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QUALITY COSTS ANALYSIS IN SOFTWARE INDUSTRY: BENEFITS AND RISKS

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ABSTRACT

Joseph Juran, one of the world's leading quality theorists, has been the advocate of the quality costs analysis since 1951. Such analysis are truly necessary even when we talk about the quality of software applications generally, where these costs would represent the money expression of resources consumption, generated by a precise level of quality characteristics or by a calculated effort to improve them. Quality Cost Analysis are important to be implemented for each product or project of the company, wherever it's possible, because they provide accurate information about costs, costs of making product or project and costs determined by level of product/project quality. In order to minimize the quality costs in software industry it's important to find a balance between prevention costs and failure costs. But, even if the prevention costs are very high this fact does not assure the elimination of all quality problems.

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