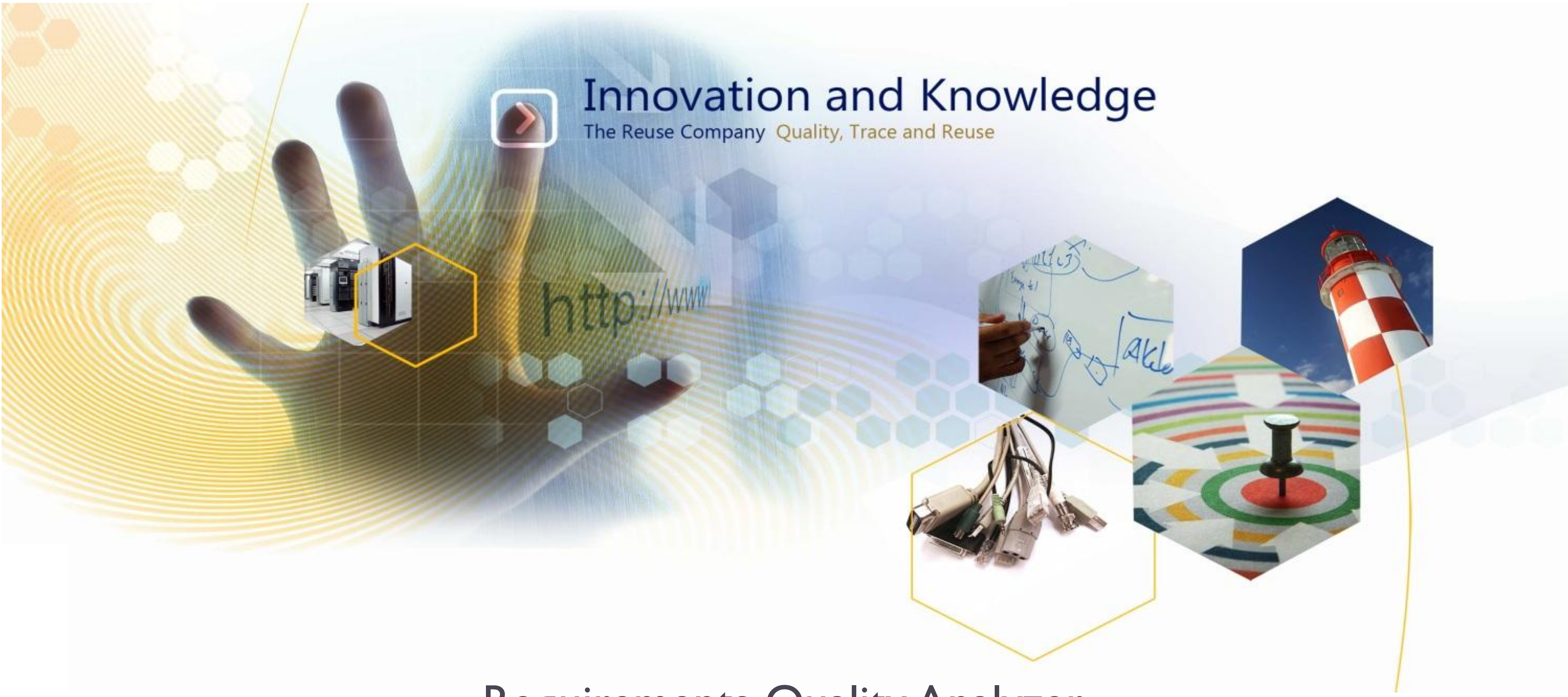


Requirements Quality Analyzer

www.reusecompany.com

Contents

What is The Reuse COMPANY

In the Reuse Company's vision, knowledge reuse is fully integrated in every organization's productivity chain.

Our mission is to promote Systems/Software (S/S) and knowledge reuse within an organization, by offering processes, methods, tools and services that make it possible.

Our main efforts are oriented to Systems/Software Reuse, Traceability and Quality

We are a small European IT company, that have operated only in Europe until 2010.

2011's goal is the complete internationalization.

It's your knowledge, reuse it.
Reuse
contact@reusecompany.com | www.reusecompany.com

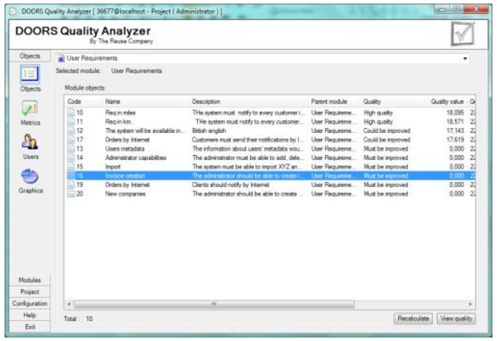
What is the Requirements Quality Analyzer - RQA

The Requirements Quality Analyzer is a software tool that aids quality assessment and improvement within requirements oriented software and systems projects.

RQA allows to define, measure, improve and manage the quality of requirements specifications in systems and software projects.

The assessment is modeled by evaluating metrics.

- Measures single requirements quality
- Measures requirements sets quality



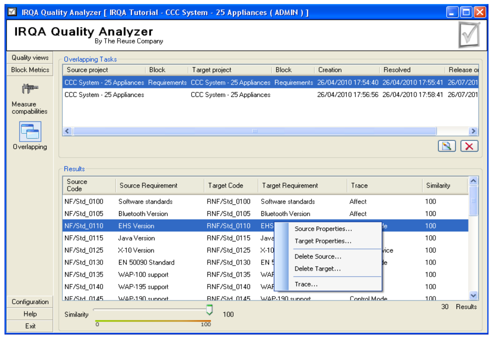
User Requirements

Selected module: User Requirements

Module objects:

Code	Name	Description	Parent module	Quality	Quality value
10	Req in miles	THe system must notify to every customer i...	User Requireme...	High quality	18,095
11	Req in km	THe system must notify to every customer...	User Requireme...	High quality	18,571
12	The system will be available in...	British english	User Requireme...	Could be improved	17,143
17	Orders by Internet	Customers must send their notifications by I...	User Requireme...	Could be improved	17,619
13	Users metadata	The information about users' metadata wou...	User Requireme...	Must be improved	0,000
14	Administrator capabilities	The administrator must be able to add, dele...	User Requireme...	Must be improved	0,000
15	Import	The system must be able to import XYZ an...	User Requireme...	Must be improved	0,000
16	Invoice creation	The administrator should be able to create i...	User Requireme...	Must be improved	0,000
19	Orders by Internet	Clients should notify by Internet	User Requireme...	Must be improved	0,000
20	New companies	The administrator should be able to create ...	User Requireme...	Must be improved	0,000

