

**TABLE of CONTENT**

<b>ACKNOWLEDGEMENT</b> .....	<b>3</b>
<b>ABSTRACT</b> .....	<b>4</b>
<b>CHAPTER 1: INTRODUCTION</b> .....	<b>5</b>
1.1 INTRODUCTION .....	6
1.2 SCOPE AND OBJECTIVES OF THE THESIS.....	6
1.3 SOFTWARE QUALITY STANDARDS PROBLEM .....	7
1.4 RESEARCH METHODOLOGY .....	10
1.5 LITERATURE REVIEW.....	11
<b>CHAPTER 2: SOFTWARE QUALITY STANDARDS</b> .....	<b>15</b>
2.1 SOFTWARE QUALITY STANDARDS .....	15
2.2 ISO SOFTWARE QUALITY STANDARDS .....	16
2.3 SEI/CMM SOFTWARE QUALITY STANDARDS.....	19
2.4 SPICE SOFTWARE QUALITY STANDARDS .....	25
2.5 SOFTWARE INDUSTRY'S TREND ANALYSIS.....	26
<b>CHAPTER 3: SOFTWARE QUALITY SWOT ANALYSIS</b> .....	<b>29</b>
3.1 SOFTWARE PRODUCT ATTRIBUTE & IT DIMENSION IMPACT.....	29
3.2 SOFTWARE QUALITY STANDARDS ANALYSIS .....	31
3.3 COMPARISON BETWEEN ISO9000 AND SEI .....	32
3.4 STRENGTHS OF THE EXISTING QUALITY STANDARDS .....	35
3.5 WEAKNESS OF THE EXISTING QUALITY STANDARDS .....	38
3.6 THREATS OF THE EXISTING QUALITY STANDARDS.....	47
3.7 OPPORTUNITY OF THE EXISTING QUALITY STANDARDS .....	50
3.8 SUMMARY OF THE SWOT ANALYSIS.....	50
<b>CHAPTER 4: IT ORGANIZATIONAL STRUCTURE</b> .....	<b>52</b>
4.1 ROLES OF IT ORGANIZATION.....	53
4.2 ORGANIZATION, GROUP AND PROJECT .....	55
4.3 INDEPENDENCE OF THE ORGANIZATIONAL STRUCTURE.....	57
4.4 THE FIRM'S ORGANIZATIONAL STYLE.....	61
4.5 LIMITATION OF THE CURRENT ORGANIZATIONAL MODEL.....	62
4.6 THE PROPOSED ORGANIZATIONAL STRUCTURE: STARO MODAL.....	63
4.7 APPLICATION OF THE STARO MODEL.....	75
4.8 JUSTIFICATIONS FOR THE STARO MODEL.....	77
4.8 STARO MODEL IMPLEMENTATION CONSIDERATION .....	79
4.9 LIMITATION OF THE STARO MODEL .....	80
<b>CHAPTER 5: CONCLUSION</b> .....	<b>82</b>
5.1 RECOMMENDATIONS.....	82
5.2 THE ANSWER TO THESIS QUESTIONS.....	85
5.3 SUMMARY .....	86
<b>GLOSSARY</b> .....	<b>88</b>
<b>REFERENCES:</b> .....	<b>90</b>
<b>APPENDIX</b> .....	<b>95</b>
(A) DR W. EDWARDS DEMING'S 14 POINTS ON QUALITY .....	95
(B) SEI CERTIFIED COMPANIES .....	96
(C) EXAMPLE OF EXISTING ORGANIZATION STRUCTURE .....	102
(D) COMPANIES REFERRED TO, BY THIS RESEARCH. ....	105
(E) SEI ROLES AND RESPONSIBILITIES .....	106