

# ISO IEC 90003 2004 PLAIN ENGLISH CHECKLIST

## 8. REMEDIAL REQUIREMENTS AND GUIDELINES

### 8.1 PERFORM REMEDIAL PROCESSES

1 PLAN REMEDIAL PROCESSES					
2	Plan how your monitoring, measuring, and analytical processes will be used.	TODO	DONE	This black font is used to present ISO 9001 requirements and notes.	
3	Plan how monitoring, measuring, and analytical processes will be used to demonstrate conformance.	TODO	DONE		
4	Plan how monitoring, measuring, and analytical methods will be used to demonstrate that products meet requirements.	TODO	DONE		
5	Plan how statistical techniques will be used to demonstrate that products meet requirements.	TODO	DONE		
6	Plan how monitoring, measuring, and analytical methods will be used to demonstrate that your quality management system conforms to requirements.	TODO	DONE		
7	Plan how statistical techniques will be used to demonstrate that your quality management system meets requirements.	TODO	DONE		
8	Plan how monitoring, measuring, and analytical processes will be used to continually improve the effectiveness of your quality management system.	TODO	DONE		
9	Plan how statistical techniques will be used to improve the effectiveness of your quality management system.	TODO	DONE		
10	Plan how monitoring processes will be performed when you carry out your quality planning activities.	TODO	DONE	N/A	See clause 7.1.2 above on quality planning.
11	Plan how measurement processes will be performed when you carry out your quality planning activities.	TODO	DONE	N/A	This font is used for <i>recommendations</i> that ISO 90003 says you <u>should</u> follow.
12	Plan how analytical processes will be performed when you carry out your quality planning activities.	TODO	DONE	N/A	
13	Plan how improvement processes will be performed when you carry out your quality planning activities.	TODO	DONE	N/A	For more on the improvement process see ISO/IEC 12207:1995 part 7.3 and ISO/IEC 12207:1995 Amd. 1:2002 part F.3.3.
14	Plan how your software measurement process will be used to collect data about your software products.	TODO	DONE	N/A	For more on the software measurement process see ISO/IEC 15939:2002 clause 5.

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15	Plan how your software measurement process will be used to analyze data about your software products.	TODO	DONE	N/A	Also see ISO/IEC 14598-2 on the planning of software product evaluation activities.
16	Plan how your software measurement process will be used to report information about your software products.	TODO	DONE	N/A	
17	Plan how your software measurement process will be used to objectively demonstrate the quality of your software products.	TODO	DONE	N/A	Also see ISO/IEC TR 9126-2 and ISO/IEC TR 9126-3 on product quality and internal and external metrics.
18	Plan how your software measurement process will be used to collect data about your processes.	TODO	DONE	N/A	
19	Plan how your software measurement process will be used to analyze data about your processes.	TODO	DONE	N/A	
20	Plan how your software measurement process will be used to report information about your processes.	TODO	DONE	N/A	
21	Plan how your software measurement process will be used to help ensure that your organization's processes are managed effectively.	TODO	DONE	N/A	Also see ISO/IEC 15504-1 on concepts and terminology related to information technology process assessments
22	<b>IMPLEMENT REMEDIAL PROCESSES</b>				
23	Implement your organization's monitoring, measuring, and analytical processes.	TODO	DONE		This black font is used to present ISO 9001 requirements and notes.
24	Use monitoring, measuring, and analytical processes to demonstrate conformance.	TODO	DONE		
25	Use monitoring, measuring, and analytical methods to demonstrate that products conform to requirements.	TODO	DONE		
26	Use statistical techniques to demonstrate that products conform to requirements.	TODO	DONE		
27	Use monitoring, measuring, and analytical methods to demonstrate that your quality management system conforms to requirements.	TODO	DONE		
28	Use statistical techniques to demonstrate that your quality management system meets requirements.	TODO	DONE		
29	Use monitoring, measuring, and analytical processes to continually improve the effectiveness of your quality management system.	TODO	DONE		