Total : 10



Overlapping Tasks

Source project	Block	Target project	Block	Creation	Resolved	Release o
CCC System - 25 Appliances	Requirements	CCC System - 25 Appliances	Requirements	26/04/2010 17:54:40	26/04/2010 17:55:41	26/07/201
CCC System - 25 Appliances		CCC System - 25 Appliances		26/04/2010 17:56:56	26/04/2010 17:58:41	26/07/201

Results

Source Code	Source Requirement	Target Code	Target Requirement	Trace	Similarity
NF/Std_0100	Software standards	RNF/Std_0100	Software standards	Affect	100
NF/Std_0105	Bluetooth Version	RNF/Std_0105	Bluetooth Version	Affect	100
NF/Std_0110	EHS Version	RNF/Std_0110	EHS	de	100
NF/Std_0115	Java Version	RNF/Std_0115	Java		100
NF/Std_0125	X-10 Version	RNF/Std_0125	X-10	vice	100
NF/Std_0130	EN 50090 Standard	RNF/Std_0130	EN 5	de	100
NF/Std_0135	WAP-100 support	RNF/Std_0135	WAF		100
NF/Std_0140	WAP-195 support	RNF/Std_0140	WAF		100
NF/Std_0145	WAP-190 support	RNF/Std_0145	WAP-190 support	Control Mode	100

30 Results

Similarity 100

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RQA Features

Metrics

- Metrics based model for measuring and improving quality
- Supports text based and NON text based measures
- Supports metrics for individual requirements and sets of requirements
- Customizable measures calculation engine

Functional Operation

- Multi roles operability (Engineer, Project Manager, QA Manager)
- Calculations can be performed on-line (on demand) or planned.
- Fully integrated with RMS

Semantics

- Formal semantic requirements meta-model
- Fully supports the customer's Domain representation (ontology)
- Domain Specific Language can be incorporated to the ontology

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Individual requirements supported metrics

- Size
- Readability
- Conditional vs. imperative sentences
- Optional sentences
- Ambiguous sentences
- Subjective sentences
- Implicit sentences
- Abuse of connectors
- Negations
- Speculative sentences
- Design terms
- Flow terms
- Number of domain nouns and verbs
- Acronyms
- Hierarchical levels
- Volatility
- Number of dependences

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Individual requirements supported metrics 1/3

- **Size:** expressed in paragraphs, chars, nouns or verbs. Long requirements will be difficult to understand
- **Readability:** number of letters between punctuation marks and some other formulas than indicate whether the requirement will be easy to read. Ease to read requirements generates less problems all over the project
- **Conditional sentences vs. imperative sentences:** avoid *would* and use *Shall, should* and *will* in the right way
- **Optional sentences:** maybe… Optional requirements must be stated by an attribute, never in the body of the requirement
- **Ambiguous sentences:** fast, user-friendly… What do the analyst, the coder and the customer understand by the same ambiguous sentence
- **Subjective sentences:** in my opinion, I think that… Don't show your ideas, but what the system should do

Individual requirements supported metrics 2/3

- **Implicit sentences:** it must be provided by them… Too many pronouns make your requirements difficult to understand
- **Abuse of connectors:** and, or. Many times connectors reveal different needs enclosed within the same requirement, loosing the atomic characteristic
- **Negations:** no, never… Two or more negations in the same sentence make it difficult to understand
- **Speculative sentences:** usually, almost always… Make the requirement imprecise
- **Design terms:** loop, hash… Remember, avoid How, concentrate in What
- **Flow terms:** while, if, else… Remember avoid How, concentrate in What

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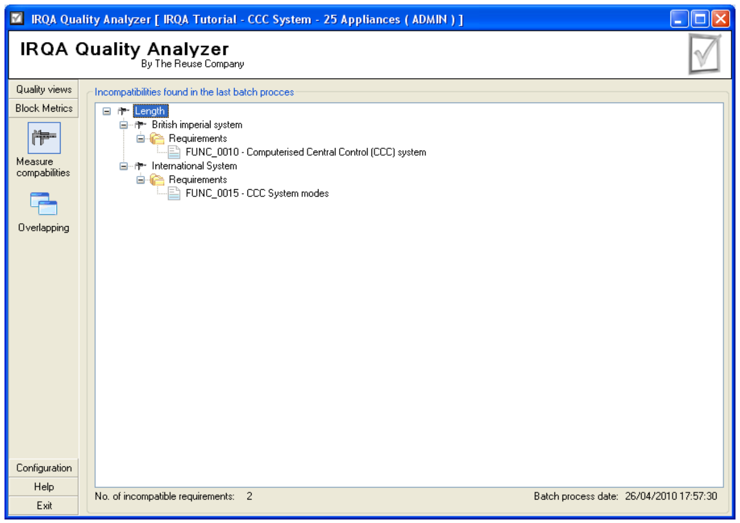
Individual requirements supported metrics 3/3

- **Number of domain nouns and verbs:** domain terms and verbs should be involved into the requirement specification, nevertheless, too many different terms in the same requirement many times means multiple needs
- **Acronyms:** avoid those that don't belong to the domain representation
- **Hierarchical levels:** don't complicate your specification with too many indentation levels
- **Volatility:** if a requirement suffers many changes, you must be very careful with it
- **Number of dependences:** the same if your requirement is the source of too many dependences

Requirements sets supported metrics

- Unlike individual requirements metrics, **global metrics** involve a whole set of requirements (a requirement project or module)
- These metrics are defined to take a global understanding of some common mistakes

Use of inconsistent units



IRQA Quality Analyzer [IRQA Tutorial - CCC System - 25 Appliances (ADMIN)]

