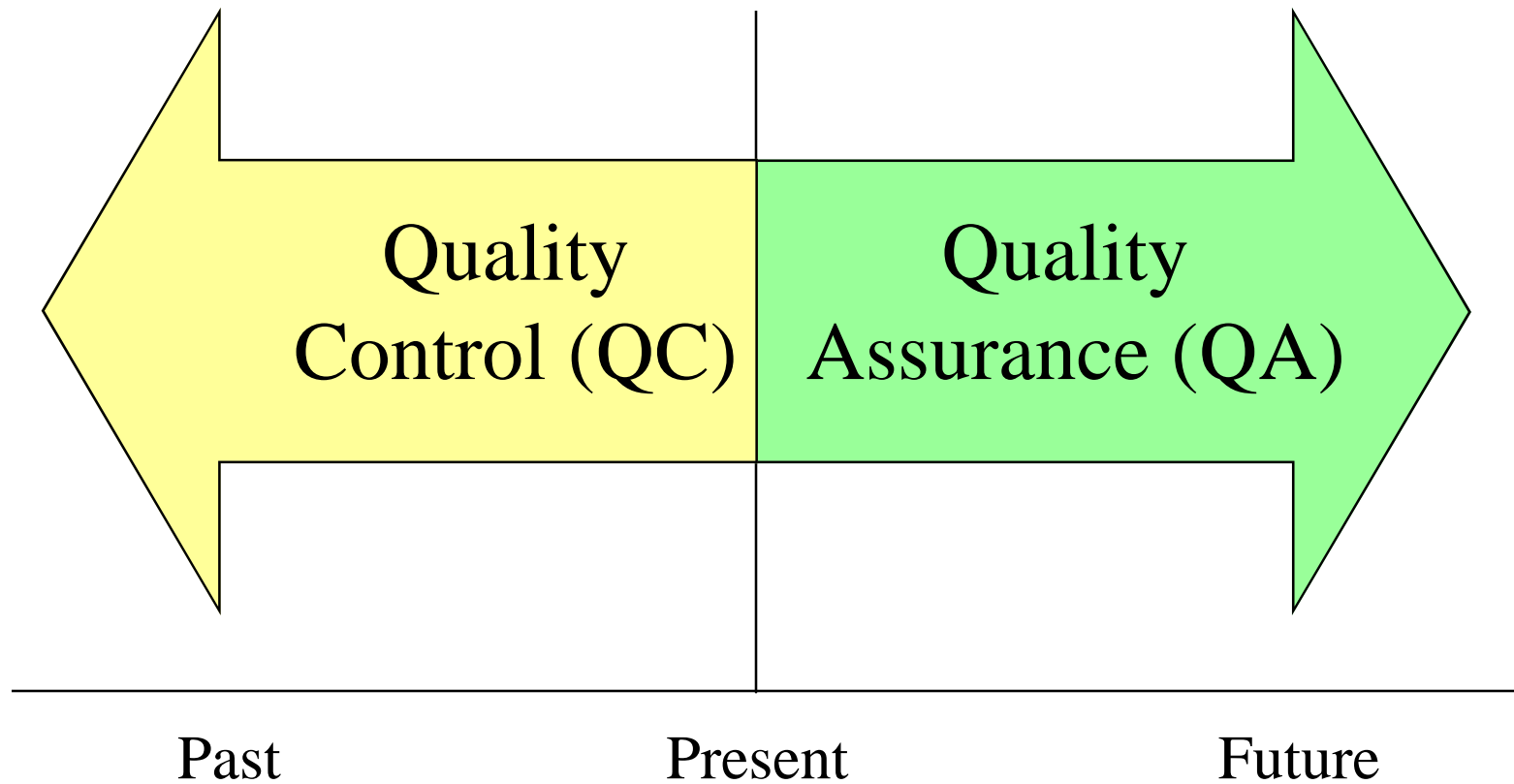


Problems Find Opportunities
Errors / Defects Fix Faults / Processes



How Companies Pursue Software Quality

**Focus on
Prevention
20%**

