# 품질관리

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# Quality (품질)

- User satisfaction
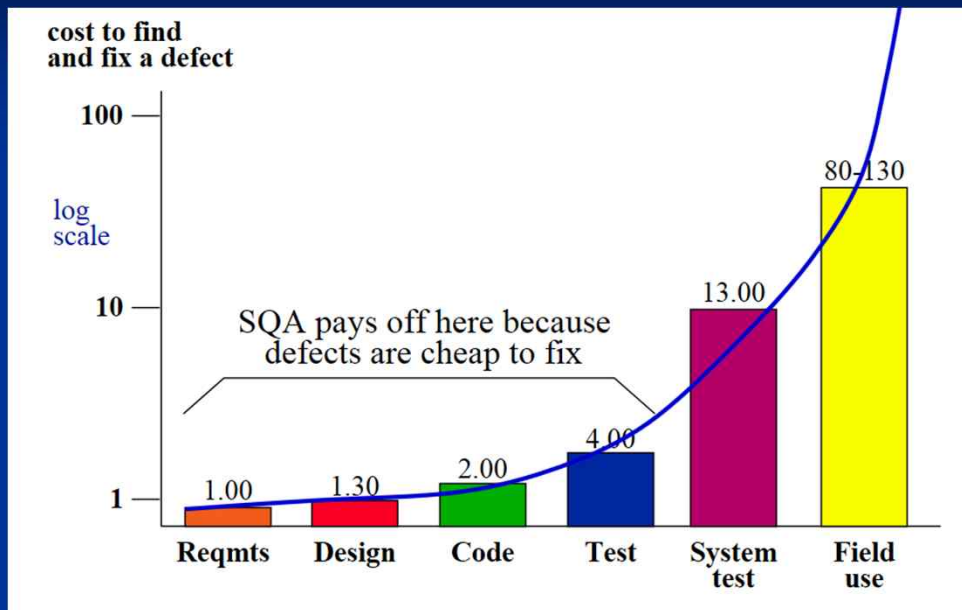
    = good product
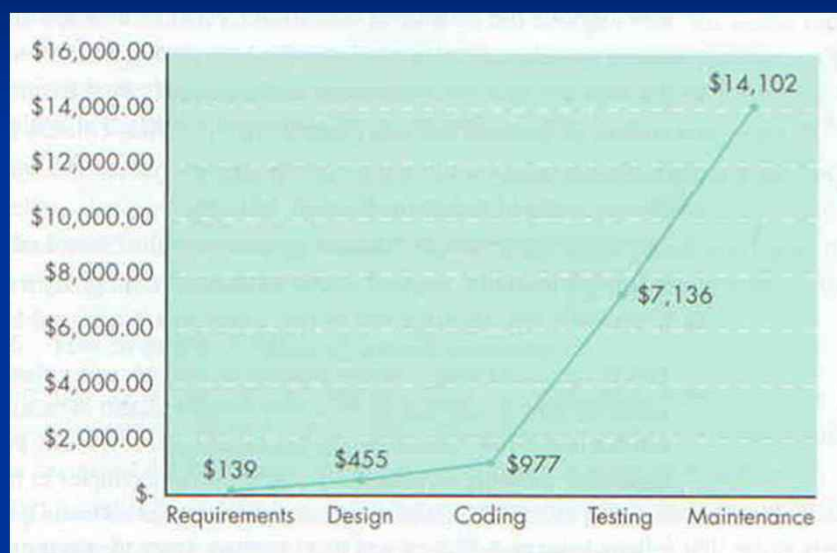
    + good quality

    + delivery within budget and schedule

➔ "Quality is never an accident.
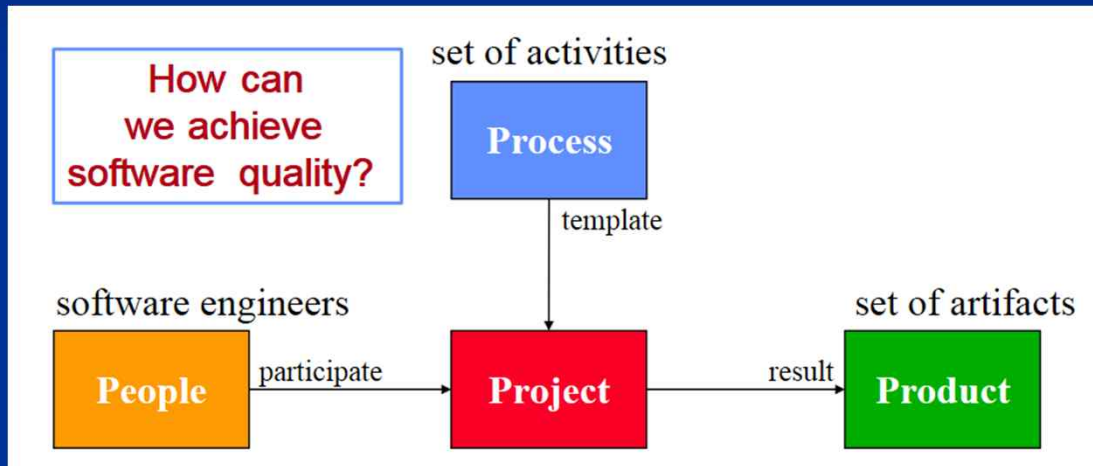   It is always the result of intelligent effort."