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30	Use statistical techniques to continually improve the effectiveness of your quality management system.	TODO	DONE	This black font is used to present ISO 9001 requirements and notes.	
31	Use your software measurement process to collect data about your software products.	TODO	DONE	NA	This font is used for <i>recommendations</i> that ISO 90003 says you <i>should</i> follow.
32	Use your software measurement process to analyze data about your software products.	TODO	DONE	NA	
33	Use your software measurement process to report information about your software products.	TODO	DONE	NA	
34	Use your software measurement process to objectively demonstrate the quality of your software products.	TODO	DONE	NA	
35	Use your software measurement process to collect data about your processes.	TODO	DONE	NA	
36	Use your software measurement process to analyze data about your processes.	TODO	DONE	NA	
37	Use your software measurement process to report information about your organization's processes.	TODO	DONE	NA	
38	Use your software measurement process to help ensure that your organization's processes are managed effectively.	TODO	DONE	NA	

### 8.2 MONITOR AND MEASURE QUALITY

#### 8.2.1 MONITOR AND MEASURE CUSTOMER SATISFACTION

39	Identify methods that your organization can use to monitor and measure customer satisfaction.	TODO	DONE	This black font is used to present ISO 9001 requirements and notes.	
40	Figure out how you're going to monitor customer satisfaction.	TODO	DONE		
41	Figure out how you're going to use customer satisfaction data.	TODO	DONE		
42	Monitor and measure customer satisfaction.	TODO	DONE		
43	Gather customer satisfaction information.	TODO	DONE		

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44	Monitor customer satisfaction information.	TODO	DONE	This font is used for ISO 9001 requirements.	
45	Use customer satisfaction information.	TODO	DONE		
46	Use customer satisfaction information as a measure of quality management system performance.	TODO	DONE		
47	Make sure that your monitoring and measuring methods generate customer satisfaction information either continually or periodically.	TODO	DONE	N/A	This font is used for <i>recommendations</i> that ISO 90003 says you <u>should</u> follow.
48	Monitor and measure customer satisfaction by analyzing help desk calls about product quality.	TODO	DONE	N/A	
49	Monitor and measure customer satisfaction by analyzing help desk calls about service performance.	TODO	DONE	N/A	
50	Monitor and measure customer satisfaction by studying quality-in-use metrics derived from direct and indirect customer feedback.	TODO	DONE	N/A	<i>Quality-in-use metrics</i> are used to monitor and measure how effectively and safely software products satisfy user needs. For more information see ISO/IEC TR 9126-4.
51	Monitor and measure customer satisfaction by figuring out how many software releases are needed to fix problems after initial delivery.	TODO	DONE	N/A	

### 8.2.2 PLAN AND PERFORM REGULAR INTERNAL AUDITS

52	Establish an internal audit program.	TODO	DONE	Also see the ISO 19011 auditing standard.	
53	Develop internal audit methods.	TODO	DONE		
54	Ensure that audit methods are objective.	TODO	DONE	<i>Objective</i> means <i>factual</i> .	
55	Ensure that audit methods are impartial.	TODO	DONE	<i>Impartial</i> means <i>unbiased</i> .	
56	Develop your internal audit criteria.	TODO	DONE		
57	Develop an internal audit procedure.	TODO	DONE		
58	Define how your internal audits should be planned.	TODO	DONE		
59	Define audit planning responsibilities and authorities.	TODO	DONE		
60	Define how your internal audits should be performed.	TODO	DONE		

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61	Define how your internal audits should be organized.	TODO	DONE	This font is used for ISO 9001 requirements.
62	Define audit responsibilities and requirements.	TODO	DONE	
63	Define how your internal audits should be recorded.	TODO	DONE	Also see section 4.2.4.
64	Define how audit records should be maintained.	TODO	DONE	
65	Define audit record keeping responsibilities.	TODO	DONE	
66	Define how audit results should be reported.	TODO	DONE	
67	Define audit reporting responsibilities.	TODO	DONE	
68	Plan your internal audit projects.	TODO	DONE	
69	Define the scope of your internal audits.	TODO	DONE	
70	Follow your internal audit planning procedure.	TODO	DONE	
71	Consider the need to review previous audit results.	TODO	DONE	
72	Select impartial and objective auditors.	TODO	DONE	
73	Make sure that auditors don't audit their own work.	TODO	DONE	
74	Specify how often audits should be done.	TODO	DONE	
75	Schedule internal audits at planned intervals.	TODO	DONE	
76	Give more attention to important areas and processes.	TODO	DONE	
77	Consider the status of auditee areas and processes.	TODO	DONE	
78	Perform regular internal audits.	TODO	DONE	
79	Evaluate how well your quality management system meets requirements.	TODO	DONE	
80	Evaluate how well your quality management system complies with the ISO 9001:2000 standard.	TODO	DONE	
81	Evaluate how well your quality management system complies with your organization's requirements.	TODO	DONE	

