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**Department of Computer Engineering**

**WORKBOOK**

**BE COMPUTER SEM I**

**A.Y. 2020-2021**

**Software Testing and Quality Assurance**

**SUBJECT CODE: 410245(B)**

**UNIT NO: 1 INTRODUCTION**

Designed By: Prof. Adsure S.S.

**Syllabus Covered**

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| **UNIT 1** | **INTRODUCTION** |
| Introduction, historical perspective, Definition, Core Components, Quality View, Financial Aspect, Customers suppliers and process, Total Quality Management(TQM), Quality practices of TQM, Quality Management through- Statistical process Control, Cultural Changes, Continual Improvement cycle, quality in different areas, Benchmarking and metrics, Problem Solving Techniques, Problem Solving Software Tools.  **Software Quality**- Introduction, Constraints of Software product Quality assessment, Customer is a King, Quality and Productivity Relationship, Requirements of Product, Organization Culture, Characteristics of Software, Software Development Process, Types of Product, Criticality Definitions, Problematic areas of SDLC, Software Quality Management, Why Software has defects, Processes related to Software Quality, Quality Management System‟s Structure, Pillars of Quality Management System, Important aspects of quality management. | |

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**Name of Students :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Roll No :\_\_\_\_\_\_\_\_\_\_**

**1] Fill in blanks:**

a) Software is a set of ————————— that when executed provide desired function and performance.

b) RAD stands for\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

c) The ——————————— method is also known as the iterative enhancement model.

d) Software engineering is a ——————————&Software testing is defined as\_\_\_\_\_\_\_\_\_\_\_.

e) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_one of the models is not suitable for accommodating any change.

**2] Select correct option. (Click right tick on correct answer)**

**i) Total Quality Management (TQM) focuses on**

1. Employee
2. Customer
3. Both (a) and (b)
4. None of the above

ii) **Which of the following is responsible for quality objective?**

1. Top level management
2. Middle level management
3. Frontline management
4. All of the above

iii) **While setting Quality objective, \_\_\_\_\_\_\_\_ to be considered.**

1. Material quality
2. Customer need
3. Market demand
4. All of the above

iv)**\_\_\_\_\_\_\_ helps organization reduce employee turnover and absenteeism.**

1. Job design
2. Training & development
3. Wage revision
4. All of the above

v) **Malcolm Baldrige national quality award is for (MBNQA)**

1. Total Quality Management
2. International Standard Organization
3. Total Productive Maintenance
4. Total Quality Control

**vi) In which order should tests be run?**

1. The most important tests first
2. The most difficult tests first(to allow maximum time for fixing)
3. The easiest tests first (to give initial confidence)
4. The order they are thought of

**3]Answer the given questions in two to three lines:**

a) **What is Software, List out the important characteristics of software.**:

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b) Problem Solving Software Tools :

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c) Pillars of Quality Management System

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d) Define Total Quality Management(TQM) :

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**4] Explain why Customer is a King**

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**5] Why Software has defects**

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| **6] Discuss " Quality and Productivity Relationship”** |

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**7] Define:**

* 1. Verification

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* 1. Defects

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* 1. Failure

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**9]** **What is Continual Improvement cycle:**

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**10] What are Problematic areas of SDLC**

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**---------------------------------------EVALUATION SHEET ------------------------------**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ques.no** | **Max.Marks** | **Marks Obtained** | **Remark** |
| 1 | 5 |  |  |
| 2 | 6 |  |  |
| 3 | 10 |  |  |
| 4 | 5 |  |  |
| 5 | 5 |  |  |
| 6 | 5 |  |  |
| 7 | 6 |  |  |
| 8 | 4 |  |  |
| 9 | 4 |  |  |
| **TOTAL** | **50** |  |  |

**SUBJECT INCHARGE DAC HOD**