book Box Set: The Selection, The Elite, The One, The Heir
Happily Ever After: Companion to the Selection Series (The Selection Novella)
Software Engineering Classics: Software Project Survival Guide/ Debugging the Development Process/ Dynamics of Software Development (Programming/General)
Minimum Design Loads for Buildings and Other Structures, 3rd Printing (Standard ASCE/SEI 7-10)
The Gospel According to Rome: Comparing Catholic Tradition and the Word of God
Pyramid Fractions - Fraction Basics Math Workbook: Least Common Denominator, Greatest Common Factor, Improper, Mixed, Reducing, Comparing & Reciprocals
Global Health Systems: Comparing Strategies for Delivering Health Systems

