

Quality Management of Software and Systems (WS 09/10)

Problem Set 4

Thursday, January 14th, 2010

Problem 1: ISO 9000 Structure

- a) What is the purpose of the ISO 9000 framework?
- b) Of which parts consists the ISO 9000 framework? What is the main purpose of each part?

Problem 2: ISO 9000-3

- a) What is the focus of the ISO 9000 -3?
- b) Which tasks are addressed by the norm?
- c) What documents are covered?
- d) What actions need to be performed?

Problem 3: Certification

- a) Who can give a certificate?
- b) What is an audit?
- c) How long is a certificate valid?

Problem 4: ISO 9000 vs. Software Assessments

Please explain the main differences between ISO 9000 and software process assessments.

Problem 5: Application of ISO 9000 in the industry

Could you give some examples of ISO 9001 certified companies in the software development domain?