

(Read now) Six Sigma Software Development

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Christine B. Tayntor

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Christine B. Tayntor : Six Sigma Software Development before purchasing it in order to gage whether or not it would be worth my time, and all praised Six Sigma Software Development:

9 of 9 people found the following review helpful. Don't judge a book by its coverBy E. MathewsonWhile Sigma Six Software development is an interesting book, very little of the book has anything to do with software development. Most of the commentary and examples in the book are about Manufacturing, not about Software development. While the book does have value, it is mostly a decent overview of Sigma Six in general. If it is your goal to learn about Sigma Six in general, there are literally hundreds of generalist Sigma Six books in the marketplace. Hopefully, someone, someday will write a good book on Sigma Six that focuses on software. Unfortunately, the cover and title of this book does not reflect its contents.0 of 0 people found the following review helpful. Five StarsBy PierreMust read8 of 9 people found the following review helpful. To write a book about baseball, you have to play itBy Carla Fair-

WrightI was really excited to find a book merging Six Sigma and Software Development, but after reading the book, I still have no idea "how" I would implement the methodology. Tayntor clearly understands the Six Sigma theory and practice, but fails to convince me of its relevance to system development life cycle (SDLC) models. In the book, we learn the Six Sigma methodology, consisting of the steps "Define - Measure - Analyze - Improve - Control," works well for certain business models. The main goal of Six Sigma is to satisfy the "voice of the customer" or VOC. The VOC describes the needs or requirements of the customer. To ensure that outputs meet the customers' requirements, you must identify, quantify, and control the critical process inputs called X's. This control over the Xs reduces variation in the outcomes (or Y's). For software developers, using Six Sigma to fully understand the Voice of Customer (VOC), means substantial savings and better overall product quality. Most costs overruns in software development are the result of poorly defined requirements. With Six Sigma and SDLC, the problem is implementation. We are not counting widgets, but discussing abstract intellectual processes. This a hard thing to quantify. I can count errors and I can reduce errors, but is bug free code necessarily good code? Jeannine Sivi said it best when she described Six Sigma methods in manufacturing as "mature", but applications in software development are still "emerging". If you are really trying to implement Six Sigma, I would recommend, *Lean Software Development: An Agile Toolkit for Software Development Managers* by Mary Poppendieck and Tom Poppendieck.

Since Six Sigma has had marked success in improving quality in other settings, and since the quality of software remains poor, it seems a natural evolution to apply the concepts and tools of Six Sigma to system development and the IT department. Until now however, there were no books available that applied these concepts to the system development process. *Six Sigma Software Development* fills this void and illustrates how Six Sigma concepts can be applied to all aspects of the evolving system development process. It includes the traditional waterfall model and in the support of legacy systems, but also in more recent development innovations such as rapid application development, packaged software implementation, and outsourcing. The volume begins with a basic primer of Six Sigma, using a case study to provide a clear explanation of Six Sigma concepts and their application. It then explains the relevance of Six Sigma to the system development process, to quality assurance, and the SEI CMM-mapping the concepts and tools to all aspects of application development. A primary focus is placed on eliminating defects and improving customer satisfaction through the use of tools that help ensure requirements are clearly defined, understood, and met. Finally, the book shows how Six Sigma can be used for more than a single project, in that the concepts can be applied to measure, manage, and improve the performance of your entire IT department.

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