



University of
Zurich^{UZH}

Department of Informatics

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Software Quality

Chapter 1

Introduction

1.1 About this Course

1.2 Quality Principles

1.3 Quality management



Software quality matters



Contents

- This is an **advanced course** about software quality
- It covers **selected aspects** of software quality, in particular
 - Model Checking
 - Advanced testing
 - Debugging
 - Process quality
 - External and internal product quality
 - Dependability
- Familiarity with the basics of software quality is a **prerequisite** (see next slide)

Prerequisites

- **Familiarity with the basics** of software quality, as covered in a course or textbook in Software Engineering **is expected**
- From the **Software Engineering course at UZH**, we expect that you are familiar with these chapters:
 - Kapitel 2: Ziele und Qualität
 - Kapitel 7: Validierung und Verifikation
 - Kapitel 8: Testen von Software
 - Kapitel 9: Reviews
 - Kapitel 10: Messen von Software
 - Kapitel 11: Statische Analyse
 - Kapitel 16: Software-Qualitätsmanagement
 - Kapitel 17: Bewertung und Verbesserung von Prozessen und Qualität

Learning Goals

- Students acquire knowledge and skills in **advanced topics of software quality**, thus enabling them to
 - **analyze, assess and improve software quality**
 - **develop high-quality software**
- Students deepen and extend their knowledge in
 - **Advanced testing techniques**
 - **Quality management**
 - **Product and process quality**
- Students learn about
 - **Model Checking** as an important **verification** procedure
 - **Systematic debugging** as a means for locating **causes of errors**

Tentative Schedule

- 2014-02-17 Introduction
- 2014-02-24 Model Checking
- 2014-03-03 Advanced Testing Techniques
- 2014-03-10 Debugging
- 2014-03-17 Process Quality
- 2014-03-24 External and Internal Software Quality
- 2014-03-31 Dependability, Q&A
- 2014-04-14 Final exam

Passing the course

Pass the two **assignments** (pass/fail)

and

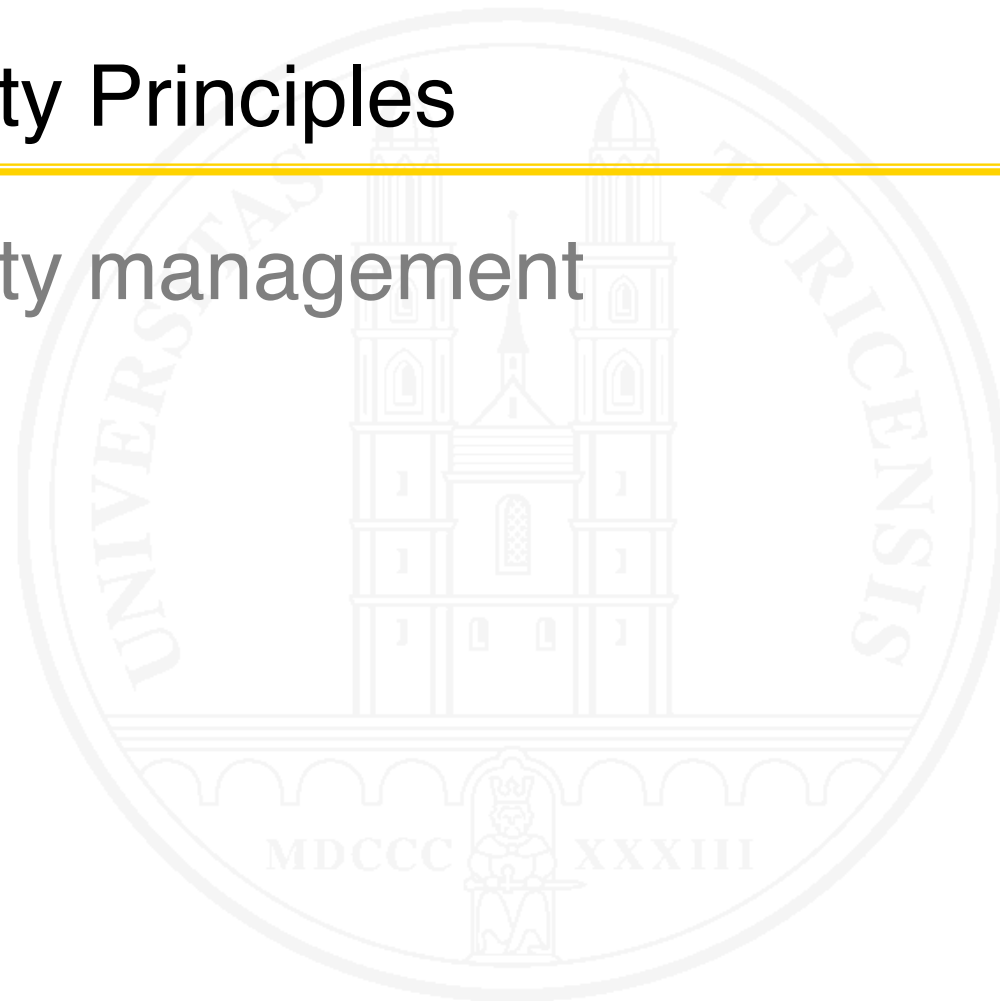
Pass the **final exam** (graded)

