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                                          Lehrstuhl Software Engineering: Dependability

Quality Management of Software and Systems (WS19/20)

Problem Set 4

Due: in exercise, 22.01.2020

Problem 1:   ISO 9000 Structure

a) What is the purpose of the ISO 9000 framework?
b) Of which parts consists the ISO 9000 framework? What is the main purpose of each part?

Problem 2:   ISO 9000-3

a) What is the focus of the ISO 9000-3?
b) Which tasks are addressed by the norm?
c) What documents are covered?
d) What actions need to be performed?

Problem 3:   Certification

a) Who can give a certificate?
b) What is an audit?
c) How long is a certificate valid?

Problem 4:   ISO 9000 vs. Software Assessments

Please explain the main differences between ISO 9000 and software process assessments.

Problem 5:   Application of ISO 9000 in the industry

Could you give some examples of ISO 9001 certified companies in the software development domain?