QUALITY SURVEY

The purpose of this survey is to: (1) determine the user perception of the overall effectiveness of the Quality Process for CA products and, (2) solicit changes to the Quality Process in order to achieve the highest quality.

(Please refer to the article in the previous edition of *Connections* for an overview of the Quality Process)

Please circle yes or no to the following questions. Providing examples which illustrate your response will be helpful.

1. Does compatibility across all existing CA products exist?   Yes / No

2. Does the DAR Process enable the enhancement process?   Yes / No

3. Is the right level of documentation available for all products?   Yes / No

4. Are products thoroughly tested prior to CA release?   Yes / No

5. Are modifications (fixes/enhancements) to CA products thoroughly tested prior to update release?   Yes / No

6. Are installs of new releases (versions) completed without major problems?   Yes / No

7. Are known wide-spread problems effectively communicated to the user community?   Yes / No

What is the single most Quality Process improvement that would enhance the quality of any/all products?

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Please return your completed survey form to:
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