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Customer Oriented Software Quality Assurance. This is a comprehensive, practical "How-to" guide to customer-focused software quality assurance, for organizations of all sizes and types. The premise of this book is simple: your customers are the best judge of software quality.

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This is a comprehensive, practical "How-to" guide to customer-focused software quality assurance, for organizations of all sizes and types. The premise of this book is simple: your customers are the best judge of software quality. Therefore, your customers must be an integral part of your QA program. Learn how to design a QA program that builds on your customers' expectations.

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This is a comprehensive, practical "how to" guide to customer-focused software quality assurance, for organizations of all sizes and types. Readers will learn how to design a quality assurance program that builds on customers' expectations. The book also explores the role of ISO 9000 and SEI CMM appraisals in customer-focused quality assurance.

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Although this book provides you some basic insights about customer-oriented quality assurance concepts, it offers too little and too primitive basics for someone who want to learn solid software QA basics, processes, methods, and metrics, and standards, and quality systems. It does not provide fundamental

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