Practical Guide to Software Quality Management (John Horch)

Main Focus: Provides practical guidance for building and running a software quality system (SQS) from scratch.

- A SQS aims for:
    1. **Building quality in from the start** (e.g. defining clear requirements, standards, reviews)
    2. **Maintaining quality throughout the lifecycle** (testing, defect management, CM).
- Defines the **10 elements of an SQS:**
    1. **Standards** – consistent methods, enforceable and measurable.
    2. **Reviewing** – inspections, audits, peer reviews to detect issues early.
    3. **Testing** – from unit tests to user acceptance, planned alongside development.
    4. **Defect Analysis** – logging, fixing, analyzing trends for process improvement.
    5. **Configuration Management** – tracking versions, controlling changes.
    6. **Security** – protecting data integrity, physical security, and software reliability.
    7. **Education** – training developers, users, and support teams.
    8. **Vendor Management** – ensuring purchased software meets quality requirements.
    9. **Safety** – considering potential impacts of software failures.
    10. **Risk Management** – identifying and mitigating project risks.
- Emphasizes **documentation**, strong organizational structures for QA, and the necessity of management support.