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82	Evaluate how well your quality system complies with planned arrangements.	TODO	DONE	This black font is used to present ISO 9001 requirements and notes.	
83	Evaluate how well your quality system complies with product realization plans.	TODO	DONE		
84	Evaluate how well your quality management system has been implemented.	TODO	DONE		
85	Evaluate how well your quality management system is being maintained.	TODO	DONE		
86	Make sure that your managers solve problems discovered in their areas by internal auditors.	TODO	DONE		
87	Take remedial action to solve problems.	TODO	DONE		
88	Take action to eliminate nonconformities.	TODO	DONE		
89	Take action to address causes.	TODO	DONE		
90	Take remedial action in a timely manner.	TODO	DONE		
91	Follow-up on the actions taken by managers to solve problems discovered during internal audits.	TODO	DONE		
92	Verify that remedial actions were taken.	TODO	DONE		
93	Report the results of your verification activities.	TODO	DONE		
94	Plan how you're going to audit your software projects.	TODO	DONE	N/A	This font is used for <i>recommendations</i> .
95	Select the software projects that will be audited.	TODO	DONE	N/A	
96	Make sure that your audits cover all processes.	TODO	DONE	N/A	
97	Make sure that your audits cover all stages.	TODO	DONE	N/A	
98	Audit a single project as it progresses through the stages that make up the product life cycle.	TODO	DONE	N/A	
99	Audit various software projects at different stages.	TODO	DONE	N/A	See ISO/IEC 12207:1995 part 6.3 on the quality assurance process and 6.7 on the audit process. Also see ISO/IEC 12207:1995 Amd. 1: 2002 part F.2.3 on the quality assurance process and F.2.7 on the audit process.
100	Assess how well your software project quality planning complies with your quality management system.	TODO	DONE	N/A	
101	Assess how well your software projects follow your project quality plans.	TODO	DONE	N/A	

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8.2.3 MONITOR AND MEASURE QUALITY PROCESSES					
102	Use suitable methods to monitor and measure the processes that make up your quality system.	TODO	DONE		This black font is used to present ISO 9001 requirements and notes.
103	Make sure that your methods can prove that your processes are achieving planned results.	TODO	DONE		
104	Make sure that your methods can prove that products are meeting planned requirements.	TODO	DONE		
105	Monitor the processes that make up your quality management system.	TODO	DONE		
106	Measure the processes that make up your quality management system (if applicable).	TODO	DONE	N/A	
107	Take corrective actions whenever your quality processes fail to achieve planned results.	TODO	DONE		
108	Ensure that process requirements are being met.	TODO	DONE		
109	Ensure that product requirements are being met.	TODO	DONE		
110	Measure the actual duration of process activities.	TODO	DONE	N/A	Also see ISO/IEC 12207:1995 part 7.3.2 on process assessment and 7.3.3 on process improvement. Also see ISO/IEC 12207:1995 Amd. 1: 2002 part F.3.3.2 on process assessment.  Also see ISO/IEC 15504-1 on how to conduct software process assessments, and ISO/IEC 15504-2 on how to perform assessments.
111	Compare actual process activity durations with planned process activity durations.	TODO	DONE	N/A	
112	Measure the actual cost of process activities.	TODO	DONE	N/A	
113	Compare actual process activity costs with planned process activity costs.	TODO	DONE	N/A	
114	Measure software quality characteristics.	TODO	DONE	N/A	
115	Compare actual quality levels with planned quality levels.	TODO	DONE	N/A	Also see ISO/IEC 15939:2002 clause 5 on the software measurement process.
8.2.4 MONITOR AND MEASURE PRODUCT CHARACTERISTICS					
116	Make sure that your organization can monitor and measure product characteristics.	TODO	DONE		A <i>product characteristic</i> is a property or <i>quality</i> that a product must have.
117	Make sure that you can verify that product requirements are being met throughout the <i>product realization process</i> .	TODO	DONE		See Section 7 above for more on the <i>product realization process</i> .

