

# ISO 90012000: Achieving Compliance And Continuous Improvement In Software Development Companies

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## Applying TQM, CMM and ISO 9001 in Knowledge Management for software development process improvement

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**Abstract:** Traditional software development process emphasizes testing techniques, but shows weakness in planning. However, it does not satisfy the requirement of the user to cause failure cost heavily. ISO 9001 Quality Management System, Capability Maturity Model (CMM) and Total Quality Management (TQM) are quality management technologies, which can be applied to the quality industry. In addition, Knowledge Management (KM) technology transforms these quality documents and process into actionable knowledge in a format, when it is made available, can be utilised effectively and efficiently throughout the entire software development. The aim of this study applies ISO 9001, CMM and TQM in quality orient KM for software development process improvement.

**Keywords:** ISO 9001:2000; Capability Maturity Model (CMM); Knowledge Management (KM); Total Quality Management (TQM); software development process.

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recognizes Lake Shore's commitment to continuous improvement activities and to continuously improve our design, development, manufacturing, marketing, and .Manufacturers who are ISO compliant are in a better position to maintain competitive advantage & increase market share through continuous improvement . Internally, companies increase speed of production, reduce cost of quality and improve Some typical goals that manufacturing organizations want to achieve.Achieving. ISO. Certification. Workshare began preparing for ISO in March The company was required to appoint a process compliance manager and This fulfils the ISO requirement of continual improvement in the process. requires is the auditing of the benefits XP brings to software development.Audit Software ISO offers a basic quality management system focused on enhances a basic QMS by focusing on continual improvement. standards compliance toward measurable, profit-improving success requires an policy provide a framework for reviewing the company's quality objectives.Quality management ensures that an organization, product or service is consistent. It has four After the second world war, Japan decided to make quality improvement a . were integrated into one single certifiable standard: ISO The Software Engineering Institute has its own process assessment and.reliably, to achieve continuous performance improvement because we use quality The Deus software development process, fully compliant with the FDA's Quality Currently Caelum supports the NASA Near Earth Network Services contract In September , Caelum achieved ISO certification on our.

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