Analysis, Design, and Implementation of Quality Management System for KSA Software Company

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Abstract : Quality management, in all countries all over the world, has become recently necessary to face challenges among companies. Software companies in KSA suffer from two problems, namely, low customer satisfaction, and low product quality. Implementation of quality management for a software company can solve these problems, by improving the quality of products and enhancing customer satisfaction. This will lead the company to be competitive. Introducing quality management system onto system analysis followed by system design and finally implementing that system can achieve these goals. Results of the present work showed that the proposed method can increase both the product quality by 10 % and the customer satisfaction by 20 %.