

## Lab Assignment: Quality Management I

### Background

Please complete these lab assignments on your own, in class, on the day of the lecture. Assignments are self-graded. Exam questions will be similar to assignment questions.

### Quality Processes

In the lecture slides on page 5, "No Quality Management," explain what the phrase, "customer bears inspection burden" means in your own words.

Same page, explain what the phrase "Is the producer really saving anything?" means, also in your own words.

### Control Charts

On page 15, Control Chart Example, explain in your own words how knowing the number of code lines changed each day would help a project manager spot a quality problem. What would the significance of the upper and lower control limits be in this context?

### Quality Metrics

A Level 4 process collects metrics to help managers improve the process. As a software project manager, identify some metrics you would like to collect. Explain your answers in your own words.