

# **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*