Module 5:

Read about Process documents,Checklists,Guidelines,standards.

Metrics

Slide 21: QMS,

QMS is a framework

Popular SDLC models

Defect,template,issue,Risk,,Product ?

OCTAE ?

UPM ?

USM ?

KM ?

Agile ?

ISO fullform ?

PDCA cycle (allowed for continuous improvement)

What is Quality Manual ?

Attributes of quality ?

What is customer satisfaction index ?

Quality management artifacts stored at ?