The course grade will be the grade achieved in the final exam

1.1 About this Course

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Intuitive notion of quality

What's your personal intuitive notion of quality?

Intuitively, quality is typically associated with

- **High-grade** products or services
- **Durable** products, **carefully made** according to **highest standards**

Industrial notion of quality

Quality – The degree to which a set of **inherent characteristics** of an entity fulfills **requirements**. [ISO 9000:2005]

Inherent characteristic – A characteristic that forms a **constituent** part of an entity, as opposed to **assigned** characteristics

Entity – A product, service, process, system, organization, ...

Example: A drug

- **Inherent characteristic:**
Ingredients
- **Explicitly assigned:**
Price



Remarks

- The industrial notion of quality does **not fully match** the intuitive one.
- Quality means satisfying requirements. Requirements may be **explicitly stated** or **implicitly given** by a shared notion.
- Quality is **no absolute degree of goodness**.
- Considering quality merely as **fitness for purpose** or **customer satisfaction** falls short of the full meaning.
- Quality does **not emerge** by itself. Quality must be **defined** and explicitly **created**.

Software quality

- The entity (that the inherent characteristics of which shall fulfill requirements) is a **software system** or **component**
- Software is **different**:
 - **not tangible**
 - manifests only in **effects** and **documentation**, especially the **source code**

External vs. internal software quality

The **pragmatic** view

- **External** quality is quality as **perceived by stakeholders**
- **Internal** quality is the **quality of the software**, particularly of the **source code** that eventually delivers external quality

The **ISO standards'** view

[ISO/IEC 25010:2011]