**Process Improvement
9%**

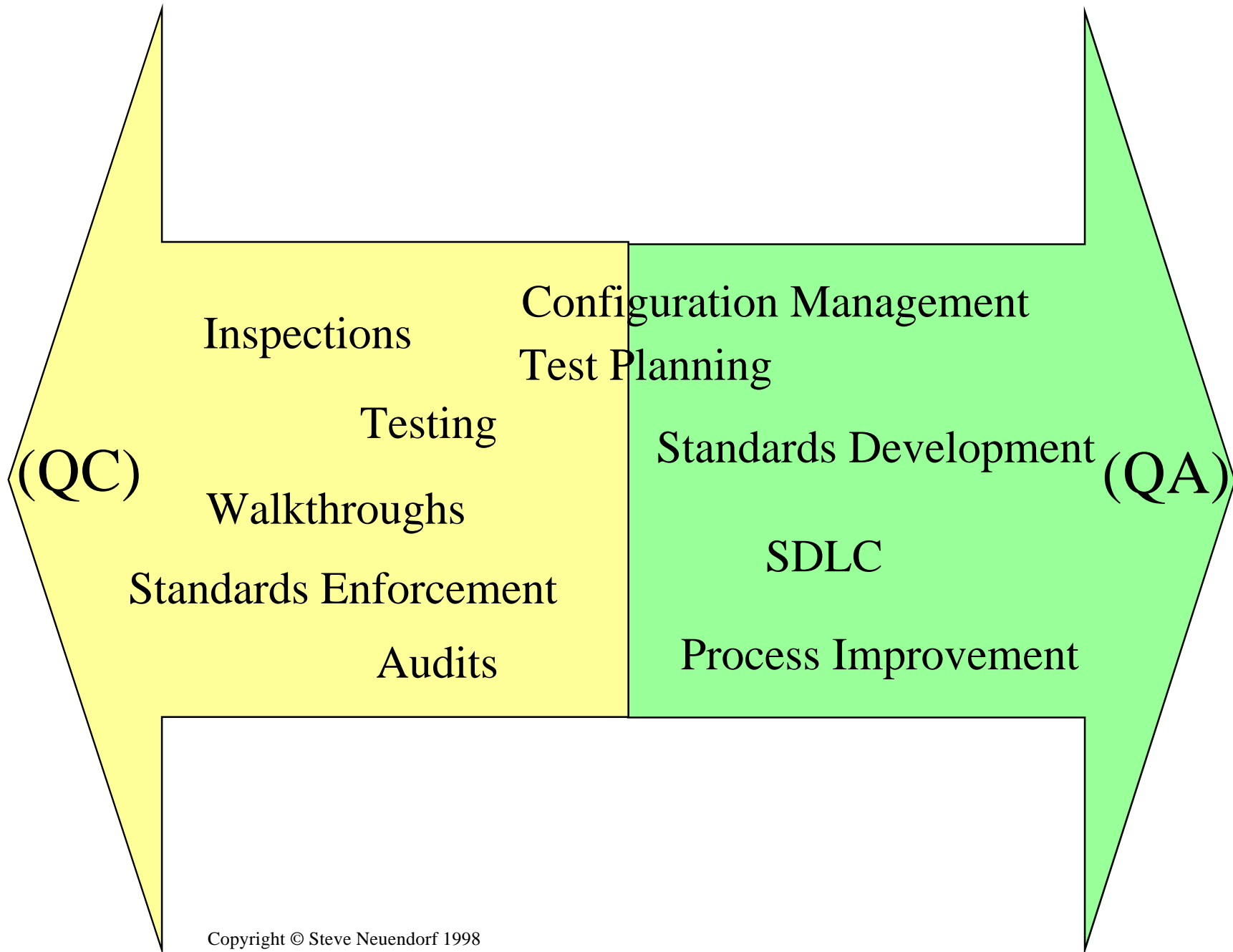
**Other
1%**

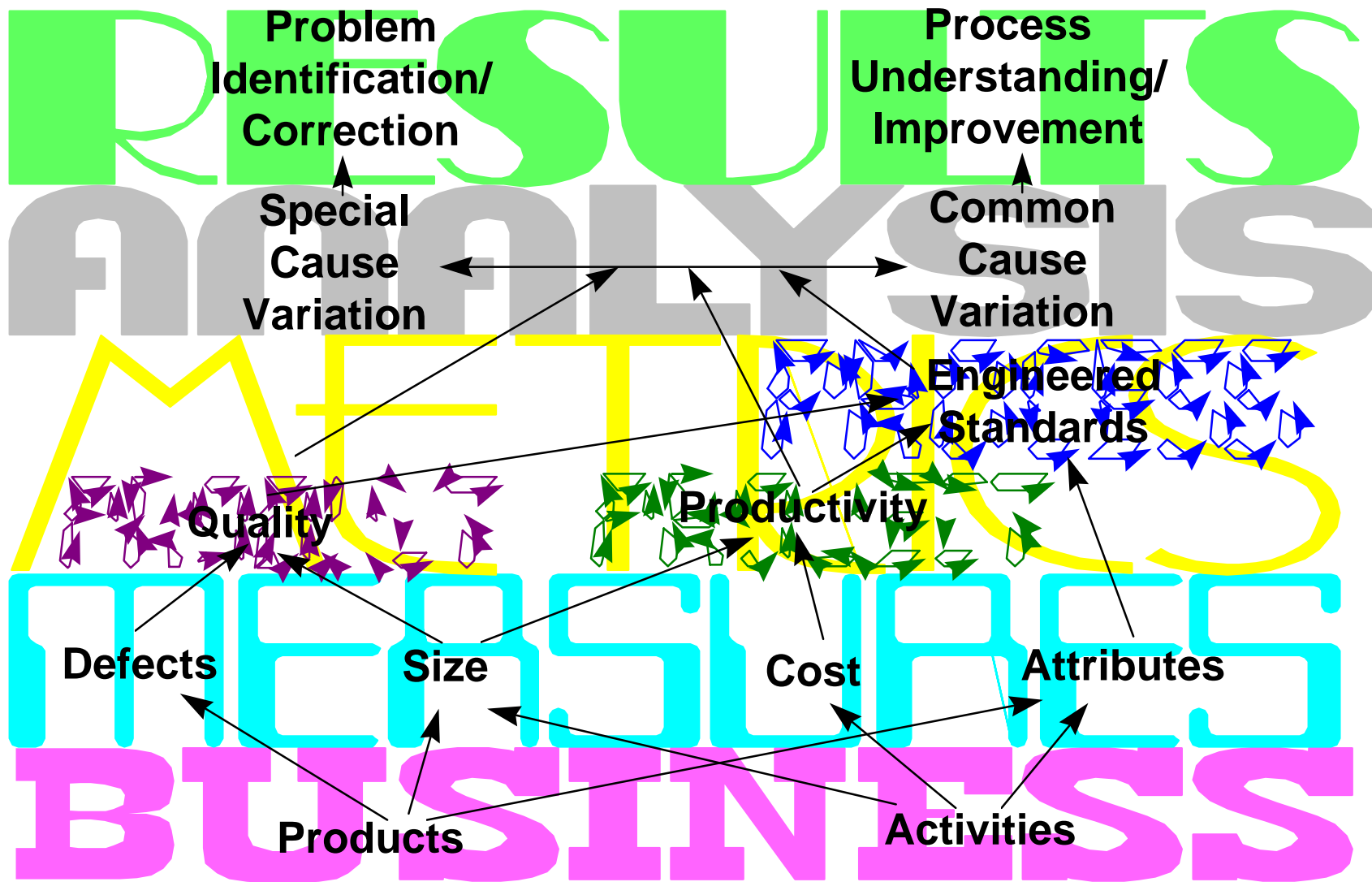
**Improved
Testing
24%**

**None
42%**

**From a recent
CASE survey**

