Software Quality Management and ISO 9001: How to Make Them Work for You

By Michael G. Jenner

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The complete guide to making the most of the ISO 9001 standard

You may already know that ISO 9001 certification will help you gain access to important markets and maintain your credibility as a quality software developer. You may not know that, coupled with quality management techniques, meeting ISO 9001 requirements can help you sharpen the focus of your operation, improve relations with your employees, reduce paperwork and bureaucracy, and make your entire organization more responsive to increasingly sophisticated customer demands.

This indispensable guide takes you step-by-step through the ISO 9001 documentation process from the perspective of overall quality management and control. It shows you how each section of the standard should be applied to software development and provides guidance on actual policies and processes that should be used. It also helps you determine how much of the ISO 9001 standard you already satisfy and where you need to focus your efforts. Inside, you'll find:

- A detailed, section-by-section examination of the ISO 9001 standard, including the latest revisions and updates for ISO 9001, version: 1994
- An emphasis on quality management techniques, their application in software development, and their usefulness in meeting ISO 9001 requirements
- In-depth discussions on developing and implementing an ISO 9001 based system, including contents and directions for completing conformance documentation
- A conformance checklist that enables you to measure your organization against the standard at any time from now through certification

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Editorial Review

From the Publisher
Addresses the issues of managing a modern organization within the framework of ISO 9001 requirements. Challenging the belief that quality equals bureaucracy, Jenner breaks down the ISO 9001 standard in detail. Shows software developers how to come to terms with ISO 9001 and how to use it specifically in the development process. Includes an ISO 9001 conformance checklist and numerous sample procedures.

From the Back Cover
The complete guide to making the most of the ISO 9001 standard

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