

Factors Affecting Product Quality in the Software Development Industry of Sri Lanka

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Abstract

The software development industry of Sri Lanka has grown rapidly during recent years. However, the quality of software products has become a critical issue as shown in the increase in software defects and associated solutions for those problems. This study aimed at understanding the critical factors underlying software product quality. It was based on a survey of ten software development companies and two software development units in non-software development companies. The sample consisted of 150 respondents. The study showed that it is necessary to have (i) technological excellence (ii) software process maturity (iii) team productivity and (iv) stakeholder involvement in order to deliver high quality products. Failure to deliver high quality software products will result in higher software life cycle costs and loss of future sales revenue.

Key Words : Sri Lanka's Software Development Industry, Software Product Quality

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