

Quality Digest

2004 Quality Sourcebook

Software

This section of the 2004 Quality Sourcebook addresses organizations seeking software to help with their ISO 9000 processes and implementation, as well as companies that rely on dependable applications and services for their calibration records. The directories included within this section are Calibration Software and Services, and ISO 9000 Software.

Whatever the organizational dilemma—from compliance with quality standards to maintaining the status of calibration records—it's guaranteed that there's a software solution designed to alleviate it. In fact, utilizing quality software is often the most failsafe method to successfully implement and preserve quality control. Not only are computer programs helpful for those seeking quality standard registration, but they're also crucial in manufacturing environments—wherein maintaining the integrity of instruments is essential.

This is the first year that *Quality Digest* has included a glossary of terms for the Software section. The brief dictionary explains some software-related words that you might find within the company descriptions. If you think there's a term we should include for next year, please let us know.

Because there's such a large variety of statistical process control solutions available, we've given it its own section. Check behind the SPC tab for more information.

Software Guide

Calibration Software and Services Directory.....page 124

The Calibration Software and Services Directory contains information on companies that provide calibration-related software and services. The directory includes the company name, address, phone and fax numbers, and Web address.

ISO 9000 Software Directory.....page 134

This directory of ISO 9000 software manufacturers includes the company name, address, phone and fax numbers, and Web address.

As with all *Quality Digest* directories, the Software Guide is in no way meant to endorse or exclude a particular organization. Rather, it's meant to be used as a starting point in the data-

gathering process. Readers are encouraged to contact the companies directly for more information and to ask for—and check—references.

Glossary

CAD—computer-aided design

CAM—computer-aided manufacturing

CD-ROM—a compact disk that functions as read-only memory

Client/server—describes the relationship between a powerful central computer (server) and individual PCs (clients) that request resources from the server. Clients can share files and access data stored on the server.

CMM—Capability Maturity Model. Developed by the Carnegie Mellon Software Engineering Institute, this outline of principles guides software processes through five evolutionary stages: initial, repeatable, defined, managed and optimizing.

CoSQ—Cost of software quality. An approach to software quality that entails outlining the economic benefits of delivering good-quality software.

IEEE—Institute of Electrical and Electronics Engineers, responsible for creating several software quality standards

Intranet—a privately maintained computer network that can be accessed only by authorized persons

Real time—relating to computer systems that update information at the same rate as they receive data, enabling them to direct or control a process such as an automatic pilot

The information contained in *Quality Digest* directories, plus some additional information, is available online at www.qualitydigest.com/directories.

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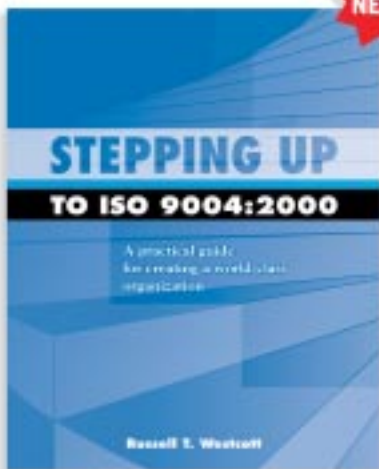
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