# 왜 SQA 활동이 필요한가?



# Average Cost of correcting an error / defect

# S/W 품질 보증
## (SQA: SW Quality Assurance)

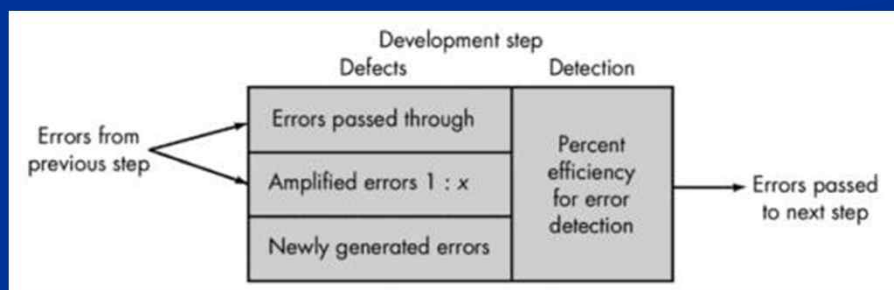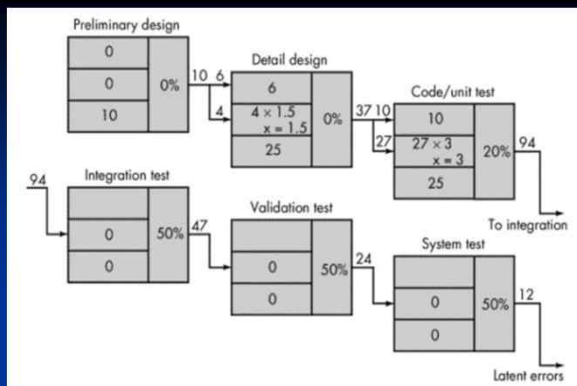

# SQA: Umbrella Activity

# Quality Factor

- Correctness
- Reliability
- Efficiency
- Integrity
- Usability
- Maintainability
- Flexibility
- Testability
- Portability
- Reusability
- Interoperability
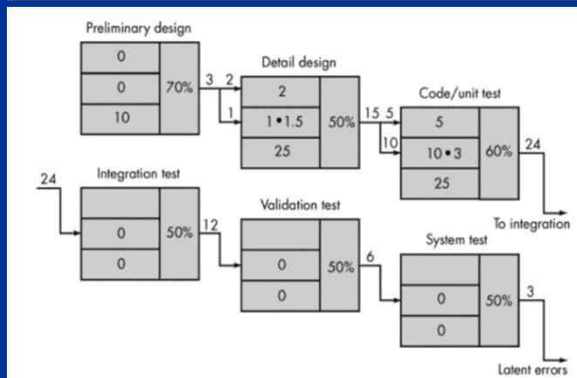
# Defect Amplification Model (결함증폭모델)

- Industry study indicates the design activity introduce between 50~65% of all errors.

- It illustrates the generation and detection of errors during the design and coding.
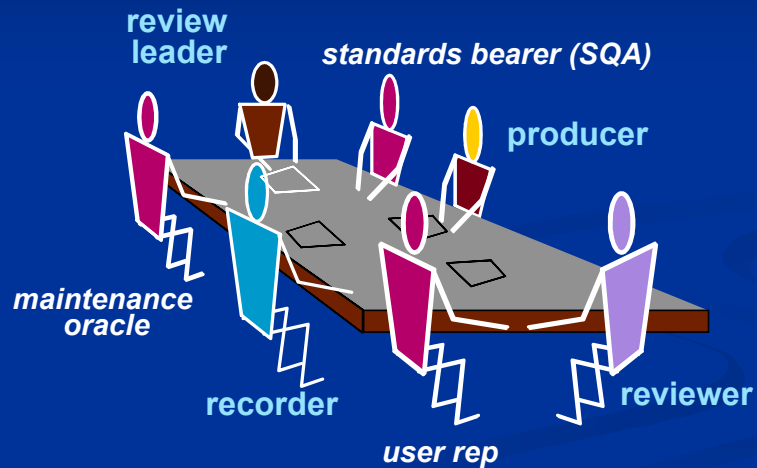
(a) Without Reviews

(b) With Reviews

# Formal Technical Review (정형 기술 검토)

# The Players



review leader
standards bearer (SQA)
producer
maintenance oracle
recorder
user rep
reviewer

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# 정형기술검토 회의 요령

1. Review the product, not the producer
2. Set an agenda and maintain it
3. Limit debate and rebuttal
4. Enunciate problem areas, but don't attempt to solve every problem noted
5. Take written notes
6. Limit the number of participants and insist upon advance preparation
7. Develop a checklist for each product that is likely to be reviewed
8. Allocate resources and schedule time for FTRs
9. Conduct meaningful training for all reviewers
10. Review your early reviews