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118	Make sure that you can prove that products meet acceptance criteria.	TODO	DONE	This black font is used to present ISO 9001 requirements and notes.	
119	Make sure that your product monitoring and measuring activities follow product monitoring and measuring plans.	TODO	DONE		
120	Monitor and measure product characteristics.	TODO	DONE		
121	Perform planned monitoring and measuring activities before products are released (unless the customer or other authority allows you to make an exception).	TODO	DONE	NA	
122	Perform planned monitoring and measuring activities before services are delivered (unless the customer or other authority allows you to make an exception).	TODO	DONE	NA	
123	Maintain a record of your product measuring and monitoring activities.	TODO	DONE	Also see section 4.2.4.	
124	Record product acceptance results.	TODO	DONE		
125	Ensure that your records demonstrate that your products have met acceptance criteria.	TODO	DONE		
126	Record who was responsible for product release.	TODO	DONE		
127	Monitor and measure how well your software products comply with quality requirements.	TODO	DONE	NA	Also see ISO/IEC 12207:1995 part 5.3 and ISO/IEC 12207: 1995 Amd. 1: 2002 part F.1.3 on the software development process. This material discusses the evaluation of software products during development and when completed. Also see ISO/IEC 9126-1: 2001 on software product quality.  This font is used for <i>recommendations</i> that ISO 90003 says you <u>should</u> follow.
128	Use your product design and development reviews to monitor and measure how well your software products comply with quality requirements.	TODO	DONE	NA	
129	Use your design and development verifications to monitor and measure how well your software products comply with quality requirements.	TODO	DONE	NA	
130	Use your design and development validations to monitor and measure how well your software products comply with quality requirements.	TODO	DONE	NA	
131	Monitor and measure software product characteristics.	TODO	DONE	NA	Also see ISO/IEC 14598-3 and ISO/IEC 14598-5 on software product evaluation for developers and evaluators.
132	Monitor and measure the functionality of your organization's software products.	TODO	DONE	NA	

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133	Monitor and measure the maintainability of your organization's software products.	TODO	DONE	N/A	This font is used to present tasks that ISO 90003 says you <u>may</u> perform.
134	Monitor and measure the efficiency of your organization's software products.	TODO	DONE	N/A	
135	Monitor and measure the portability of your organization's software products.	TODO	DONE	N/A	
136	Monitor and measure the usability of your organization's software products.	TODO	DONE	N/A	
137	Monitor and measure the reliability of your organization's software products.	TODO	DONE	N/A	

### 8.3 CONTROL NONCONFORMING PRODUCTS

138	<b>ESTABLISH A NONCONFORMING PRODUCTS PROCEDURE</b>				
139	Develop a procedure to control nonconforming products.	TODO	DONE		This font is used for ISO 9001 requirements.
140	Make sure that your nonconforming products procedure defines how nonconforming products should be identified and controlled.	TODO	DONE		
141	Make sure that your nonconforming products procedure defines how nonconforming product responsibilities and authorities should be distributed.	TODO	DONE		
142	Identify the points where nonconforming software products must be controlled.	TODO	DONE	N/A	This font is used for <i>recommendations</i> that ISO 90003 says you <u>should</u> follow.
143	<b>IDENTIFY AND CONTROL YOUR NONCONFORMING PRODUCTS</b>				
144	Identify and control your nonconforming products.	TODO	DONE		This font is used for ISO 9001 requirements.
145	Eliminate or correct your product nonconformities.	TODO	DONE		
146	Prevent the delivery or use of nonconforming products.	TODO	DONE		
147	Avoid the inappropriate use of nonconforming products.	TODO	DONE		
148	Get authorization to release, accept, or use nonconforming products.	TODO	DONE		

