



Correlation between Quality Management Metric and People Capability Maturity Model

Franz-Dietmar Dahmann

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The quality of software management in a development project is a major factor in determining the success of a project. The four main areas in which a software project manager can affect the outcome of a project are people management, requirements management, estimation/planning management and risk management. People management is the management area with the highest influence on project success. In this thesis a quality management metric (QMM) was evaluated with respect to its conformance with an established people capability maturity model (P-CMM). The survey elements of the QMM were mapped to the processes described in the maturity model. The analysis indicates a high level of conformance of the QMM with the P-CMM. The results of applying the QMM can be used to characterize the quality of software management. Based on the correlation of QMM survey elements to processes of the maturity model, the results can then be used to identify processes that need improvement to increase the likelihood of program success. Future work includes further refining and assessing the QMM. As new models in the field of software development management evolve, the QMM will need to be re-evaluated with respect to these new models.

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