**Quality Software Management Vol. 1: Systems Thinking**

by Gerald M. Weinberg

ISBN: 978-0-932633-72-9  
©1992  336 pages  softcover  $36.95 (plus shipping)

Enrich the Way Your Organization Thinks About Quality

High-quality software demands high-quality management. That’s the subject of Quality Software Management, a four-volume series that has grown out of acclaimed author Gerald M. Weinberg’s forty-year love affair with computers.

In Volume 1, Systems Thinking, the author tackles the first requirement for developing quality software: learning to think correctly—about problems, solutions, and quality itself. He also ... as both planners and catalysts within the organization: to continually plan what to do, observe what happens, and then act decisively to bring the actual closer to the planned. Numerous examples illustrate “control points,” areas that can be managed to prevent a crisis or to keep one from getting worse.

**Topics include:**  
- understanding quality  
- pressure and breakdowns  
- software cultures  
- patterns of quality  
- patterns of management  
- feedback effects  
- steering software  
- failing to steer

**Notes**  
- Listing of Laws, Rules, and Principles  
- Author Index  
- Subject Index

**About the Author**

Gerald M. Weinberg, prolific author of some thirty popular books, is a principal of the consulting firm Weinberg and Weinberg, based in Lincoln, Nebraska. Drawing on decades of experience in the worlds of industry, academia, and computer programming, he teaches and consults on ways that people can become more productive.

**Partial Contents**

I Patterns of Quality  
- What Is Quality? Why Is It Important?  
- Software Subcultures  
- What Is Needed to Change Patterns?

II Patterns of Managing  
- Control Patterns for Management  
- Making Explicit Management Models  
- Feedback Effects  
- Steering Software  
- Failing to Steer

III Demands That Stress Patterns  
- Why It’s Always Hard to Steer  
- What Helps to Stay in Control  
- Responses to Customer Demands

IV Fault Patterns  
- Observing and Reasoning About Errors  
- The Failure Detection Curve  
- Locating the Faults Behind the Failures  
- Fault Resolution Dynamics

V Pressure Patterns  
- Power, Pressure, and Performance  
- Handling Breakdown Pressures  
- What We’ve Managed to Accomplish

**Read more about this book at**  
www.dorsethouse.com/books/qsm1.html

**Order Today!**  
- (800) 342-6657  
- (212) 620-4053  
- fax (212) 727-1044

Phone, fax, or mail with credit card information, check, or money order. VISA MC AMEX