



Six Sigma Software Development

Christine B. Tayntor

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Since Six Sigma has had marked success in improving quality in other settings, and since the quality of software remains poor, it seems a natural evolution to apply the concepts and tools of Six Sigma to system development and the IT department. Until now however, there were no books available that applied these concepts to the system development process. Six Sigma Software Development fills this void and illustrates how Six Sigma concepts can be applied to all aspects of the evolving system development process. It includes the traditional waterfall model and in the support of legacy systems, but also in more recent development innovations such as rapid application development, packaged software implementation, and outsourcing.

The volume begins with a basic primer of Six Sigma, using a case study to provide a clear explanation of Six Sigma concepts and their application. It then explains the relevance of Six Sigma to the system development process, to quality assurance, and the SEI CMM-mapping the concepts and tools to all aspects of application development. A primary focus is placed on eliminating defects and improving customer satisfaction through the use of tools that help ensure requirements are clearly defined, understood, and met. Finally, the book shows how Six Sigma can be used for more than a single project, in that the concepts can be applied to measure, manage, and improve the performance of your entire IT department.

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