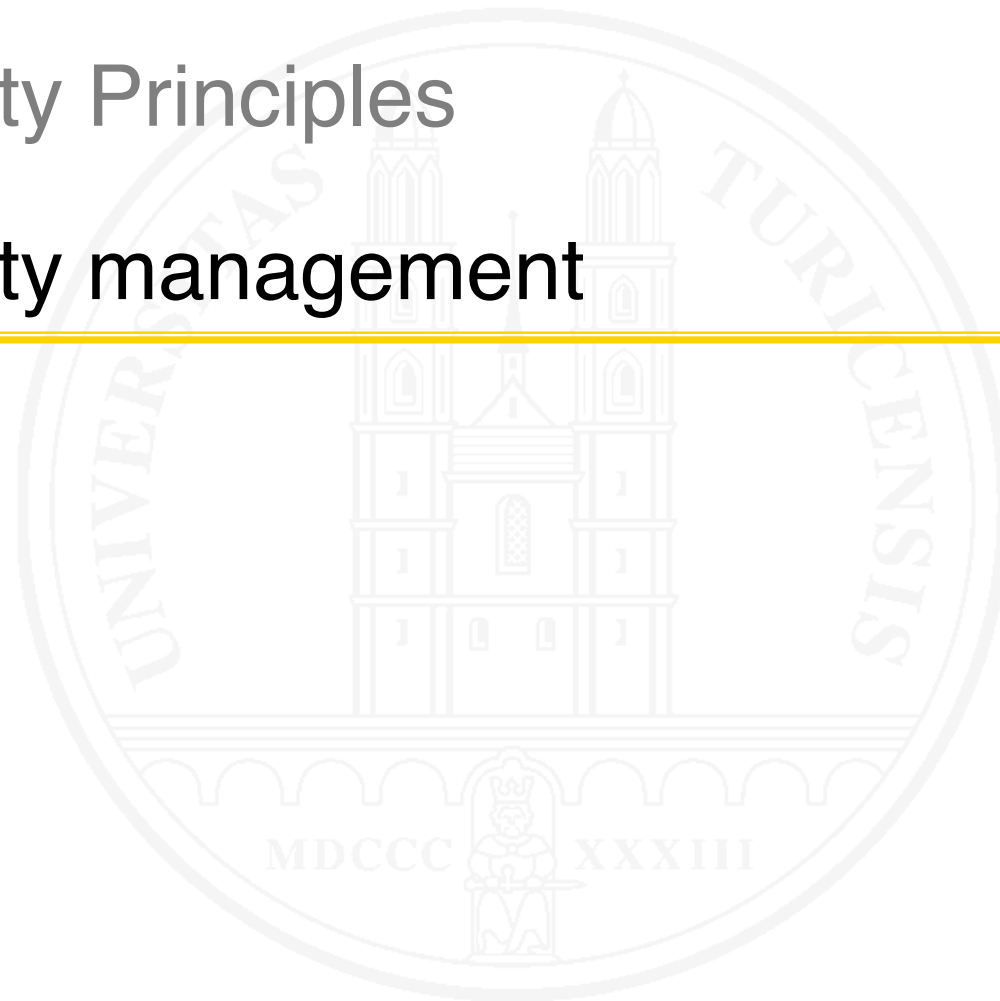
The ISO software quality standards distinguish quality from a measurement viewpoint (cf. Chapter 6)

- Internal measures: **internal quality**
- External measures: **external quality**
- Usage measures: **quality in use**

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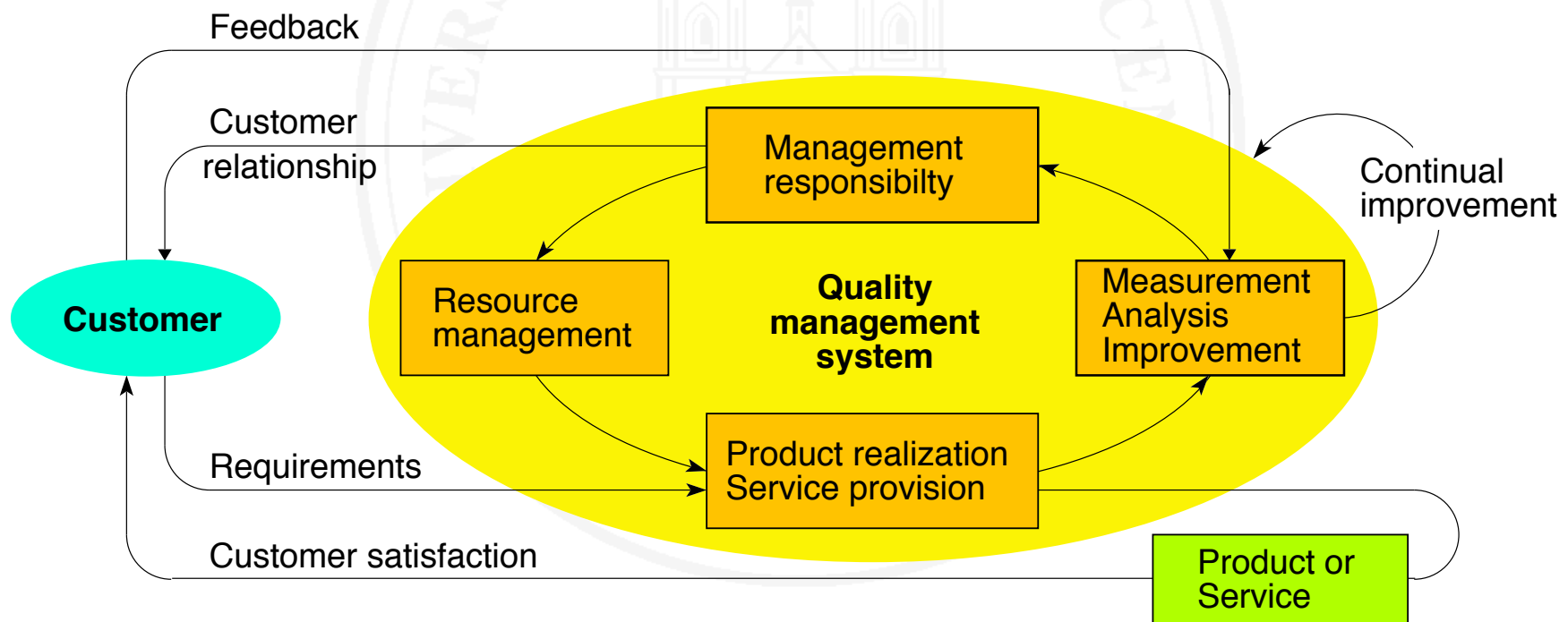
1.3 Quality management