IRQA Quality Analyzer
By The Reuse Company

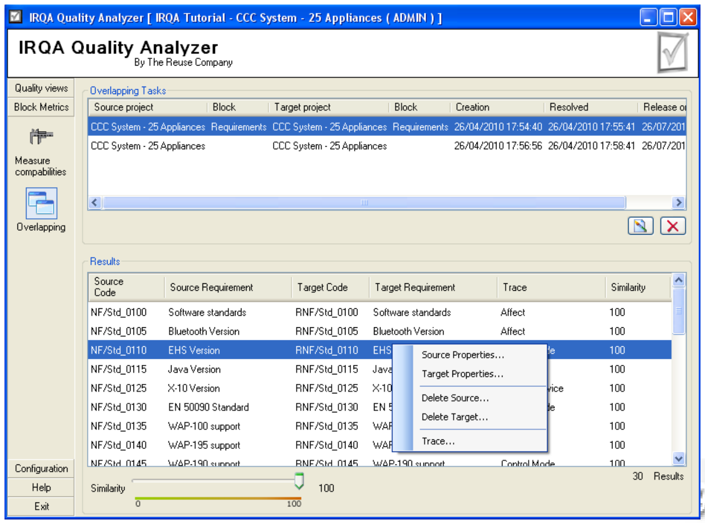
Incompatibilities found in the last batch procces

- Length
  - British imperial system
    - Requirements
      - FUNC_0010 - Computerised Central Control (CCC) system
  - International System
    - Requirements
      - FUNC_0015 - CCC System modes

No. of incompatible requirements: 2

Batch process date: 26/04/2010 17:57:30

Coupling matrix



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NF/Std_0115	Java Version	RNF/Std_0115	Java		100
NF/Std_0125	X-10 Version	RNF/Std_0125	X-10	vice	100
NF/Std_0130	EN 50090 Standard	RNF/Std_0130	EN 5	le	100
NF/Std_0135	WAP-100 support	RNF/Std_0135	WAF		100
NF/Std_0140	WAP-195 support	RNF/Std_0140	WAF		100
NF/Std_0145	WAP-190 support	RNF/Std_0145	WAP-190 support	Control Mode	100

30 Results

Similarity 100

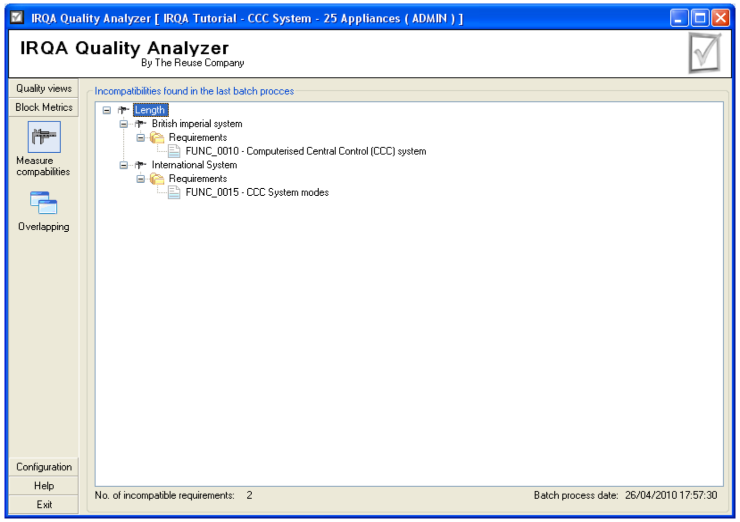
Requirements sets supported metrics

- **Inconsistent units**

  The use of incoherent units in different requirements must be checked and notified. E.g. to use meters and inches, pounds and Kg., Celsius and Fahrenheit.

- **Overlapping Matrix**

  Measure the possibility to include similar or overlapped requirements in the same of different projects.



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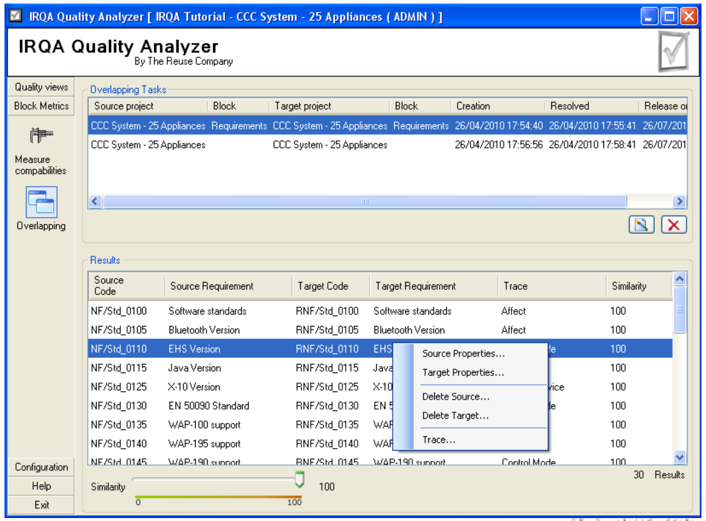
  - British imperial system
    - Requirements
      - FUNC_0010 - Computerised Central Control (CCC) system
  - International System
    - Requirements
      - FUNC_0015 - CCC System modes

No. of incompatible requirements: 2

Batch process date: 26/04/2010 17:57:30



Overlapping Tasks

Source project	Block	Target project	Block	Creation	Resolved	Release o
CCC System - 25 Appliances	Requirements	CCC System - 25 Appliances	Requirements	26/04/2010 17:54:40	26/04/2010 17:55:41	26/07/201
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NF/Std_0140	WAP-195 support	RNF/Std_0140	WAF		100
NF/Std_0145	WAP-190 support	RNF/Std_0145	WAP-190 support	Control Mode	100

30 Results

Similarity 100

0 100

Requirements sets supported metrics : inconsistent units

- **Root problem:** inconsistent requirements could be difficult to find, therefore, the cost of finding them in later stages of the SDLC or even in a production environment is really high
- **Goal:** try to detect, in the same Requirements project, the use of non-consistent units (e.g. two different requirements measuring something in yards and meters)
- **Management:** RQA, out-of-the-box, already includes many of the most common measurement units. The user is able to extend this list at any moment
- **Solution:**
  - The pairs of requirements that include these inconsistent units are automatically identified by the tool
  - The user can now change the textual content of the requirements