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149	Get a concession from the customer to release, accept, or use nonconforming products.	TODO	DONE		A <i>concession</i> is a special approval that is granted to release a nonconforming product for delivery or use.
150	Get a concession from a relevant authority to release, accept, or use nonconforming products.	TODO	DONE		
151	Segregate nonconforming software items by transferring them out of a production or testing environment into a separate environment.	TODO	DONE	NA	This font is used to present tasks that ISO 90003 says you <u>may</u> perform within the limits set by the ISO 9001 standard.
152	Segregate nonconforming embedded software items by isolating the hardware that contains the nonconforming software.	TODO	DONE	NA	
153	Use configuration management to help control the investigation and resolution of software defects.	TODO	DONE	NA	See ISO/IEC 12207:1995 part 6.2 and ISO/IEC 12207: 1995 Amd. 1: 2002 part F.2.2 on configuration management.
154	Prioritize your software nonconformities.	TODO	DONE	NA	See ISO/IEC 12207:1995 part 6.8 and ISO/IEC 12207: 1995 Amd. 1: 2002 part F.2.8 on the problem resolution process.
155	Control the investigation of software defects.	TODO	DONE	NA	
156	Control the investigation of software defects identified during the development process.	TODO	DONE	NA	This font is used for <i>recommendations</i> that ISO 90003 says you <u>should</u> follow.
157	Control the investigation of software defects identified during the maintenance process.	TODO	DONE	NA	
158	Control the resolution of software defects.	TODO	DONE	NA	
159	Control the resolution of software defects identified during the development process.	TODO	DONE	NA	
160	Control the resolution of software defects identified during the maintenance process.	TODO	DONE	NA	
161	Notify those responsible for software problems.	TODO	DONE	NA	
162	Track software problems until they are resolved.	TODO	DONE	NA	
163	Repair or rework software in order to fix defects and meet requirements.	TODO	DONE	NA	
164	Consider getting an official concession to accept software that was previously defective but has now been brought into compliance.	TODO	DONE	NA	A <i>concession</i> is a special approval that is granted to release a nonconforming product for delivery or use.

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165	Consider getting an official concession before you ask customers to accept software that has not been fixed.	TODO	DONE	N/A	This font is used to present tasks that ISO 90003 says you <u>may</u> perform.
166	Consider amending software requirements in order to bring nonconforming software into compliance.	TODO	DONE	N/A	
167	Consider rejecting nonconforming software.	TODO	DONE	N/A	
168	<b>RE-VERIFY NONCONFORMING PRODUCTS THAT WERE CORRECTED</b>				
169	Re-verify nonconforming products that were corrected.	TODO	DONE		
170	Prove that corrected products now meet requirements.	TODO	DONE		
171	Develop a procedure to control the scope of software re-testing.	TODO	DONE	N/A	Also see ISO/IEC 12119:1994 on testing software packages against requirements.
172	Document your software re-testing procedure.	TODO	DONE	N/A	
173	Identify areas that should be re-tested whenever software modifications are made.	TODO	DONE	N/A	This font is used for <i>recommendations</i> that ISO 90003 says you <u>should</u> follow.
174	Re-test software whenever modifications are made.	TODO	DONE	N/A	
175	<b>CONTROL NONCONFORMING PRODUCT AFTER DELIVERY OR USE</b>				
176	Take steps to deal with the consequences that result from the delivery or use of nonconforming products.	TODO	DONE		This black font is used to present ISO 9001 requirements and notes.
177	Cope with the actual consequences that result from the delivery or use of nonconforming products.	TODO	DONE		
178	Cope with the potential consequences that may result from the delivery or use of nonconforming products.	TODO	DONE		Also see section 4.2.3.
179	<b>MAINTAIN RECORDS OF NONCONFORMING PRODUCTS</b>				
180	Maintain a record of how nonconforming products are identified and controlled.	TODO	DONE		See section 4.2.4 on record keeping. Also note that a <i>record</i> is a type of document.
181	Make sure that your nonconforming product records describe your nonconformities.	TODO	DONE		
182	Make sure that your nonconforming product records describe the actions taken to deal with product nonconformities.	TODO	DONE		

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183	Make sure that your nonconforming product records describe any concessions that were granted.	TODO	DONE		
184	Identify the points where nonconforming software products must be recorded.	TODO	DONE	N/A	This font is used for <i>recommendations</i> that ISO 90003 says you <i>should</i> follow.
185	Record the investigation of software defects.	TODO	DONE	N/A	
186	Record the investigation of software defects identified during the development process.	TODO	DONE	N/A	
187	Record the investigation of software defects identified during the maintenance process.	TODO	DONE	N/A	
188	Record the resolution of software defects.	TODO	DONE	N/A	
189	Record the resolution of software defects identified during the development process.	TODO	DONE	N/A	
190	Record the resolution of software defects identified during the maintenance process.	TODO	DONE	N/A	
191	Document software problems and their possible impact on other parts of your software product.	TODO	DONE	N/A	

