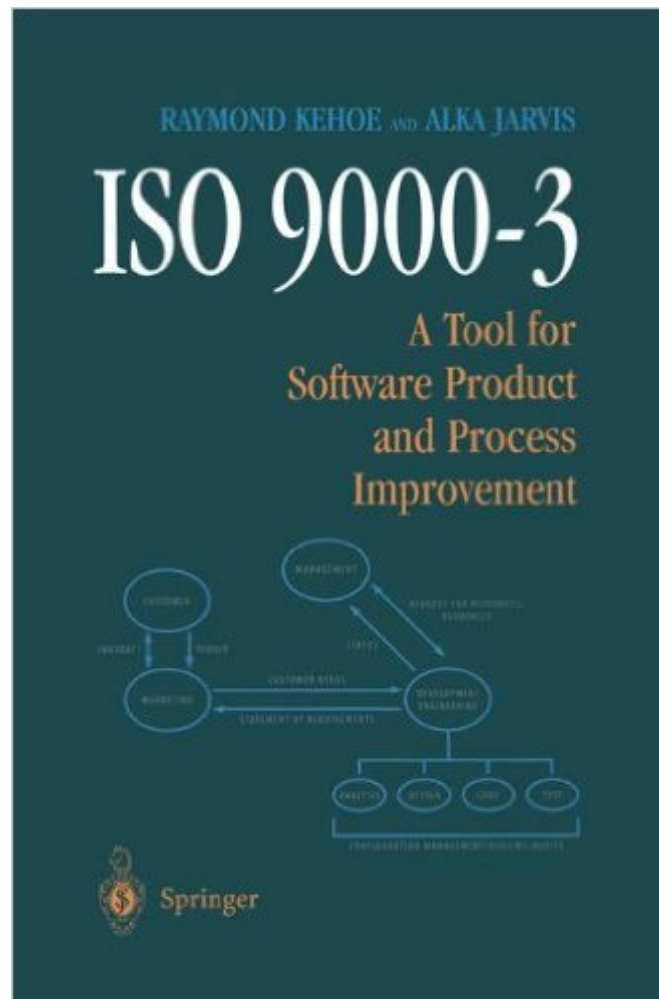# ISO 9000-3: A Tool For Software Product And Process Improvement

Synopsis

Purpose The purpose of this book is to provide the reader with an understanding of the ISO 9000-3 guideline and how it applies to the specification, development, test, and maintenance of software. We will show that the basic practices and procedures that define software engineering and the ISO guideline are, for all intents and purposes, one and the same. We hope that the readers of this book will use the information found within not only to pass the certification audit but as a tool to be used to create the well-managed engineering environment needed to create reliable, wellÂ- engineered products in a consistent manner. Audience This book is intended for senior software engineers, software managers, and nonÂ- software managers within software organizations whose aim is to create an engiÂ- neering environment within their company or organization. In addition, individÂ-uals outside the software organization who have responsibility for the specification of the software product and preparing their organization to take ownership of the developed product will find this book of great interest. Finally, those who must choose software companies to do business with or audit software companies to determine their ability to engineer and maintain a software product will find this book helpful. 2 Introduction Overview This book is made up of twenty-four chapters that can be grouped into four sections. Chapter 1 through Chapter 4 set the basis for the following chapters that deal directly with the guideline.

Book Information

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Customer Reviews

If you're a U.S. company that is not doing international business you might wonder why even bother

with ISO 9000-3. While I can make compelling arguments for and against software and technical services companies pursuing registration, my stance would be dependent upon a set of conditions. With respect to applying the elements of ISO 9001 in accordance with guidelines for software development, supply and maintenance set forth in ISO 9000-3 I can only argue for.The book: The first three chapters are brief and take only 24 pages to set the context. Chapter 1 introduces ISO 9000 as an international standard, discusses the relationship between 9001 and 9000-3, and gives good advice on the semantics of 9001's "shalls" and 9000-3's "shoulds". The next chapter provides an overview of software engineering and key elements in which 9000-3 will support. Chapter 3 discusses theory, concept, interpretation and critique of ISO 9000-3.Chapter 4 comprehensively covers scope and overview, and provides a framework for the rest of the book. The key areas discussed in this chapter are the quality system framework, life cycle activities and supporting activities. Taken together these areas encompass ISO 9000-3. Chapters 5 through 23 are each devoted to a single area, giving you sufficient detail to understand the issues and factors. What I like most is the way the authors skillfully describe the contents of ISO 9000-3 guidelines in a readable manner without introducing ambiguity. Making specifications readable without introducing fuzziness or uncertainty is one of the most difficult aspects of technical writing and the authors manage this well.An added bonus, and the reason I like this book so much, is the quality handbook that is provided in chapter 24. Including the eleven attachments, each of which in an invaluable artifact itself, this chapter is 50 pages in length (about 20% of the book), and serves as one of the best examples of a quality manual you'll find.So, why even bother? First, you do not need to pursue ISO 9001 registration to benefit from this book (and if you are, you need to get a book on the ISO 9000:2000 version to get up-to-speed). If you are using the capability maturity model as a goal, the procedures given in this book map nicely to CMM process areas and practices. Moreover, in the "e" world where supply chain management is one of the current buzz words, the focus of 9000-3 might be a good fit into your operational posture (whether as a developer/integrator or service provider) because ISO 9000-3 is slanted towards the customer-supplier relationship, whereas the CMM is more concerned with suppliers. The real reason, however, for using 9000-3 guidelines is they will assure you of attaining repeatability in all of your key processes related to applications or service delivery, and will lay the foundation for any additional quality paradigm or framework you deploy in the future.

Very practical, easy to implement the ISO standards, practices and processes. If you are planning to register for this standards, the book will be good hand-book.

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