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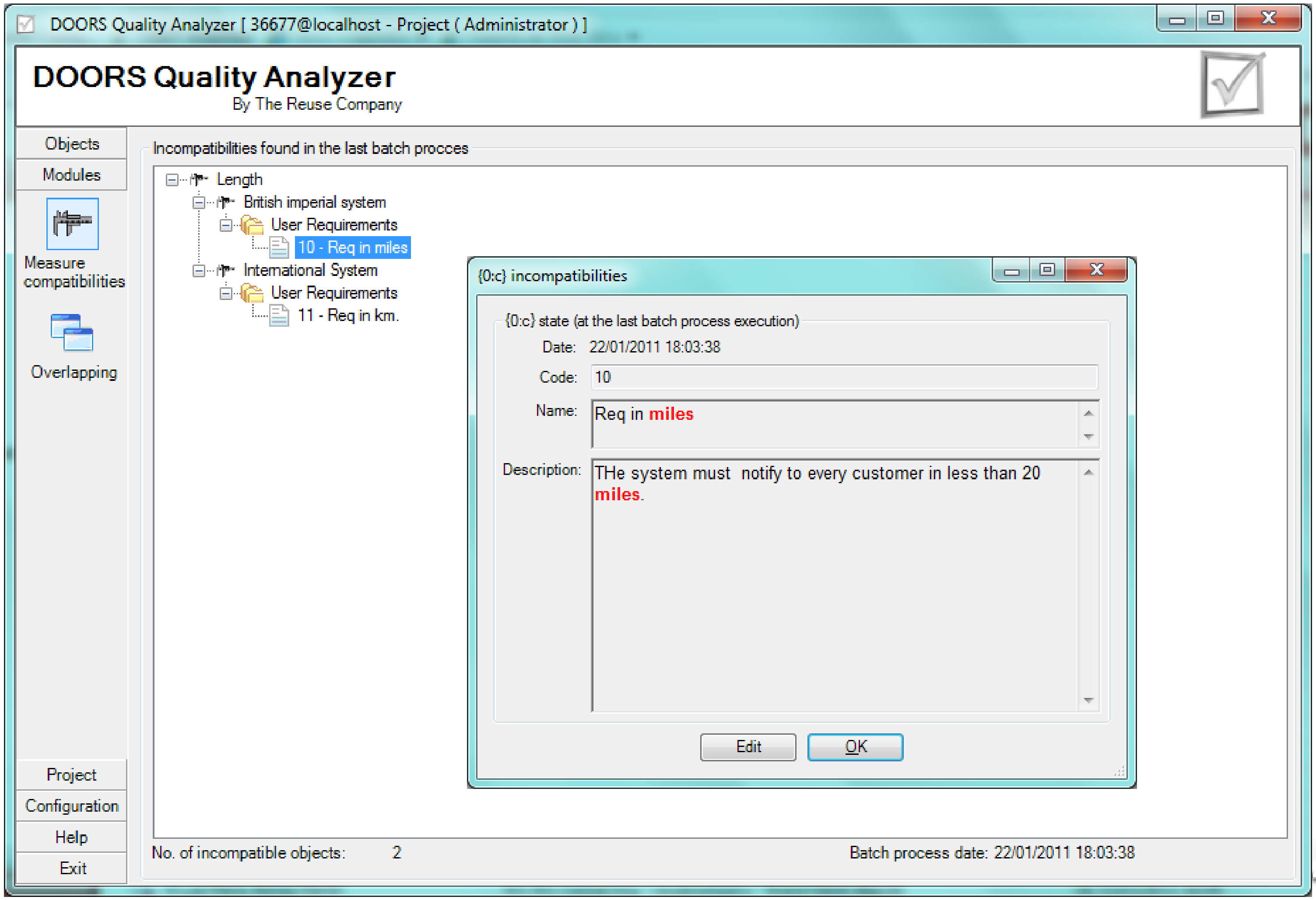
Requirements sets supported metrics : inconsistent units


DOORS Quality Analyzer [36677@localhost - Project (Administrator)]

DOORS Quality Analyzer
By The Reuse Company

Incompatibilities found in the last batch procces

- Length
  - British imperial system
    - User Requirements
      - 10 - Req in miles
  - International System
    - User Requirements
      - 11 - Req in km.

No. of incompatible objects: 2

Batch process date: 22/01/2011 18:03:38

{0:c} incompatibilities

{0:c} state (at the last batch process execution)

Date: 22/01/2011 18:03:38

Code: 10

Name: Req in **miles**

Description: THe system must notify to every customer in less than 20 **miles**.

Requirements sets supported metrics : coupling matrix

- **Root problem:** coupled specification could be the source of inconsistent specifications, therefore, the cause of many rework and poor quality projects

- **Goal:** automatically detect coupling (overlapping) inside a single module or even among different modules or projects

- **Approach:**
  - Generate a semantic graph out of every single requirement: using linguistic techniques together with ontologies
  - This graphs don't relay on the words in the requirements, but in the real meaning (semantics) of a whole sentence
  - The tool compares those graphs to find out the semantic similarity among requirements

- **Solution:** once detected, the user can easily remove a requirement or add a trace relationship between both requirements