#### 8.4 ANALYZE QUALITY INFORMATION

192	<b>DEFINE QUALITY MANAGEMENT INFORMATION NEEDS</b>				
193	Identify the type of information your organization needs to have about its quality management system.	TODO	DONE		This black font is used to present ISO 9001 requirements and notes.
194	Define what kind of information you need in order to be able to evaluate the suitability and effectiveness of your quality management system.	TODO	DONE		
195	Define what kind of information you need in order to be able to pinpoint opportunities to improve quality management system suitability and effectiveness.	TODO	DONE		
196	<b>COLLECT QUALITY MANAGEMENT SYSTEM DATA</b>				
197	Collect data about your quality management system.	TODO	DONE		
198	Monitor the suitability of your quality system.	TODO	DONE		

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## 8. REMEDIAL REQUIREMENTS AND GUIDELINES

199	Monitor the effectiveness of your quality system.	TODO	DONE		
200	Measure the suitability of your quality system.	TODO	DONE		
201	Measure the effectiveness of your quality system.	TODO	DONE		
202	<b>PROVIDE QUALITY MANAGEMENT INFORMATION</b>				
203	Analyze quality management system data in order to provide useful information.	TODO	DONE	This black font is used to present ISO 9001 requirements and notes.	
204	Provide information about your customers.	TODO	DONE		
205	Provide information about customer satisfaction.	TODO	DONE		
206	Provide information about your suppliers.	TODO	DONE		
207	Provide information about your products.	TODO	DONE		
208	Provide information about product nonconformities.	TODO	DONE	Also see section 7.2.1.	
209	Provide information that shows how well your products are meeting requirements.	TODO	DONE		
210	Provide information that shows how product nonconformities can be prevented.	TODO	DONE		
211	Provide information about product characteristics.	TODO	DONE		
212	Provide information about product trends.	TODO	DONE		
213	Provide information about your processes.	TODO	DONE		
214	Provide information about process nonconformities.	TODO	DONE		
215	Provide information that shows how process nonconformities can be prevented.	TODO	DONE		
216	Provide information about process characteristics.	TODO	DONE		
217	Provide information about process trends.	TODO	DONE		
218	Provide reports that discuss problems identified during software testing.	TODO	DONE	NA	Also see ISO/IEC 15939:2002 clause 5.4 on the software measurement process and the evaluation of results. Also see ISO/IEC 19761, ISO/IEC 20926, and ISO/IEC 20968 for information about functional size measurement methods.
219	Provide reports that discuss issues identified during reviews.	TODO	DONE	NA	
220	Provide reports that discuss issues identified during walkthroughs.	TODO	DONE	NA	

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## 8. REMEDIAL REQUIREMENTS AND GUIDELINES

### 8.5 MAKE QUALITY IMPROVEMENTS

#### 8.5.1 IMPROVE YOUR QUALITY MANAGEMENT SYSTEM

221	Continually improve the effectiveness of your quality management system.	TODO	DONE		
222	Use your quality policy to generate improvements.	TODO	DONE		
223	Use your quality objectives to generate improvements.	TODO	DONE		
224	Use your quality audits to generate improvements.	TODO	DONE		
225	Use quality data to generate improvements.	TODO	DONE		
226	Use corrective actions to generate improvements.	TODO	DONE		
227	Use preventive actions to generate improvements.	TODO	DONE		
228	Use management reviews to generate improvements.	TODO	DONE		
229	Establish a process improvement methodology.	TODO	DONE	NA	See ISO/IEC 12207:1995 part 7.3 and ISO/IEC 12207: 1995 Amd. 1: 2002 part F.3.3 on the improvement process.
230	Apply your process improvement methods to the processes that make up your software life cycle.	TODO	DONE	NA	
231	Use your process improvement methods to assess the processes that make up your software life cycle.	TODO	DONE	NA	See ISO/IEC 15504 for more information about software process assessment.
232	Use your process improvement methods to improve the processes that make up your software life cycle.	TODO	DONE	NA	This font is used to present tasks that ISO 90003 2004 says you <u>may</u> perform.