Principles of modern quality management

[ISO 9000:2005]

- Involvement of people: everybody takes full responsibility
- Customer focus
- Process-oriented, systemic approach



Quality management terminology

[ISO 9000:2005]

Quality management – Coordinated **activities** to **direct** and **control** an **organization** with regard to **quality**

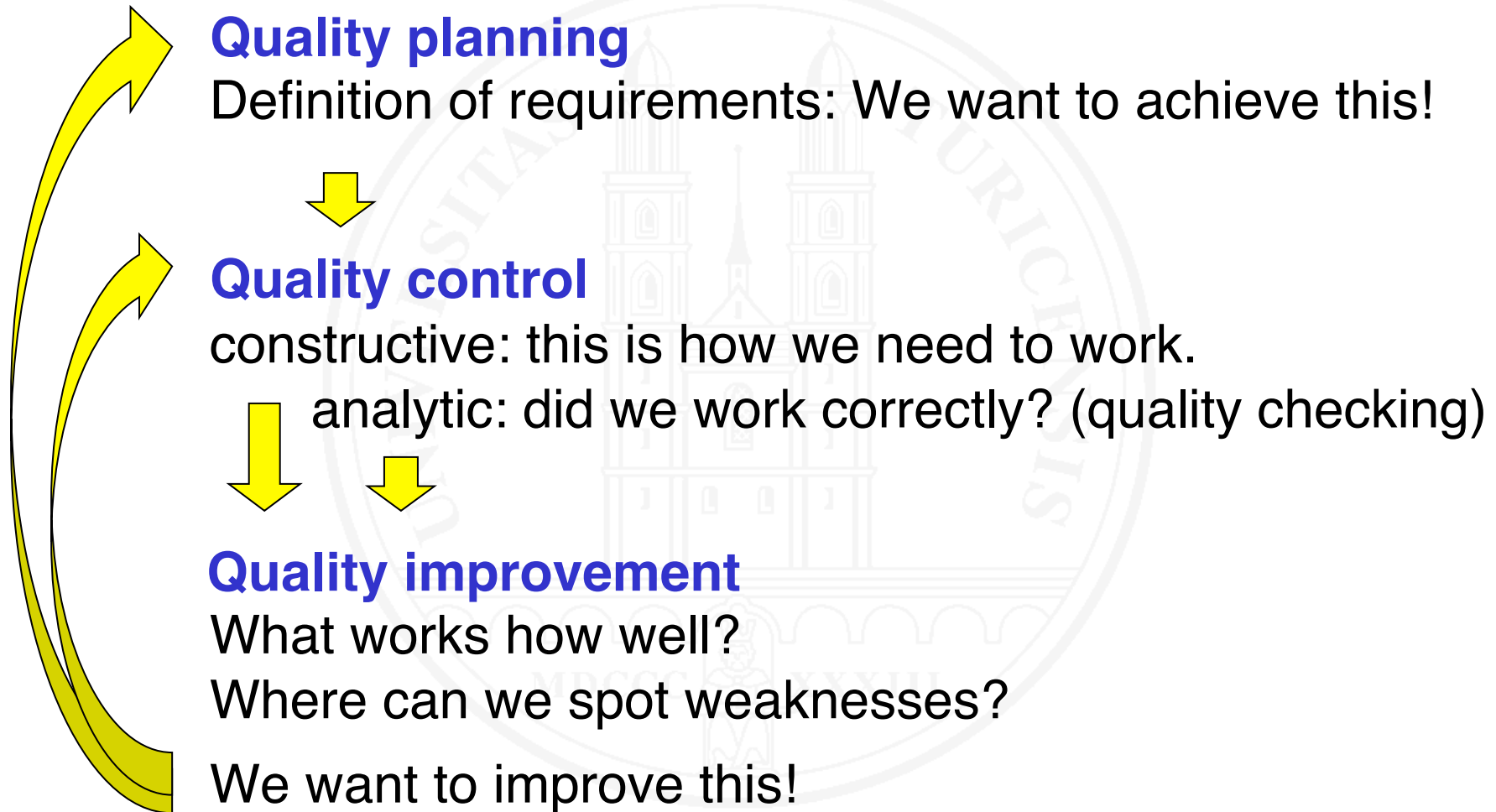
Quality planning – Part of quality management focused on **setting quality objectives** and specifying necessary operational processes and related resources to fulfill the quality objectives