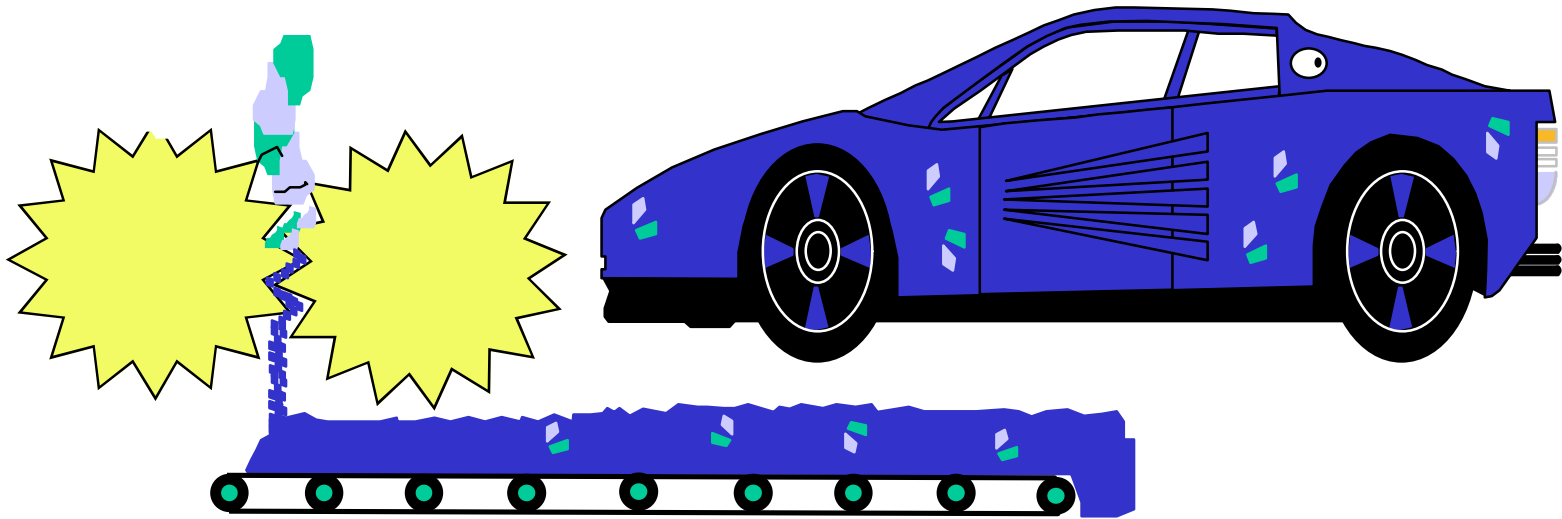
**Slogans
4%**



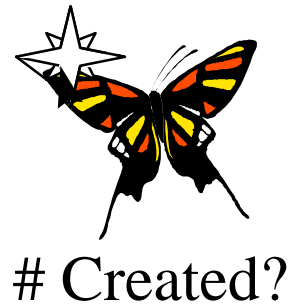


Measures: Defects

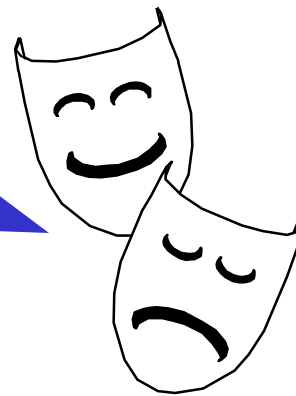
- A *Fault* in the process
- Introduces *Defects* into the product
- Which result in *Failures* in usage



Improvement: Quality

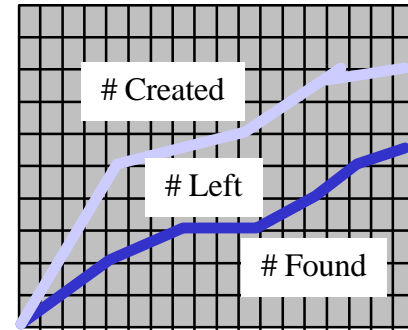


Release
Release



Found?

