

**CS 683 Emerging Technologies: Embracing Change**  
**Spring Semester, 2001**  
**Doc 22 Quality**  
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**Reference**

Quality Software Management: First-Order Measurement, Vol. 2, Gerald Weinberg.

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## **Quality**

What is the quality of this product, right now?

## **Quality Problem**

Every software problem is a quality problem

## **The Zeroth Law of Software**

If the software doesn't have to work, you can always meet any other requirement

## **The Zeroth Law of Quality**

If you do not care about quality, you can meet any other requirement

## **The Zeroth Law of Software Engineering**

If you don't care about quality, you can achieve any other objective

Quality is producing things of value to some people

Real quality improvement starts with knowing what your customers want.

## **The Four Variables**

Scope

Cost

Time

Quality

## The Boomerang Effect

Attempts to shortcut quality always make the problem worse.