Quality control – Part of quality management focused on **fulfilling quality requirements**

Quality assurance – Part of quality management focused on **providing confidence** that quality requirements will be **fulfilled**

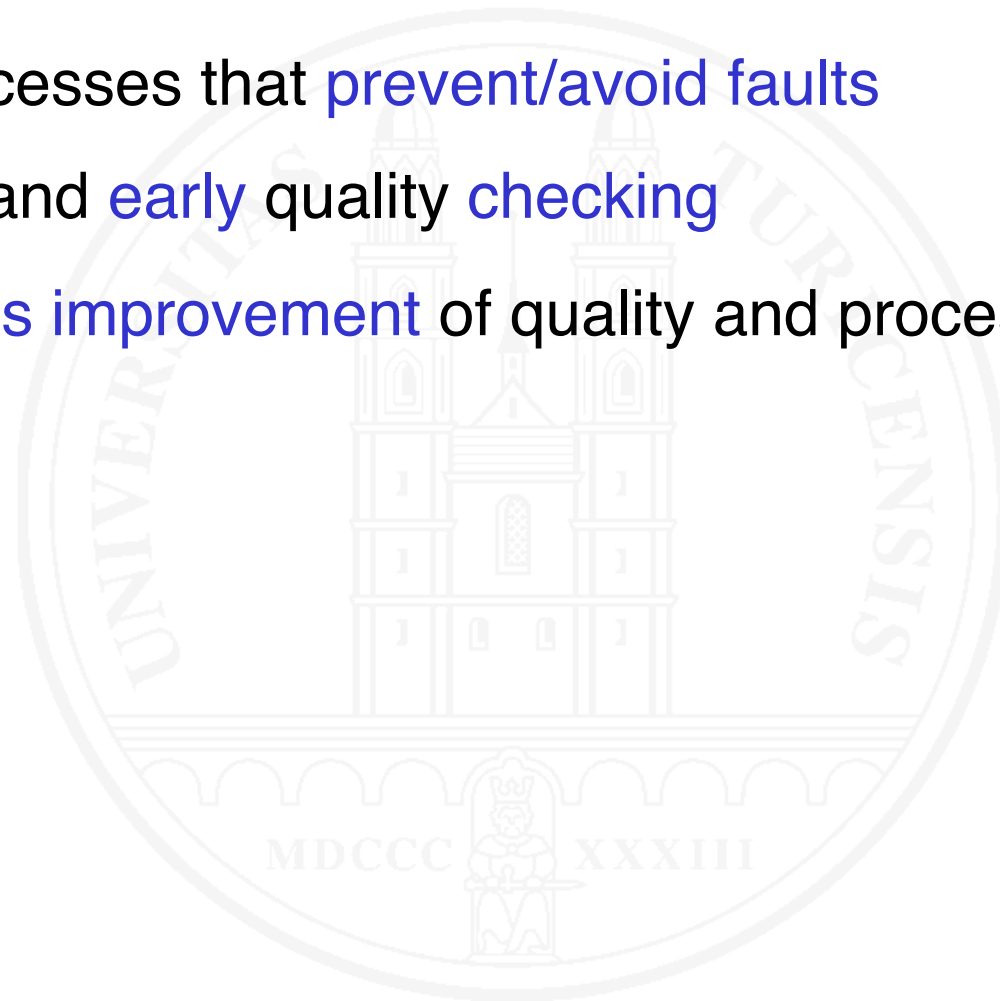
Quality improvement – Part of quality management focused on **increasing the ability to fulfill** quality requirements

