**Task 1:**

ISO/IEC/IEEE 90003:2018 leads organizations through a process of considering key elements of their quality management as it relates to software. First, the context of the organization is considered; then, the document takes the reader through sections on leadership, planning, support, operation, performance evaluation and improvement

ISO 9001 sets out the criteria for a quality management system that is suited to organizations of any size and type. The standard explains quality management, the process approach and continual improvement. The aim is to ensure that customers receive consistent, good-quality products and services, leading to a wide range of benefits for the business or organization.

ISO/IEC/IEEE 90003:2018 gives guidance on ISO 9001's Clause 9.1.2 on customer satisfaction, confirming that organizations should monitor customers’ perception of the degree to which their needs and expectations have been fulfilled.

ISO/IEC/IEEE 90003:2018 states that organizations' processes for requesting, measuring and monitoring feedback of customer satisfaction should provide information on a periodic basis – for example, considering analysis of helpdesk calls, quality-in-use metrics derived from customer direct and indirect feedback, and the number of software fixes required to fix problems after initial delivery.

The W3C standards define an open web platform for application development that has the unprecedented potential to enable developers to build rich interactive experiences, powered by vast data stores, that are available on any devices.

W3C develops these technical specifications and guidelines through a process designed to maximize consensus about the content of a technical report, to ensure high technical and editorial quality, and to earn endorsement by W3C and the broader community.

To be W3C-compliant is simple enough. They clearly note different categories of web tech and their uses, so if you have a project in mind, all you must do is look up the relevant standards for you. As mentioned before, it’s important to make sure that the standard you chose has your desired functionality.

Task 2:

Ethical implications if codes of conduct weren’t followed.

Every business should have a code of conduct. A code has value as both internal guidelines and an external statement of corporate values and commitments. It can be difficult to set codes of conduct as it can say a lot about your business, so it is important to choose good and proper codes. If they are chosen poorly, it can lead to a decrease in trust or reputation.

Ethical implication if professional practice isn’t followed.

If professional practice isn’t given to new employees, it can cause a decrease in efficiency of work as they won’t know how to do the job, they are meant to do it due to having a different way of doing it than usual or they haven’t done it in a while.

Ethical implication if software licensing isn’t followed.

If a business ignores software licensing their software can be used by anyone with no implications, therefore putting a patent or copyright on it would be ideal for a business. They also need to make sure they are buying or paying for any software they use so they’re using it in a legal way.

Ethical implications of inclusion and diversity.

If a business isn’t targeting a of including diversity, the target audience would be smaller therefore less money to be made. It would also result in possible backlash for discrimination or loss of reputation. You want to target a wide audience as possible to be able to increase income and reputation.