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# PRESIDENCY UNIVERSITY

## BENGALURU

### Mid - Term Examinations – March 2026

**Date:** 13- 03-2026**Time:** 11.45am to 01.15pm

<b>School:</b> SOIS	<b>Program:</b> BCA	
<b>Course Code:</b> CSA3049	<b>Course Name:</b> Software Metrics and Quality Management	
<b>Semester:</b> VI	<b>Max Marks:</b> 50	<b>Weightage:</b> 25%

CO - Levels	C01	C02	C03	C04	C05
<b>Marks</b>	26	24	-	-	-

**Instructions:**

- (i) Read all questions carefully and answer accordingly.
- (ii) Do not write anything on the question paper other than roll number.

### Part A

**Answer ALL the Questions. Each question carries 2marks.****5Q x 2M=10M**

1	What is defect – oriented Problem	2 Marks	L1	C01
2	A company sets a quality goal of $\leq 1$ defect/KLOC during machine testing. A product of 25 KLOC reports 35 defects. Question: Has the quality goal been met?	2 Marks	L2	C01
3	Define Defect removal effectiveness((DRE)	2 Marks	L2	C01
4	Address any two quality planning objectives of the test project manager	2 Marks	L1	C02
5	Identify any four Non Functional requirements of product quality	2 Marks	L1	C02

## Part B

### Answer the Questions.

**Total Marks 40M**

6.	a.	Illustrate with an example how different dimensions of quality influence a software product.	5Marks	L1	CO1
	b.	<p>A software company conducted a survey of 250 customers to measure satisfaction with its latest software product. The responses were:</p> <ul style="list-style-type: none"> <li>• 80 customers were Very Satisfied</li> <li>• 90 customers were Satisfied</li> <li>• 40 customers were Neutral</li> <li>• 25 customers were Dissatisfied</li> <li>• 15 customers were Very Dissatisfied</li> </ul> <p><b>Questions:</b></p> <ol style="list-style-type: none"> <li>1. Calculate the Customer Satisfaction (CSAT) percentage.</li> <li>2. Interpret the result.</li> </ol>	5Marks	L2	
Or					
7.	a.	Illustrate the principles of Total Quality Management and analyze their importance in achieving quality excellence.	10 Marks	L2	CO1
8.	a.	Explain any five quality control Tools with necessary diagrams	10 Marks	L2	CO1
Or					
9.	a.	Analyze the role of Product quality metrics in ensuring long-term quality control over the s/w products.	10 Marks	L2	CO1
10.	a.	List out the Limitations of Life-Cycle Development	5 Marks	L2	CO2
	b.	Developing quality software is a challenging task due to technical, managerial, and organizational factors. Explain the major challenges in developing quality software and analyze how these challenges can be addressed.	5 Marks		
Or					
11.	a.	Analyze the impact of functional requirements on overall software quality	10 Marks	L2	CO2
12.	a.	Discuss and compare ISO 9001:2008 and SEI's CMMI as process frameworks for quality management.	10 Marks	L2	CO2
Or					
13.	a.	Discuss the important aspects of software quality and analyze their significance in software development.	10 Marks	L2	CO2