

A 1242

B.E./B.Tech. DEGREE EXAMINATION, MAY/JUNE 2006.

Fifth Semester

Information Technology

IF 355 — SOFTWARE QUALITY MANAGEMENT

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What are the Criteria for Quality?
2. What is the significance of Quality Metrics?
3. What are Quality standards?
4. List four tools for quality.
5. What is Quality Management Systems?
6. What are the elements of Quality Management Systems?
7. Bring out the difference between a process and product.
8. What is W^5HH principle?
9. What is the necessity of integrating metrics with in software engineering process?
10. List few metrics useful for small organization.

PART B — (5 × 16 = 80 marks)

11. (i) How can you manage quality?
(ii) Discuss about the developments in measuring quality.

12. (a) Explain in detail, the different views of quality.

Or

(b) Name and explain in detail any two models which you have studied to predict the quality of any software.

13. (a) Write short notes on the following :

- (i) Elements of Quality Management Systems. (4)
- (ii) Quality Management Systems for Software. (4)
- (iii) Quality assurance. (4)
- (iv) Time management. (4)

Or

(b) Discuss in detail, the ISO 9000/9001 series, which serves as a generic quality management standard.

14. (a) Discuss CMM and how to attain the different levels.

Or

(b) Explain briefly the principles and practices in Quality Management Systems.

15. (a) Discuss about the measures and metrics in process domains.

Or

(b) Discuss about the measures and metrics in product domains.

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