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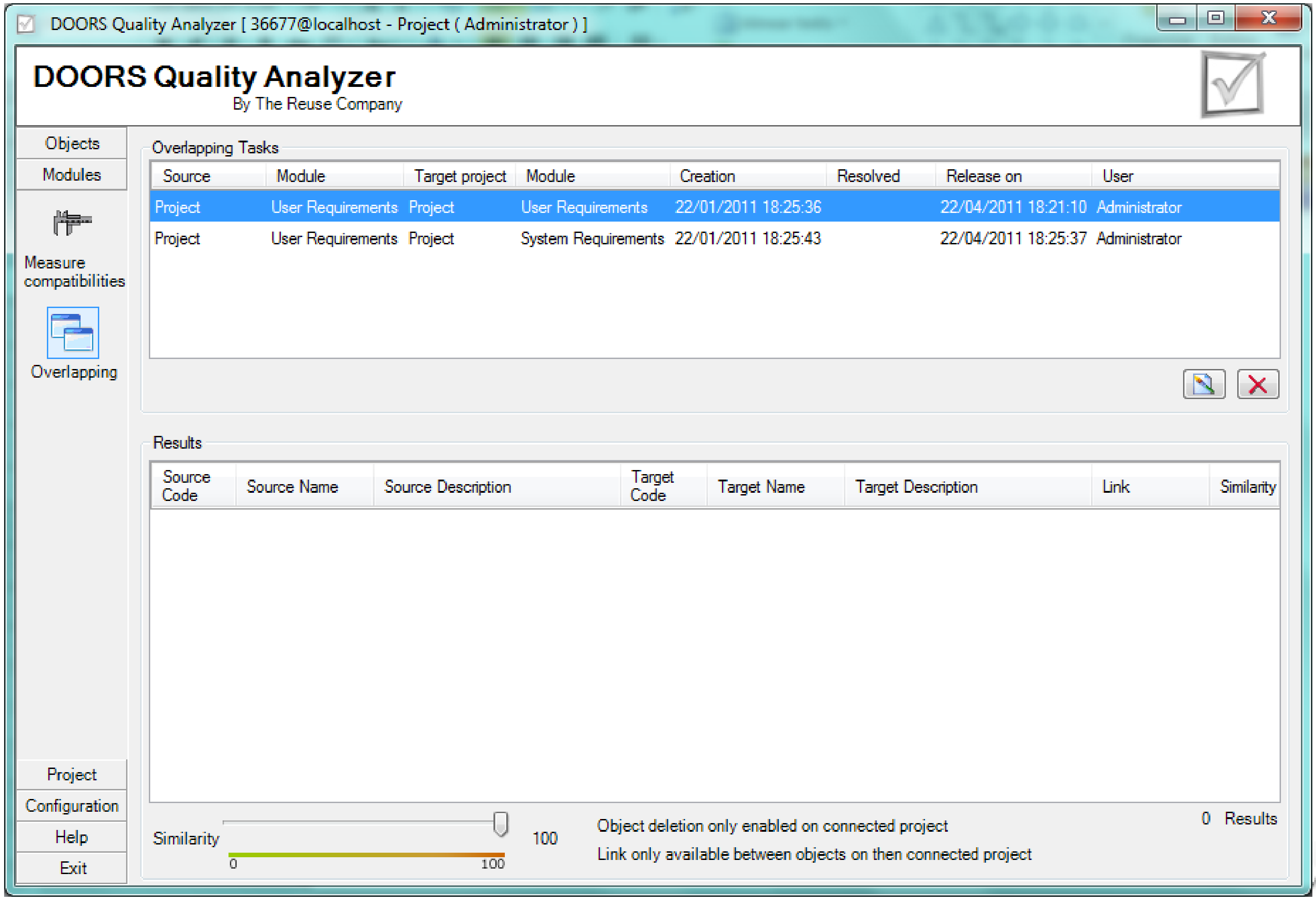
Requirements sets supported metrics : coupling matrix



DOORS Quality Analyzer [36677@localhost - Project (Administrator)]

DOORS Quality Analyzer
By The Reuse Company

Overlapping Tasks

Source	Module	Target project	Module	Creation	Resolved	Release on	User
Project	User Requirements	Project	User Requirements	22/01/2011 18:25:36		22/04/2011 18:21:10	Administrator
Project	User Requirements	Project	System Requirements	22/01/2011 18:25:43		22/04/2011 18:25:37	Administrator

Results

Source Code	Source Name	Source Description	Target Code	Target Name	Target Description	Link	Similarity

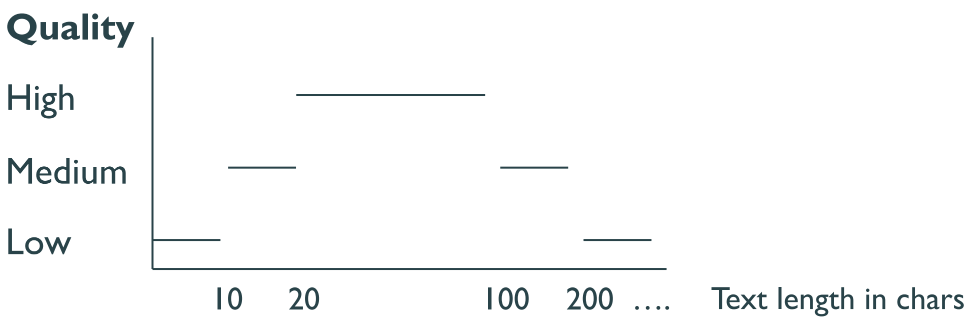
Similarity 0 100 100

Object deletion only enabled on connected project
Link only available between objects on then connected project

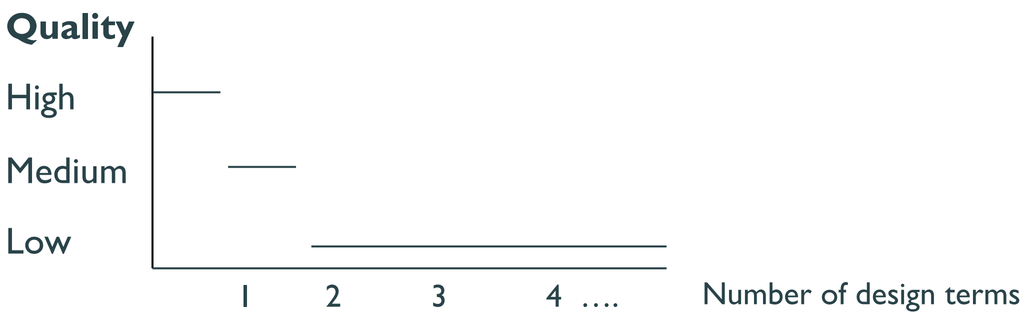
0 Results

Quality Functions

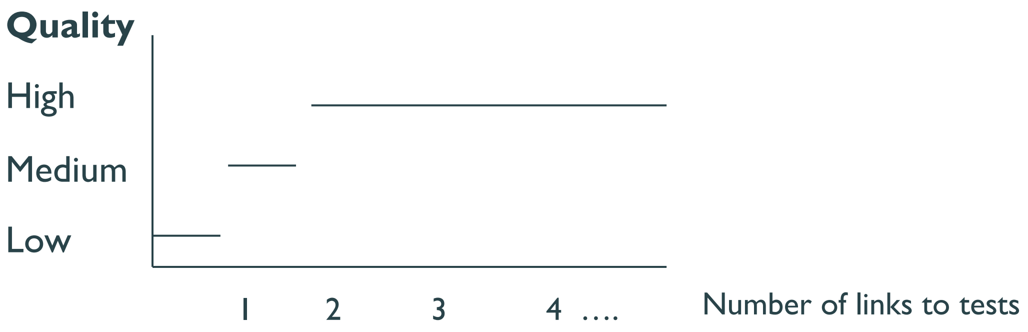
- Convex quality function:



- Decreasing quality function:



- Increasing quality function:



Functional Operation

- QA Team (defines the reference Quality policies)
  - Defines a set of quality functions for every metric
  - Defines the quality ranges (values) for every metric
  - Defines the default assignments of active metrics to engineer profiles
- Project Managers
  - Define the particular assignments of active metrics for particular projects
  - Define their own quality results to measure (graphs)
- Business Analyst
  - For every requirement and every metric, a numerical value is generated
  - Using a set of quality functions, every metric is qualified as: high, medium and low quality
  - An aggregated quality value is generated for every requirement

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User's Roles

RQA supports a multi-role functional operation within a software/systems intensive organization

Quality Assurance		**Improve or verify quality within the organization**	Quality policy Quality evolution: thresholds Process improvement: training, support
Project Manager		**Improve project performances**	Quality Cost Delays goals Best practices fulfilling Identify gaps: quality evolution vs teams Process improvement: training, support
System Engineer		**Improve work efficiency**	Requirements Quality Identify critical issues: bad formulations, ambiguous terms inconsistencies Process improvement: self training

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Use Cases

RQA supports a multi-role functional operation within a software/systems intensive organization

Quality Assurance

I need to state my quality policy regarding requirements specifications
I want to settle thresholds to measure the quality evolution
I need to know how quality is evolving in my organization
Which quality aspects should we enforce by organizational training

Project Manager

The quality of my projects meets my expectations?
Are we fulfilling our best practices?
How is project quality evolving over the time?
Who is performing better/worst in my team?
Where should I focus team training?
Are project/team requirements consistent among them?

System Engineer

The quality of my requirements meets my expectations?
What requirements should be reviewed?
What features of the requirements should I review?
What terms should be avoided?
What are the most frequent mistakes in my requirements?
Where to start with in a peer-review?

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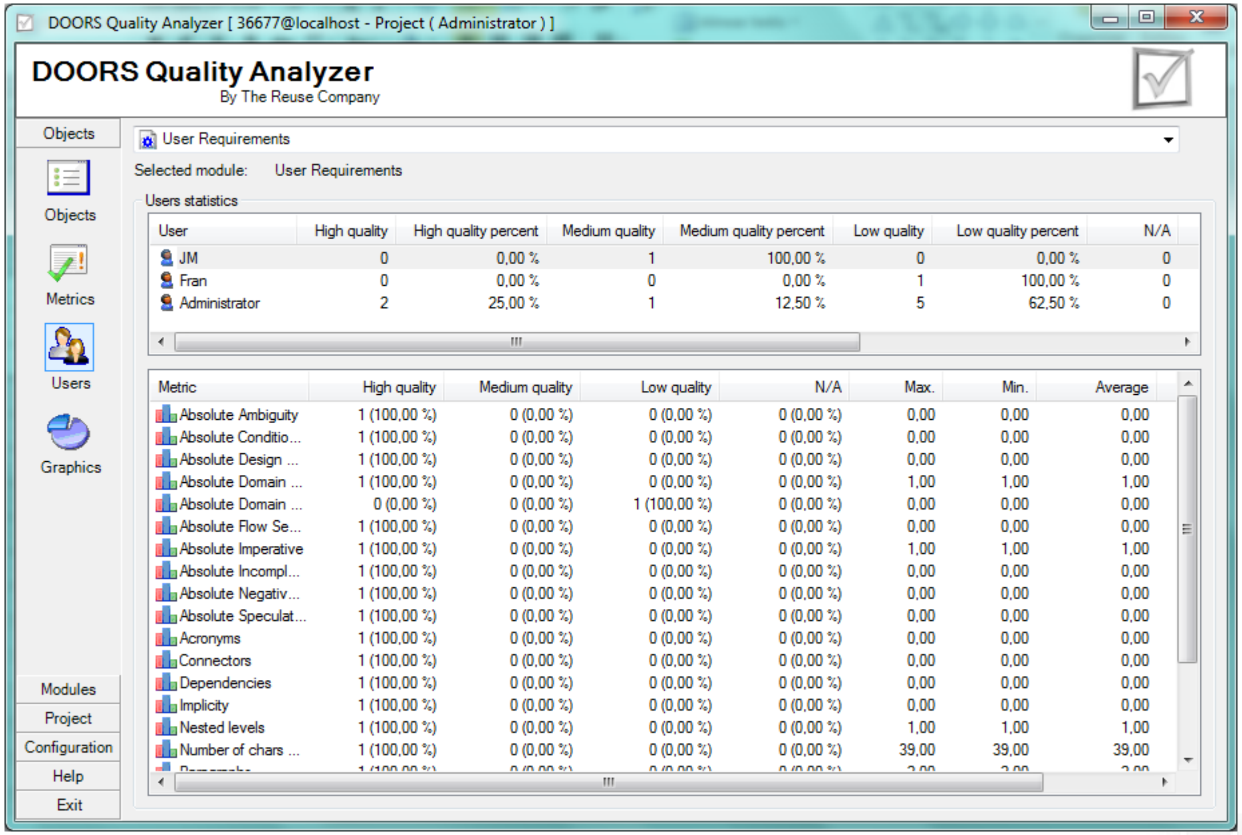
Quality assurance role