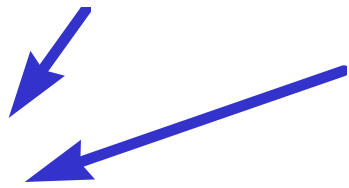
Found?

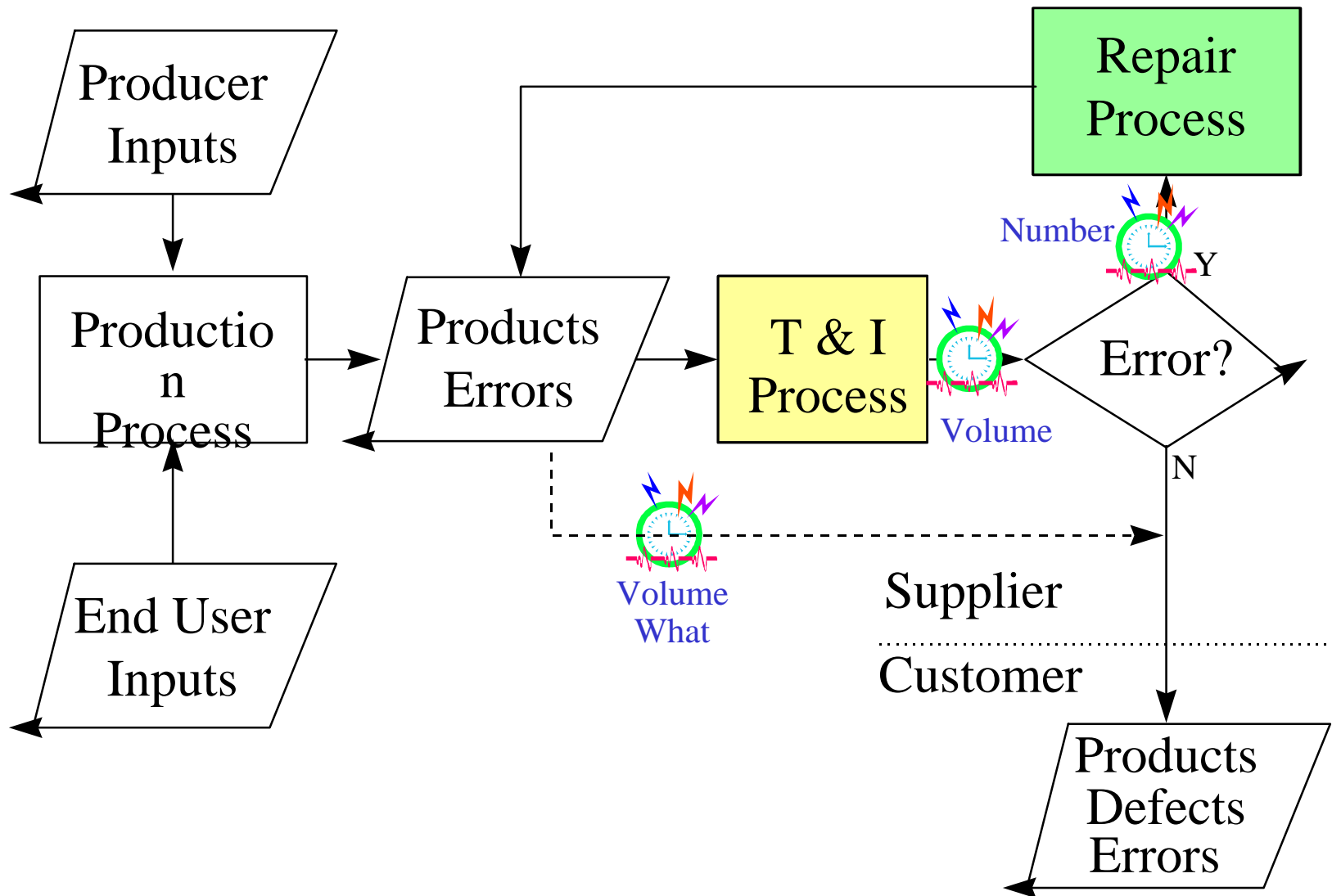


Left?

