

CUSTOMER ORIENTED

# Software Quality Assurance



A COMPLETE GUIDE TO PUTTING THE CUSTOMER FIRST IN SOFTWARE QUALITY ASSURANCE.

- *Straightforward, simple and complete customer-focused QA processes.*
- *Covers the entire QA process, from requirements development to post-test appraisals.*
- *The role of ISO and SEI appraisals in customer-focused quality assurance.*

FRANK P. GINAC

# Customer Oriented Software Quality Assurance

**Roman Wölfel**



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