

ACTIVITY 1. DEFINE SOFTWARE COMPANY QUALITY OBJECTIVES

Define your own software development company, what kind of applications are developed, who are the customers, in what market (international, local,...), etc.

Then, review the quality policy document "DC-002. *Política de qualitat*", fill the gaps and do the modifications that you think that are required to adjust this document to your fictitious company. Next, define the quality objectives of the company, using document "DC-003. *Objectius de qualitat*". To help you find interesting quality objectives, think about objectives that can be measured.

For instance, with regard to the commercial process, the number of new customers per year, of new projects for existent customers, etc. Consider also other processes like formation, project management or customer satisfaction. For the later, consider asking customers to fill a questionnaire of satisfaction so the measure is the sum of the points obtained for each of the questions, the bigger the better.

ACTIVITY 2. DESIGN SOFTWARE COMPANY PROCESSES

Define the commercial process following the template "PR-005 - Comercial" and the project management process following "PR-007 - Gestió de projectes" by employing the techniques for processes definition.

You can get inspiration from the example processes already defined and available from the "Additional resources" folder: "PR-004 - Formació" and "PR-010 - Satisfacció client".