Procedures of quality management



Constructive quality control

- Using processes that prevent/avoid faults
- Rigorous and early quality checking
- Continuous improvement of quality and processes



Analytic quality control

- Checking the **product**
 - Static methods
 - Reviewing
 - Static analysis
 - Formal verification
 - Model checking
 - Dynamic methods
 - Testing
 - Simulation
 - Prototyping
- Checking the **process(es)**
 - Audits
 - Process capability assessment

Analytic techniques: a quiz

- Testing
 - Why do we test?
 - What are the ingredients of a systematic test?
 - Which forms of testing do you know?
- Reviewing
 - What is a review?
 - Which forms of reviews do you know?
 - What are the rules for systematic reviewing?
- Static analysis
 - What is static analysis?
 - What are typical things one can check with static analysis?

Analytic techniques: a quiz – 2

○ Prototyping

- What is a software prototype?
- Which forms of prototyping do you know and what do they serve for?
- Throw-away prototypes vs. evolutionary prototyping?

○ Auditing

- What is an audit?
- What does auditing mean in the context of software quality?
- Which forms of software quality audits do you know?
- How is an audit carried out?

Quality improvement

Just fixing quality defects is not enough

- Necessary for achieving product quality in software
- However: frequently fixes symptoms only

→ Modifying quality related processes and/or the quality management system based on

- Systematic evaluation of
 - Observed errors/failures and their causes
 - Findings in reviews
- Product and process measurement
- Findings in audits

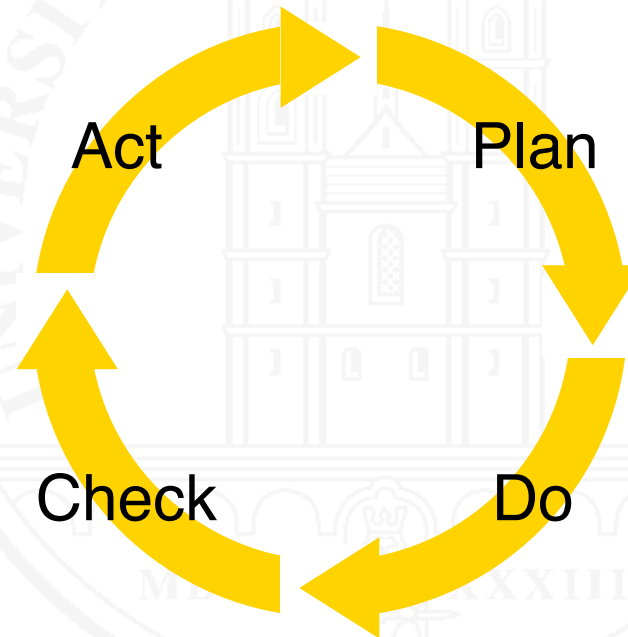
⇒ Process improvement

Process improvement

The Deming cycle: Plan-Do-Check-Act (Deming 1986)

- Adapt
- Eliminate weaknesses
- Automate

- Measure
- Analyze
- Control



- Design
- Document

- Train
- Institutionalize
- Perform

References

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