**SDT4202 Software Quality**

**On-line Activity 3 Questions**

THE GOALS OF A QUALITY MANAGEMENT SYSTEM emphasize on: ·

* The ability of the product and services to meet customer expectations can be understood and evaluated on a continual basis. ·
* The effectiveness of systematic action can be measured on a regular basis. ·
* The quality of the products or services related to customer needs can be continuously improved.

1. What value does a quality management system add?

Quality management targets to improve the product and service quality therefore customer satisfaction. The concept concentrates on the system maintenance and widening the customer base so based on those revenues will increase

2. Can a company actually become efficient using ISO9001 Certification?

Yes, it would result in an increase of efficiency in the company because the ISO9001 confirms and makes sure of the implementation of the quality management system.

3. What are the benefits of a quality management system?

Clear and obvious responsibilities

Increase confidence in management

Make relationships better with suppliers

Gives a competitive advantage