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


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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.