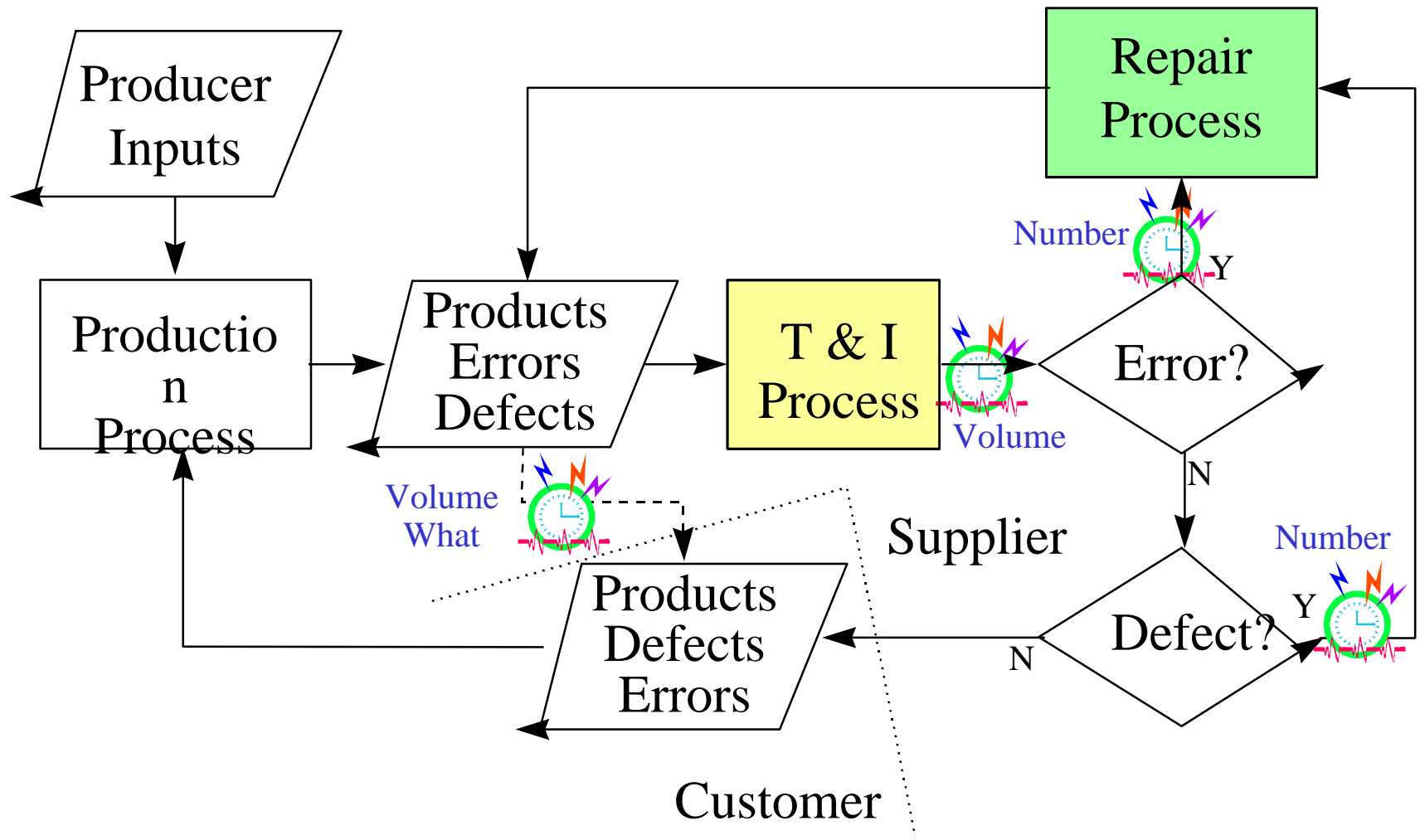


Fixed?

