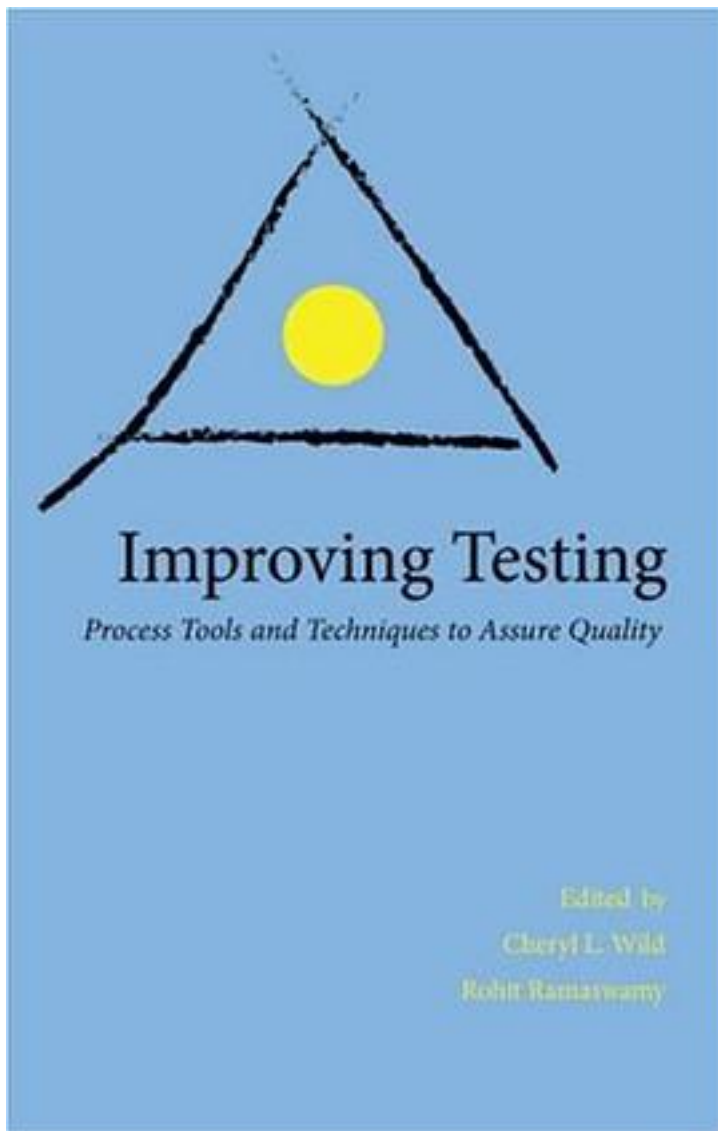


Improving Testing



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The primary purpose of this book is to demonstrate how proven quality assurance tools and methods that have been applied successfully in the manufacturing and service industries for the past 20 years can be applied in the testing industry. It defines what is meant by the term "quality" in testing and reviews how three business process concepts - standards, process planning and design, and continuous improvement - can be used to improve the way in which tests are designed, administered, scored and reported so that errors can be eliminated.

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