

Quality Management: The Business Asset and its Competitive Advantage

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(Invited speaker)

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Abstract

Computer systems engineering is by definition the adoption of proven procedures for developing computer hardware and software. It is also the use of common methods for communicating design concepts within business application development. The acceptance of standards for managing quality in computer systems development is the mandatory first step towards managing and assuring Quality, and consequently, demands Senior Management commitment.

Introducing Quality Assurance Management implies a set-up of mutual commitments on Customer System Requirements, Information Resources Technology, Software Industry Standards, and Project Plan. Large projects require unambiguous Review and Reporting mechanisms such as Users Review, Technical Review, Senior Management Review, Change Control Boards and so forth. Success can be obtained by using an appropriate Project Management method, clear Review and Approval mechanisms, a tailored Quality Assurance approach, a collection of adequate development and configuration tools, and last but not least, by ensuring active customer involvement. The benefits are: quantified quality effort, monitored progress, accurate measurements and reports, enforced uniformity and improved communications. The final product is then of the required quality, up to the budget and to the estimated time-frame. Client satisfaction enriches business and competitive advantage.

Alvaro de Portugal, studied Electronics Engineering at the Universities of Porto and Coimbra (Portugal) and Brussels (Belgium); further on studied Economy at the University of Amsterdam (The Netherlands). He is a member of the Dutch Association of Informatici (VRI), Dutch Association of Management Consultants (OOA) and Dutch Association of Economical Advisors (NVOA). He has 20 years of international experience as a management consultant on Information Resources Technology Management, in particular, Project Management, Quality Assurance Management and Information Management in the following areas: wholesales, banking, insurance, government, industry, trade and general services. Author of several articles, work-papers and training courses and experienced lecturer.