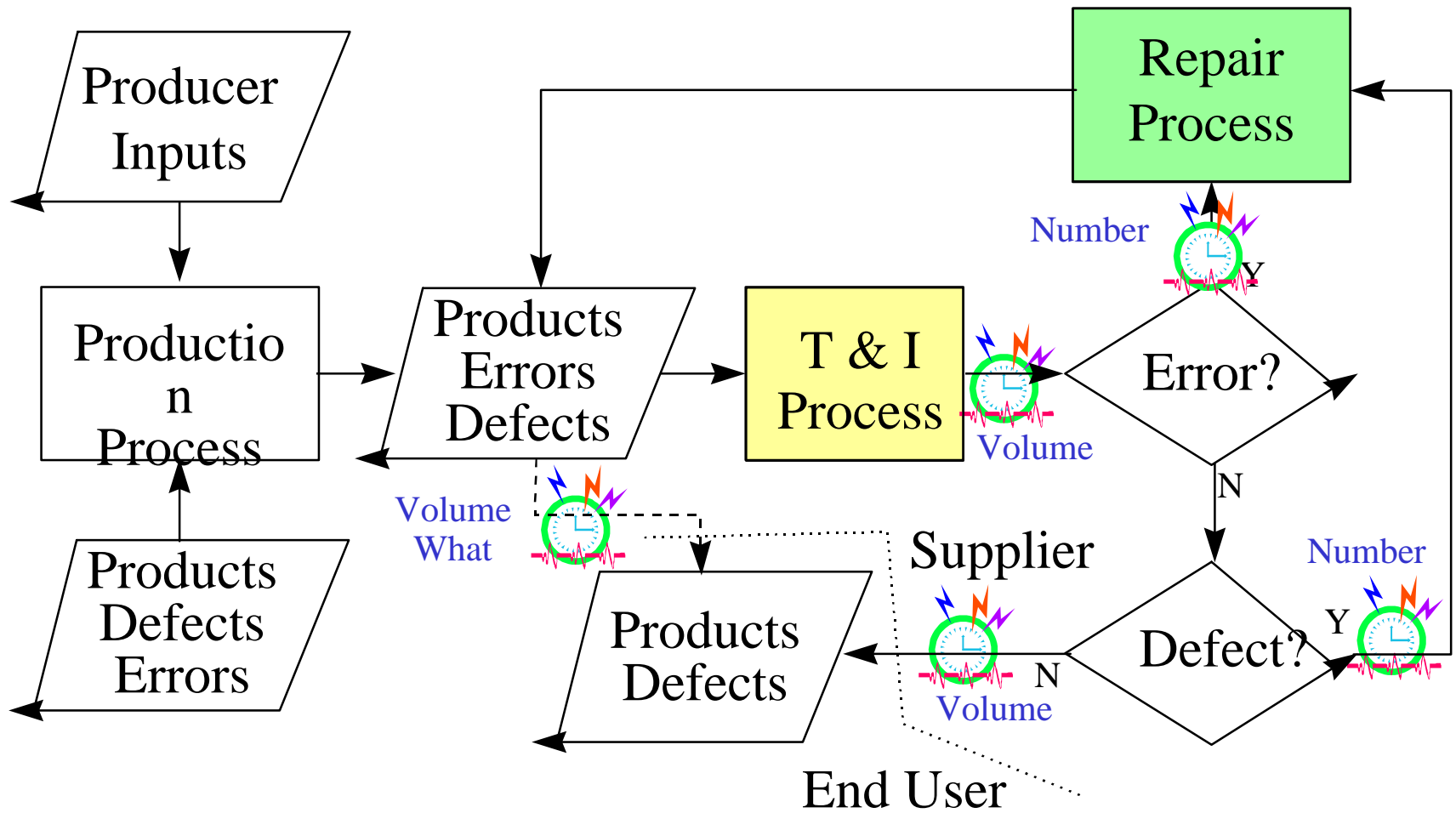




