



Strategic Software Quality Management

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₹6578 ISBN: 9781032793610

This book introduces strategic management tools and techniques appropriate for use in software quality management. There has been a gap between strategic management and software quality, and the solutions for solving the problems and improving the software quality usually come from the experience of IT experts: the managerial experience. This book helps people interested in software quality to go beyond the IT technical issues and integrate strategic management tools with their technical knowledge to become more prepared for the future, develop long-term plans for solutions and improvements, take more strategic decisions even when compared with the competitors, and finally, reach sustainable continuous improvements.

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Dr. Mahsa Fidanboy has been active in the IT sector for over 10 years, primarily focusing on agile methods, software development standards and models, health information systems, and IT service management. During her graduate studies, she specialized in information systems and R&D performance. She is the author of the book *Organizations and Complex Adaptive Systems*. She has attained international certifications in project management, agile methods, telecommunications, sustainability, and IT-related frameworks and models. Additionally, she has held various positions as a trainer, consultant, sustainability expert, and quality expert.

Dr. Cemalettin Öcal Fidanboy, with a career spanning over 25 years, has held roles as a software quality manager and IT management consultant across various public and private organizations. He has taught courses in software quality management, management information systems, organizational theory, and R&D management at several universities, both as a part-time instructor and a full-time faculty member. Additionally, he provides consultancy and training in IT management, agile practices, software processes, and project management. He holds the title of Associate Professor and currently serves as a faculty member at OSTİM Technical University.