#### 8.5.2 CORRECT ACTUAL NONCONFORMITIES

233	Develop a corrective action procedure to prevent the <i>recurrence</i> of nonconformities.	TODO	DONE	This black font is used to present ISO 9001 requirements and notes.	
234	Document your corrective action procedure.	TODO	DONE		
235	Make sure that your procedure ensures that you review your nonconformities.	TODO	DONE		
236	Make sure that your procedure ensures that you review customer complaints.	TODO	DONE		
237	Make sure that your procedure ensures that you figure out what causes nonconformities.	TODO	DONE		

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### 8. REMEDIAL REQUIREMENTS AND GUIDELINES

238	Make sure that your procedure ensures that you study the effects nonconformities produce.	TODO	DONE	
239	Make sure that your procedure ensures that you evaluate whether you need to take corrective action.	TODO	DONE	
240	Make sure that your procedure ensures that you develop corrective actions to prevent recurrence.	TODO	DONE	
241	Make sure that your procedure ensures that you take corrective actions when they are needed.	TODO	DONE	
242	Make sure that your procedure ensures that you record the results that your corrective actions achieve.	TODO	DONE	Also see clause 4.2.4 above.
243	Make sure that your procedure ensures that you examine the effectiveness of your corrective actions.	TODO	DONE	
244	Use your organization's corrective action procedure to take corrective actions.	TODO	DONE	
245	Make sure that your corrective actions prevent the recurrence of nonconformities.	TODO	DONE	
246	Make sure that your corrective actions eliminate the causes of nonconformities.	TODO	DONE	
247	Make sure that your corrective actions address the effects of nonconformities.	TODO	DONE	
248	Use configuration management to manage changes and actions taken to correct nonconformities that directly affect your software products.	TODO	DONE	NA Also see ISO/IEC 12207:1995 part 6.8 and ISO/IEC 12207: 1995 Amd. 1: 2002 part F.2.8 on the problem resolution process.
249	Make sure that your managers review corrective actions that involve changes to your software life cycle processes.	TODO	DONE	NA

#### 8.5.3 PREVENT POTENTIAL NONCONFORMITIES

250	Develop a procedure to prevent the <i>occurrence</i> of nonconformities.	TODO	DONE	This black font is used to present ISO 9001 requirements and notes.
251	Document your preventive action procedure.	TODO	DONE	
252	Make sure that your preventive action procedure ensures that you detect potential nonconformities.	TODO	DONE	

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253	Make sure that your preventive action procedure ensures that you identify the causes of potential nonconformities.	TODO	DONE	
254	Make sure that your preventive action procedure ensures that you study the effects of potential nonconformities.	TODO	DONE	
255	Make sure that your preventive action procedure ensures that you evaluate whether or not you need to take preventive action.	TODO	DONE	
256	Make sure that your preventive action procedure ensures that you develop preventive actions to eliminate causes.	TODO	DONE	
257	Make sure that your preventive action procedure ensures that you take preventive actions when they are necessary.	TODO	DONE	
258	Make sure that your preventive action procedure ensures that you record the results that your preventive actions achieve.	TODO	DONE	Also see clause 4.2.4 above.
259	Make sure that your preventive action procedure ensures that you examine the effectiveness of your preventive actions.	TODO	DONE	
260	Use your organization's preventive action procedure to take preventive actions.	TODO	DONE	
261	Make sure that your preventive actions prevent the occurrence of potential nonconformities.	TODO	DONE	
262	Make sure that your preventive actions eliminate the causes of potential nonconformities.	TODO	DONE	
263	Make sure that your preventive actions address the effects of potential nonconformities.	TODO	DONE	
264	Consider using process assessments to gather data that can be used to anticipate process problems.	TODO	DONE	N/A See clause 8.2.3 above. Also see ISO/IEC 12207:1995 part 7.3.2, ISO/IEC 12207: 1995 Amd1 2002 F.3.3.2, and ISO/IEC 15504-2.

Consider each task and select a response. If you haven't done it and it needs to be done, select *TODO*. If you've already done it, select *DONE*. If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select *N/A* (not applicable).

In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

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