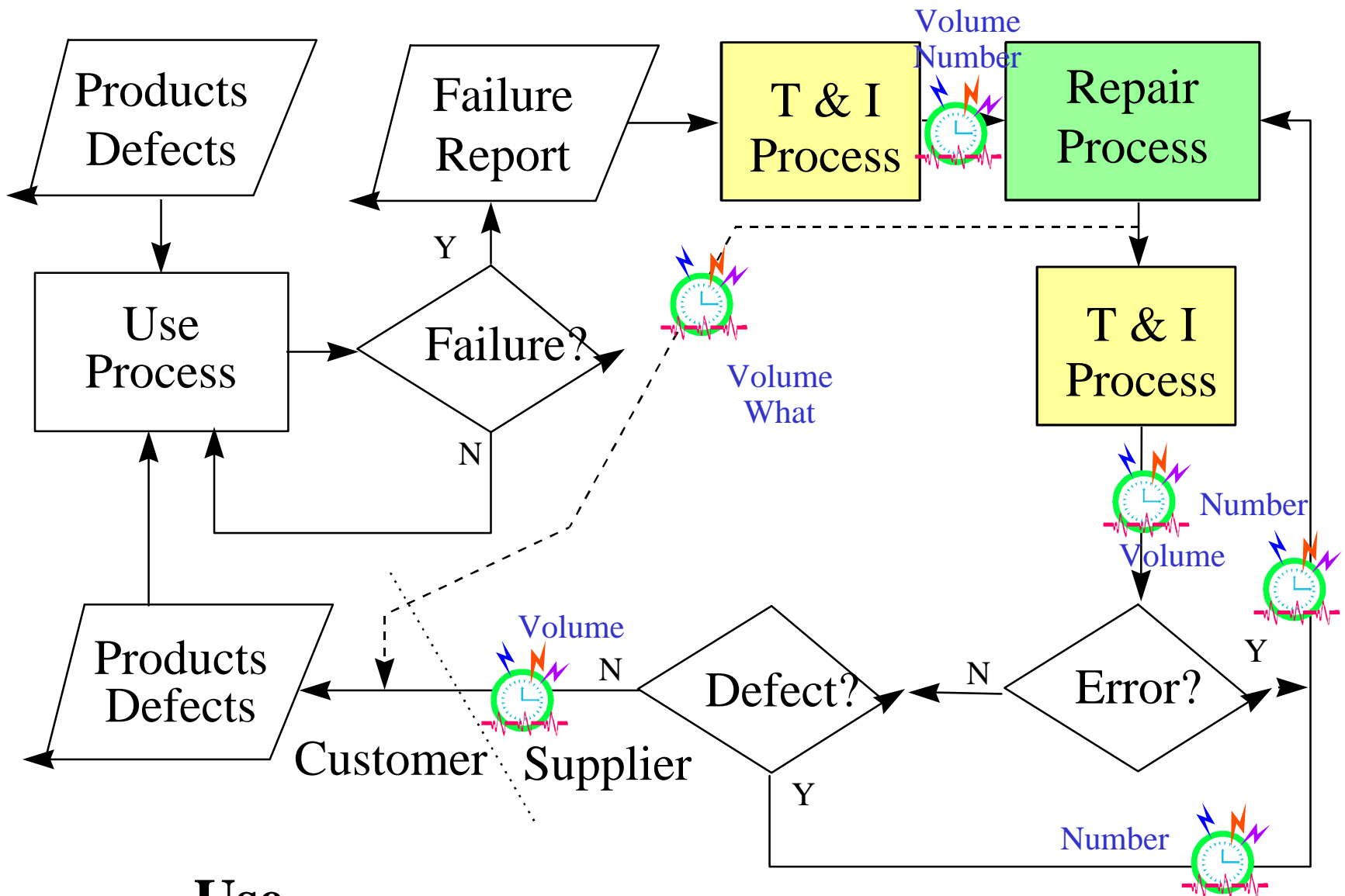
Initiation



Production



Delivery



Use