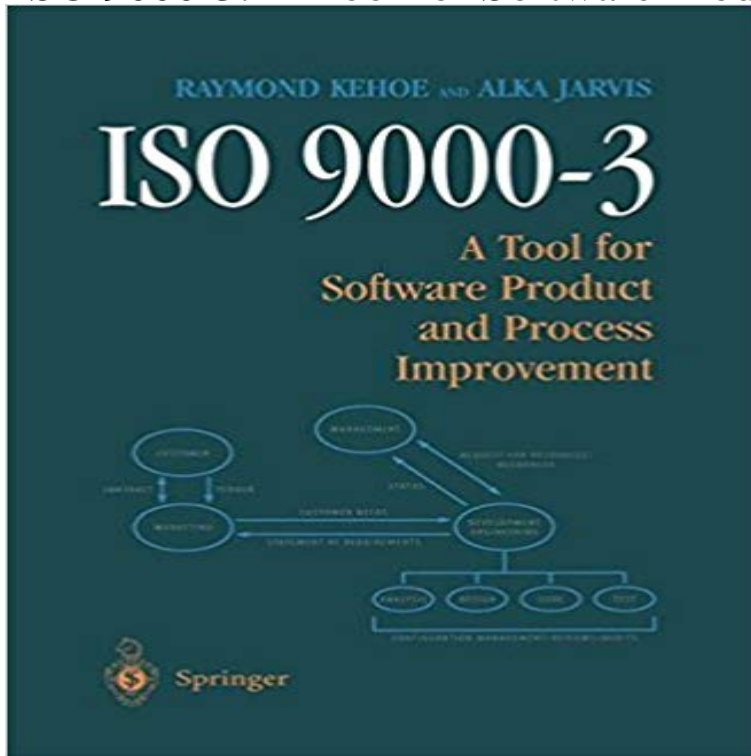


# ISO 9000-3: A Tool for Software Product and Process Improvement



**Purpose** The purpose of this book is to provide the reader with an understanding of the ISO 9000-3 guideline and how it applies to the specification, development, test, and maintenance of software. We will show that the basic practices and procedures that define software engineering and the ISO guideline are, for all intents and purposes, one and the same. We hope that the readers of this book will use the information found within not only to pass the certification audit but as a tool to be used to create the well-managed engineering environment needed to create reliable, well engineered products in a consistent manner. **Audience** This book is intended for senior software engineers, software managers, and non software managers within software organizations whose aim is to create an engineering environment within their company or organization. In addition, individuals outside the software organization who have responsibility for the specification of the software product and preparing their organization to take ownership of the developed product will find this book of great interest. Finally, those who must choose software companies to do business with or audit software companies to determine their ability to engineer and maintain a software product will find this book helpful. **2 Introduction Overview** This book is made up of twenty-four chapters that can be grouped into four sections. Chapter 1 through Chapter 4 set the basis for the following chapters that deal directly with the guideline.

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