## A. Organization Characteristics

**1. When the organization was established?**
1. Less than one year.
2. 1 to 3 years.
3. 4 to 6 years.
4. 7 to 10 years.
5. More than 10 years.

**2. What type of business or organization are employed in?**
1. Information Technology.
2. Telecommunications.
3. Engineering.
4. Medical.
5. Education.
6. Government.
7. Other (Determine pleased).

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**3. How many software professionals are employed by your organization?**

1. Less than 10 full time staff.
2. 10 to 20 full time staff.
3. 21 to 50 fulltime staff.
4. 51 to 99 full time staff.
5. 100 to 300 full time staff.
6. Other

**4. When it comes to adopting new technologies and methods, your company is?**
1. Market Leader (expands their total market by adopting new technology).
2. Market Follower (happy to adopt the technology after the leader).
3. Conservative (only follows when technology proven).
4. Static (does not accept new technologies).

## B. Software Process Improvement

## 5. How would you rate your knowledge of Software Process Improvement?

1. Very Limited.
2. Limited.
3. Average.

4. Extensive.
5. Very Extensive.


**6. How would you rate your knowledge of Software Process Improvement standards?**
1. Very Limited.
2. Limited.
3. Average.

4. Extensive.
5. Very Extensive.

**7. How would you rate your knowledge of CMM Quality Model?**
1. Very Limited.
2. Limited.
3. Average.
4. Extensive.

5. Very Extensive.

**8. Do you think implementation of the software process improvement standards increase software quality?**
   1. Yes.
   2. No.

**9. Do you implement any Software Capability Quality standards?**

*(Such as CMM, ISO 9000, SPICE, and CMMI)*
1. Yes (Determine pleased).
2. No.

**10. Are you able to implement any Software Capability Quality standards?** *(Such as CMM, ISO 9000, SPICE, and CMMI)*
1. Yes.
2. No.
3. Not applicable.

## C. Software Quality Questions

For this section software development has been divided into three parts depending on the size of each project.

**1. Small-Scale Project**

Project time = less than 6 person months

**2. Medium-Scale Project**

Project time = 6 person months – 4 person years

**3. Large-Scale Project**

Project time = more than 4 person years

And organization size has been divided into three parts depending on size of each organization.

**1. Small organization.**

Small-Scale Project and Less than 50 full time staff

**2. Medium organization.**

Medium-Scale Project and between 50 and 99 full time staff

**3. Large organization.**

Large-Scale Project and more than 99 full time staff

**11. Do you believe that the implementation of *the software process improvement standard* have an effect on Software Quality for different software scale?**

| Small-Scale | Medium-Scale | Large-Scale |
| --- | --- | --- |
| | | |

| | | |
|---|---|---|
| 1. High Decrease in Quality.<br>2. Low Decrease in Quality.<br>3. No effect.<br>4. Low Increase in Quality.<br>5. High Increase in Quality. | 1. High Decrease in Quality.<br>2. Low Decrease in Quality.<br>3. No effect.<br>4. Low Increase in Quality.<br>5. High Increase in Quality. | 1. High Decrease in Quality.<br>2. Low Decrease in Quality.<br>3. No effect.<br>4. Low Increase in Quality.<br>5. High Increase in Quality. |

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| 6. Not Sure. | 6. Not Sure. | 6. Not Sure. |
| --- | --- | --- |

**12. What is the Average Size of teams that work on Software Development in each project category, in your organization?**

| Small-Scale | Medium-Scale | Large-Scale |
| --- | --- | --- |
| 1.  2-5  team | 1.  2-5  team | 1.  2-5  team |

| members. | members. | members. |
|---|---|---|
| 2.  5-10  team members. | 2.  5-10  team members. | 2.  5-10  team members. |
| 3.  10-50  team members. | 3.  10-50  team members. | 3.  10-50  team members. |
| 4.  50-100  team | 4.  50-100  team | 4.  50-100  team |

| members. | members. | members. |
|---|---|---|
| 5. More than 100 team members. | 5. More than 100 team members. | 5. More than 100 team members. |

**13. What do you believe is the most common problem experienced while implementing software process improvement standard for different kinds of organization?**

| Small-organization | Medium-organization | Large-organization |
|---|---|---|
| 1. Lack of skilled people who can | 1. Lack of skilled people who can | 1. Lack of skilled people who can |

| | | |
|---|---|---|
| follow standards. | follow standards. | follow standards. |
| 2. Lack of Top Management Support. | 2. Lack of Top Management Support. | 2. Lack of Top Management Support. |
| 3. Lack of Customer Collaboration. | 3. Lack of Customer Collaboration. | 3. Lack of Customer Collaboration. |

| | | |
|---|---|---|
| 4. Project Size/Complexity. | 4. Project Size/Complexity. | 4. Project Size/Complexity. |
| 5. Project Team Size. | 5. Project Team Size | 5. Project Team Size. |
| 6. Other (Please Specify). | 6. Other (Please Specify). | 6. Other (Please Specify). |

**14. What do you believe is the most suitable of _the software process improvement_ standards for the different kinds of software organizations?**

| Small-organizations | Medium-organizations | Large-organizations |
|---|---|---|
| 1. CMM. | 1. CMM. | 1. CMM. |
| 2. CMMI. | 2. CMMI. | 2. CMMI. |
| 3. SPICE. | 3. SPICE. | 3. SPICE. |
| 4. ISO 9000. | 4. ISO 9000. | 4. ISO 9000. |

| | | |
|---|---|---|
| 5. Other (Please Specify).<br><br>6. Not Sure. | 5. Other (Please Specify).<br><br>6. Not Sure. | 5. Other (Please Specify).<br><br>6. Not Sure. |

**15. To what extent, do you follow different level of CMM for different kinds of software organization?**

| Small-organizations | Medium-organizations | Large-organizations |
|---|---|---|
| 1. 100%. | 1. 100%. | 1. 100%. |
| 2. 75%. | 2. 75%. | 2. 75%. |
| 3. 50%. | 3. 50%. | 3. 50%. |
| 4. 25%. | 4. 25%. | 4. 25%. |

| | | |
|---|---|---|
| 5. Other (please specify). | 5. Other (please specify). | 5. Other (please specify) |

## D. General Questions

**16. Which of the following is the best description for your position in the organization?**

1. Programmer / Developer.
2. Analyst.
3. Software Architect.
4. Software Engineer.
5. Consultant.
6. Project Manager.

7. Executive Manager.
8. Other (please specify).

**17. Would you like to receive the report summarizing this study?**

1. Yes (*please provide email address below*).
2. No.

**Would you like to provide details of other people who might**

**be suitable to answer this questionnaire?** *(Even if only company name).*

| Name | Company | Contact | Email |
|---|---|---|---|
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**THANK YOU FOR TAKING THE TIME TO FILL OUT THE QUESTIONNAIRE. It is really appreciated as it would be truly helpful for my thesis work. Again all information is kept confidential and no organizations names would be mentioned in any published work.**