Abstract

Software development is similar to other engineering disciplines: a managed approach is likely
Software Quality Metrics for CRM: A Quantitative Approach

to improve the quality of the product. As software becomes more and more pervasive, there has been a growing concern in the information technology industry about software quality. Though various software quality models are in place to measure and manage the software quality, there is no effective relation among software quality models and the practice of assessing the software quality remains unsolved. The objective of this paper is to assess characteristics of software quality quantitatively for CRM based applications. We use the quality attributes defined by the International Standard for Software Product Evaluation ISO/IEC 9126 and a set of software metrics proposed in this research study have been applied to these attributes for its measurement. The results are then validated using statistical techniques. The statistical analysis gives an input to the software quality assurance team to focus at the specific software quality attributes which leads to the poor quality of the software. The software quality metrics are applied on the CRM applications. The significance of our research study is illustrated with suitable datasets and future research directions are indicated.

References

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Index Terms

Computer Science Software Engineering

Keywords

Software Quality Software Metrics Quality Model Software Quality Characteristics Quality Assessment

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