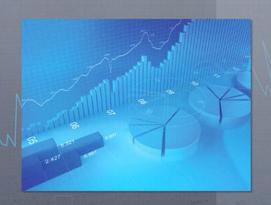
The Economics of Software Quality



Capers Jones Olivier Bonsignour

Foreword by Thaddeus Arroyo Chief Information Officer, AT&T Services, Inc.

Praise for The Economics of Software Quality

"This book provides the best treatment on the subject of economics of software quality that I've seen. Peppered with valuable industry data, in-depth analysis, empirical methods for quality improvement, and economic analysis of quality, this book is a must-read for anyone who is interested in this subject. With the many real-life and up-to-date examples and stories linking software quality to daily-life activities, readers will find this book an enjoyable read."

—Stephen H. Kan, Senior Technical Staff Member and Program Manager, Software Quality—IBM Systems and Technology Group, and author of Metrics and Models in Software Quality Engineering

"Finally, a book that defines the cost and economics of software quality and their relationship to business value. Facts such as the inability of testing alone to produce quality software, the value of engineering-in quality, and the positive ROI are illustrated in compelling ways. Additionally, this book is a must-read for understanding, managing, and eliminating 'technical debt' from software systems."

—Dan Galorath, CEO, Galorath Incorporated & SEER by Galorath

"Congrats to Capers and Olivier as they release their relevant, extensive, and timely research on the costs of defects in today's software industry. The authors don't stop with the causes of defects; they explore injection points, removal, and prevention approaches to avoid the 'technical mortgage' associated with defective software products. In today's 'quick-to-market' world, an emphasis on strengthening the *engineering* in software engineering is refreshing. If you're a software developer, manager, student, or user, this book will challenge your perspective on software quality. Many thanks!"

—Joe Schofield, Sandia National Laboratories; Vice President, IFPUG; CQA, CFPS, CSMS, LSS BB, SEI-certified instructor

"Whether consulting, working on projects, or teaching, whenever I need credible, detailed, relevant metrics and insights into the current capabilities and performance of the software engineering profession, I always turn to Capers Jones's work first. In this important new book, he and Olivier Bonsignour make

Economics of Software Quality, Portable Documents, The

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