Master thesis of Elizaveta Sysoeva is devoted to high important aspect into the software product development – software product quality. The author provides a wide analysis of the quality management history. The software product development usually is organized as a project. The author considers the aspects of the project management and compares the specifics of the information technology (IT) projects and the projects from the other areas. The questions of quality management are included into the scope of the project management. The author rightly observes that the quality of the software products depends not only on the number of found and corrected defects, but it depends also on the quality of their development processes.

For practical application of the methods used for the purpose of quality management and selected by the author, the five small and medium-sized (SME) IT companies are investigated. The author gives the examples of the companies with the poor management processes, that affect on the quality of developed products or services.

Based on the answers of the interviews provided with the SME companies representatives it seems that all investigated companies in the first place should improve the quality of the development processes, and then deploy the tools to analyze the quality of the delivered software product. To provide deep analysis, I would also recommend to the author to use the analytical materials on the quality for the information technology project management from Software Engineering Institute (http://www.sei.cmu.edu/index.cfm).
In general, the author coped with the task, conducted an interesting research and developed proposals for the quality management for each of the companies.

At the same time, there are the several remarks:

- All used abbreviations, including SME, shall be explained, when they arise first time in the text (p.5).
- Usual the big IT companies have the different positions for the product quality (Quality Assurance engineer or tester) and process quality management (Process engineer). The same is correct for T-Systems company. So the example about the lop-sided consideration of the quality management into IT-company is unsuccessful (p.12)
- Talking about several customers for the project, the author obviously had in mind the project stakeholders (p.24)
- Not clear what the author wanted to say “as a project cannot be finished until it delivers satisfying result” (p.24), because there is some incompliance with the definition of project given in PMBoK or ISO 21500.

Master thesis of Elizaveta V. Sysoeva meets the requirements of the Master in Information Technology and Innovation program, and according to the reviewer’s opinion deserves an “excellent (B)” grade, thus the author can be given the desired degree.

14.06.2015

[Signature]

Referee: Candidate of physico-mathematical Sciences Elvira V. Strakhovich