Software quality standards come from multiple places during the development of a project. Many companies pull several requirements from well-known organizations, such as CMMI and ISO (International Standards Organization). These provide a solid framework that is recognized throughout the industry as a minimum criteria. When potential clients see that bidding developers meet these minimum requirements, it provides a level of security for both sides of the agreement. On top of meeting the requirements, many companies take additional steps to ensure high fidelity systems that set them apart from competitors. Through experience from internships, the authors will detail how some organizations layer additional measures to ensure the quality of their services. John Co-Oped at Neptune Technology Group, Inc., and Mark interned at DST Health Solutions.

Although the two companies are from two very different industries, they have very similar processes when it comes to quality assurance. Both companies use similar tools such as JIRA and HP Quality Center to handle testing from functional to regression. DST Systems is also ISO 9001 certified, so that provides some level of assurance to clients as to the quality of software produces by DST. Although the two of us had very different jobs, we both shared some common experiences through similar practices.