Subhradip Debnath  
Sec : A  
Roll : 19  
CSE Department  
Institute of Engineering and Management, Kolkata

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1. State some definitions of quality

* The degree to which a system component or process  
  - meets specified requirements  
  - meets customer or user needs or expectations
* Conformance to use the requirements
* Achieving excellent levels of fitness for use
* Market driven quality
* Customer driven quality

2. What are the costs go quality ?

* Costs of poor quality software
* Internal failure
* External failure
* Costs of improving quality
* Prevention
* Appraisal