SQA Basics

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What is Quality?

2 perspectives:

- Customer's satisfaction;

- Product being under requirements;

BUT…

1) Customer satisfaction is a subjective term.

- It will depend on who the "customer" is.

- Each type of customer will have their own view on "quality".

2) Meeting the requirements doesn't guarantee customer's popularity.

What is Software Quality?

Software Quality *is how close the actual software product is to the expected (intended) product.*

Quality Software:
- reasonably bug-free;
- delivered on time and within budget;
- meets requirements and/or expectations;
- maintainable.

What is Software Quality Assurance?

Software Quality Assurance is the process of monitoring and improving *all activities associated with software development*, from requirements gathering to coding, testing and implementation.

It involves:

- Monitoring and improving the process;

- Following agreed-upon standards and procedures;

- Detecting and dealing with problems at the earliest possible stage

What is Software Testing**?**

Software testing is a process used to identify the correctness, completeness, and quality of developed computer software.