

Software Quality Management (SQM) Policy

SQM policy checklist

The project follows a written organizational policy for managing software quality (L4-20, C1). This policy typically specifies that:

| √ | Description | References |
|---|---|------------|
| | The project's software quality management activities support the organization's commitment to improve the quality of the software products. (L4-20, C1, 1) | |
| | The project defines and collects the measurements used for software quality management based on the project's defined software process. (L4-20, C1, 2) | |
| | The project defines the quality goals for the software products and monitors its progress towards them. (L4-20, C1, 3) | |
| | Responsibilities for software quality management are defined and assigned to the software engineering group and other software-related groups . (L4-21, C1, 4) | |
| | Criteria are established to enable the groups (software engineering group and other software-related groups) to determine their success in achieving the quality goals for the software products. (L4-21, C1, 4.1) | |

SQM policy goals

Implementation of an effective software quality management policy has the following results:

| √ | Results of Effectively Implementing SQM Policy | References |
|---|---|------------|
| | The project's software quality management activities are planned. (L4-20, G1) | |
| | Measurable goals for software product quality and their priorities are defined. (L4-20, G2) | |
| | Actual progress toward achieving the quality goals for the software products is quantified and managed. (L4-20, G3) | |

Quantitative Process Management (QPM) Policies

QPM policy 1 checklist

The project follows a written organizational policy for measuring and quantitatively controlling the performance of the project's defined software process (L4-2, C1). This policy typically specifies that:

| √ | Description | References |
|---|--|------------|
| | Each project implements a documented plan to bring the project's defined software process under quantitative control. (L4-2, C1, 1) | |
| | Sensitive data relating to individuals' performance are protected, and access to these data is appropriately controlled. (L4-3, C1, 2) | |

QPM policy 2 checklist

The organization follows a written policy for analyzing the process capability of the organization's standard software process (L4-3, C2). This policy typically specifies that:

| √ | Description | References |
|---|--|------------|
| | The projects' measurements of process performance are analyzed to establish and maintain a process capability baseline for the organization's standard software process. (L4-3, C2, 1) | |
| | The process capability baseline for the organization's standard software process is used by the software projects in establishing their process performance goals. (L4-4, C2, 2) | |

QPM policy goals

Implementation of effective quantitative process management policies has the following results:

| √ | Results of Effectively Implementing QPM Policies | References |
|---|---|------------|
| | The quantitative process management activities are planned. (L4-2, G1) | |
| | The process performance of the project's defined software process is controlled quantitatively. (L4-2, G2) | |
| | The process capability of the organization's standard software process is known in quantitative terms. (L4-2, G3) | |

Level 4 Policy Checklists

Overview

Introduction This section describes the explicit policies found in the Capability Maturity Model at maturity level 4.

Purpose The purpose of the policy checklists is to provide:

- Guidance in identifying which policies are recommended by the CMM at level 4.
- Criteria that an organization can use to evaluate its software policies to determine if they are consistent with the CMM at level 4.
- Information that can be used to develop software policies so that they are consistent with the CMM at level 4.

Checklist description Each checklist contains two subsections: the KPA policies and the KPA goals. The table below describes these two subsections of a policy checklist.

| Subsection | Description |
|------------------|---|
| Policy checklist | This subsection contains criteria that the organizational policy can be evaluated against. These criteria must be addressed by organizational policy to be consistent with the CMM. |
| Policy goals | This subsection is a reminder to policy designers and evaluators to keep in mind the KPA goals when developing the policies for each KPA. The goals can be thought of as the results of implementing an effective policy. |

In this section This section covers the following policies:

| Policies | See Page |
|--|-------------|
| Quantitative process management policies | L4-Policy-2 |
| Software quality management policy | L4-Policy-3 |