Quality Assurance



Selected module: User Requirements

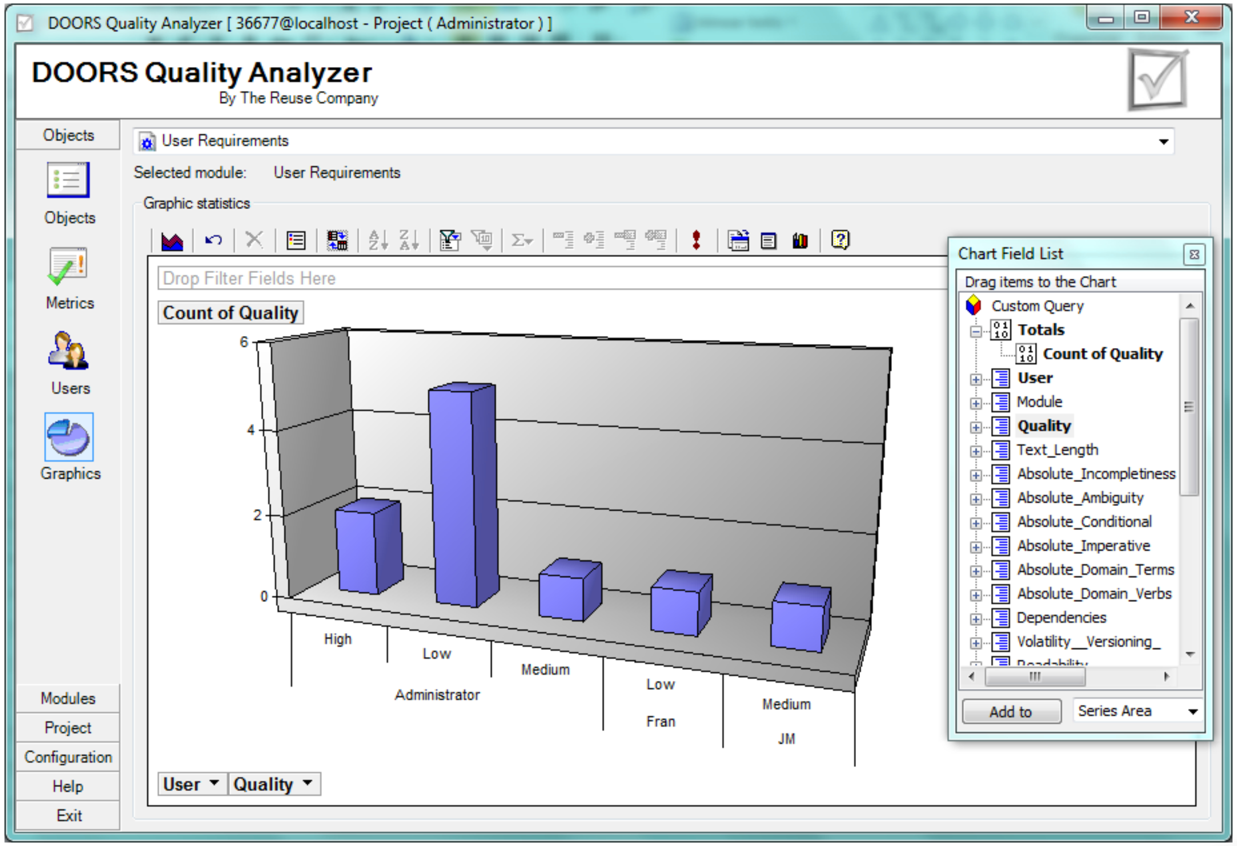
Users statistics

User	High quality	High quality percent	Medium quality	Medium quality percent	Low quality	Low quality percent	N/A
JM	0	0,00 %	1	100,00 %	0	0,00 %	0
Fran	0	0,00 %	0	0,00 %	1	100,00 %	0
Administrator	2	25,00 %	1	12,50 %	5	62,50 %	0

Metric	High quality	Medium quality	Low quality	N/A	Max.	Min.	Average
Absolute Ambiguity	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	0,00	0,00	0,00
Absolute Conditio...	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	0,00	0,00	0,00
Absolute Design ...	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	0,00	0,00	0,00
Absolute Domain ...	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	1,00	1,00	1,00
Absolute Domain ...	0 (0,00 %)	0 (0,00 %)	1 (100,00 %)	0 (0,00 %)	0,00	0,00	0,00
Absolute Flow Se...	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	0,00	0,00	0,00
Absolute Imperative	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	1,00	1,00	1,00
Absolute Incompl...	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	0,00	0,00	0,00
Absolute Negativ...	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	0,00	0,00	0,00
Absolute Speculat...	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	0,00	0,00	0,00
Acronyms	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	0,00	0,00	0,00
Connectors	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	0,00	0,00	0,00
Dependencies	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	0,00	0,00	0,00
Implicity	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	0,00	0,00	0,00
Nested levels	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	1,00	1,00	1,00
Number of chars ...	1 (100,00 %)	0 (0,00 %)	0 (0,00 %)	0 (0,00 %)	39,00	39,00	39,00

Project manager role

Project Manager



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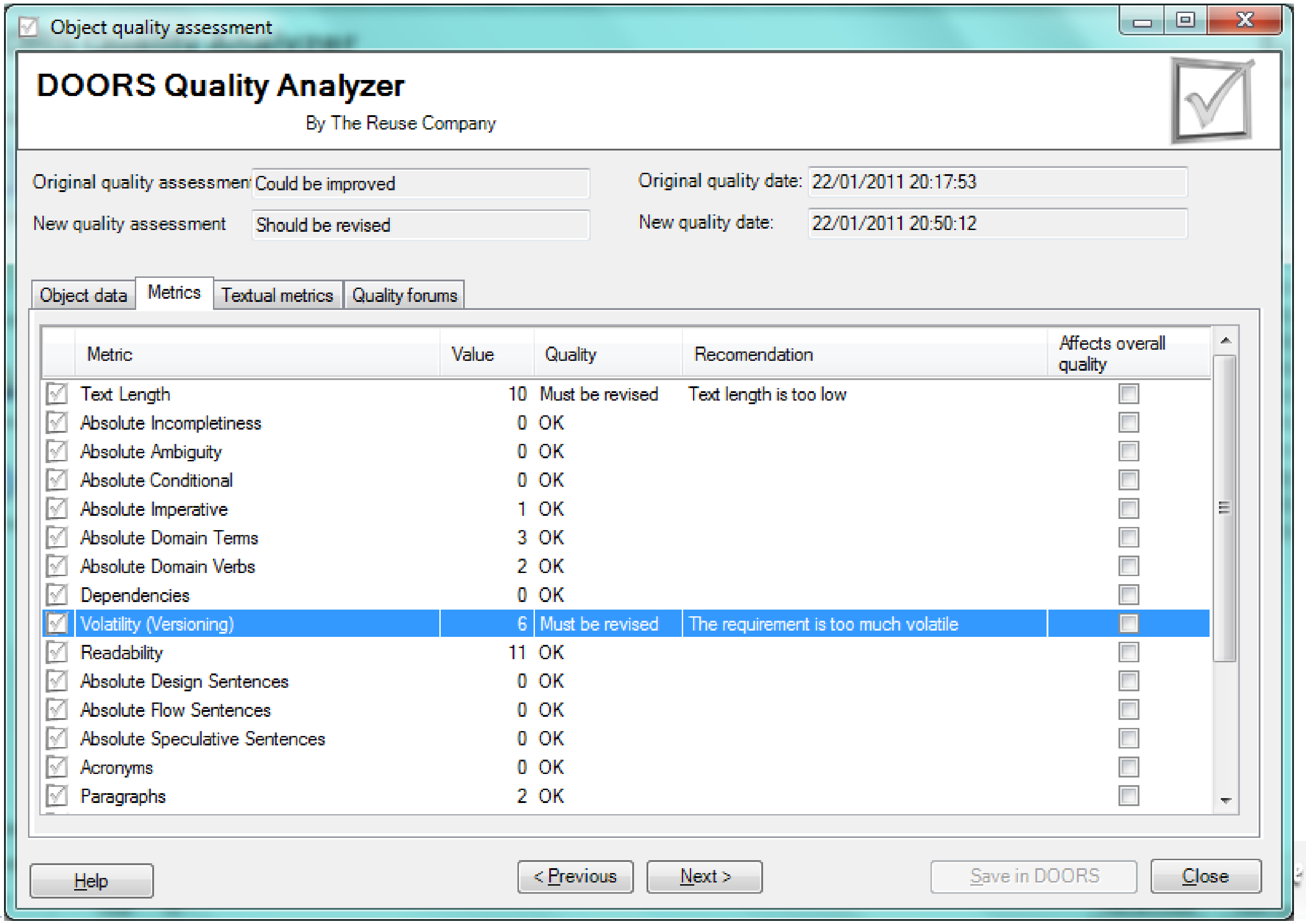
Business analyst role



