

Module 5:

Read about Process documents, Checklists, Guidelines, standards.

Metrics

Slide 21: QMS,

QMS is a framework

Discuss Popular SDLC models

Discuss Defect, template, issue, Risk,, Product ?

OCTACE ?

UPM ?

USM ?

KM ?

Agile ?

ISO fullform ?

PDCA cycle (allowed for continuous improvement )

Discuss What is Quality Manual ?

Discuss Attributes of quality ?

Discuss What is customer satisfaction index ?

Quality management artifacts stored at ?