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The software quality star (SQ-Star)

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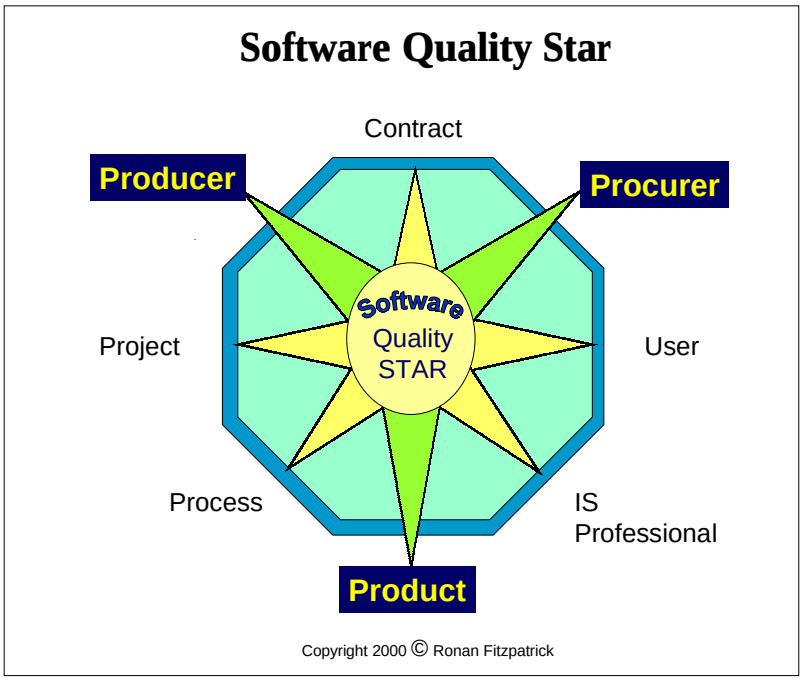
THE SOFTWARE QUALITY STAR

The software quality star is a conceptual model for presenting different perspectives of software quality. The model is based on the Acquirer and Supplier as defined in ISO/IEC 12207 (1995).



There are three significant elements in the star – the Procurer (Acquirer), the Producer (Supplier) and the Product. In the model the procurer enters into a contract with the producer to create a software product. This contract will clearly specify the quality characteristics of the product. The procurer's perspective of the producer organisation is that they will use best project management techniques and engage in first-rate processes to create a quality product. The procurer's perspective of the product is that it will be acceptable by the user community and that it can be serviced and maintained by their IS professionals.

The model considers the Acquirer to be the lead party in any contractual arrangement as it is the Acquirer's users and technical support professionals who will dictate the success or failure of the software product. It is also the Acquirer who will dictate the profile and maturity of the Supplier organisation.

The model also accommodates the producer's perspective of software quality and focuses on the maturity of the producer organisation as software developers and the development processes that they used to create quality software products.