

Appendix 1

Interview

Appendix 2

Software Process Capability Questionnaire

CHAPTER ONE

INTRODUCTION

CHAPTER TWO

SOFTWARE QUALITY MODEL

CHAPTER THREE

*(Process Improvement for Small to
Medium Software enterprises)*

PRISMS

CHAPTER FOUR

Results

CHAPTER FIVE

Recommendation Based on CMM Theory

CHAPTER SIX

Recommendation Based on Business Partners

CHAPTER SEVEN

Recommendation