Six Sigma Software Quality Improvement

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Proven techniques for improving software and process quality with Six Sigma

This practical, in-depth guide explains how to apply Six Sigma to solve common product and process improvement challenges in the software and IT industry. *Six Sigma Software Quality Improvement* covers Define, Measure, Analyze, Improve, and Control (DMAIC), Lean Six Sigma, Design for Six Sigma (DFSS), and Define, Measure, Analyze, Design, and Verify (DMADV). Featuring more than 20 success stories from Motorola, IBM, Cisco, Seagate, Xerox, Thomson Reuters, TCS, EMC, Infosys, and Convergys, the book offers first-hand accounts of corporate Six Sigma programs and explains how these companies are successfully leveraging Six Sigma for software process and quality improvement.

The success stories reveal how:

- Motorola minimized business risk before changing business-critical applications
- TCS improved fraud detection for a global bank
- Infosys improved software development productivity for a large multinational bank
- IBM reduced help desk escalations and overhead activities
- EMC improved development productivity
- Motorola realized significant cost avoidance by streamlining processes and project documentation
- Xerox achieved high-speed product development
- Seagate reduced application downtime and improved availability to 99.99%
- Cisco successfully reinvented its Six Sigma program
- Convergys injected Six Sigma into the company's DNA
- Thomson Reuters' Six Sigma program gathered significant momentum in a short time
- Six Sigma was successfully applied in many other projects for defect reduction, cycle time reduction, productivity improvement, and more

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