Object quality assessment

DOORS Quality Analyzer

By The Reuse Company

Original quality assessmen	Could be improved	Original quality date:	22/01/2011 20:17:53
New quality assessment	Should be revised	New quality date:	22/01/2011 20:50:12

Object data | Metrics | Textual metrics | Quality forums

Metric	Value	Quality	Recomendation	Affects overall quality
Text Length	10	Must be revised	Text length is too low	☐
Absolute Incompleteness	0	OK		☐
Absolute Ambiguity	0	OK		☐
Absolute Conditional	0	OK		☐
Absolute Imperative	1	OK		☐
Absolute Domain Terms	3	OK		☐
Absolute Domain Verbs	2	OK		☐
Dependencies	0	OK		☐
Volatility (Versioning)	6	Must be revised	The requirement is too much volatile	☐
Readability	11	OK		☐
Absolute Design Sentences	0	OK		☐
Absolute Flow Sentences	0	OK		☐
Absolute Speculative Sentences	0	OK		☐
Acronyms	0	OK		☐
Paragraphs	2	OK		☐

Business Analyst

Quality improvement process: PDCA

- Valid and invalid thresholds can be established in a flexible way:
  - According to the company's culture and way of working
  - Different threshold for every set of requirements:
    - Project / block / module
- Some metrics can be disabled if needed
- As we flow around the improvement cycle, the maturity level is improving
- How to implement an improvement cycle:

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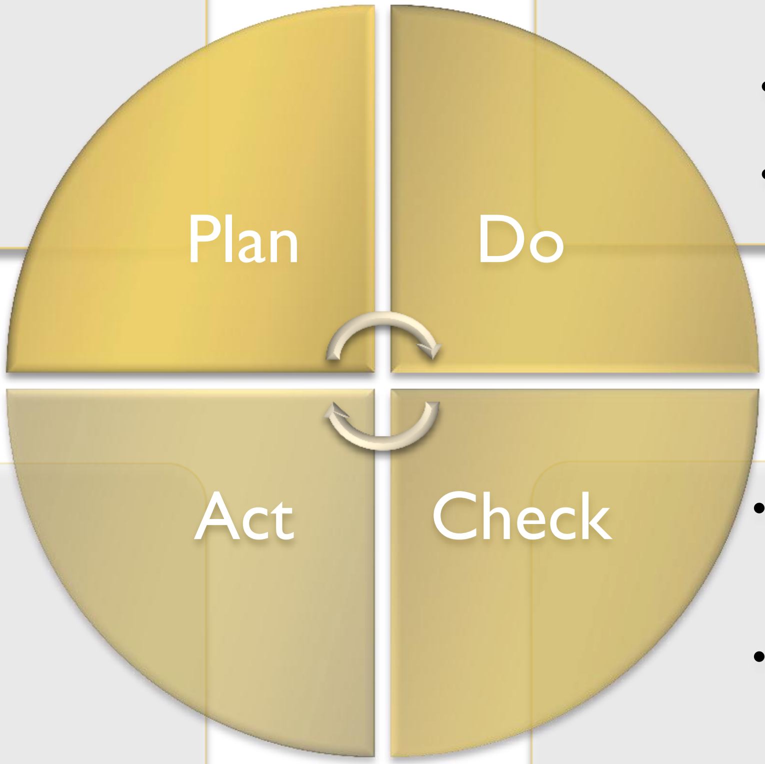
Quality improvement process: PDCA



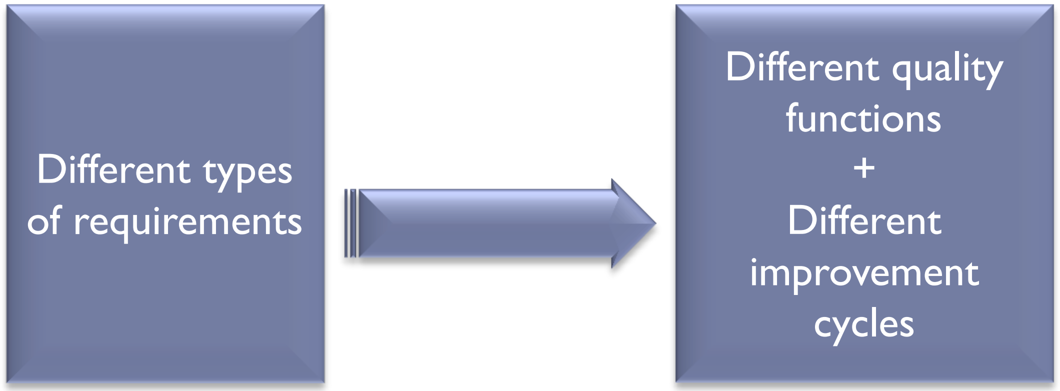
- Take initial measurements
- Identify initial metrics and thresholds
- Define Quality Goals

- General training and communication
- Operate the tool
- Take actual measurements

- How is the quality evolving?
- Do we need additional training?
- Is Ontology OK?

- Perform training
- Manage metrics
- Tighten thresholds
- More communication
- Evolve the Ontology

Quality improvement process


Different types of requirements
Different quality functions
+
Different improvement cycles

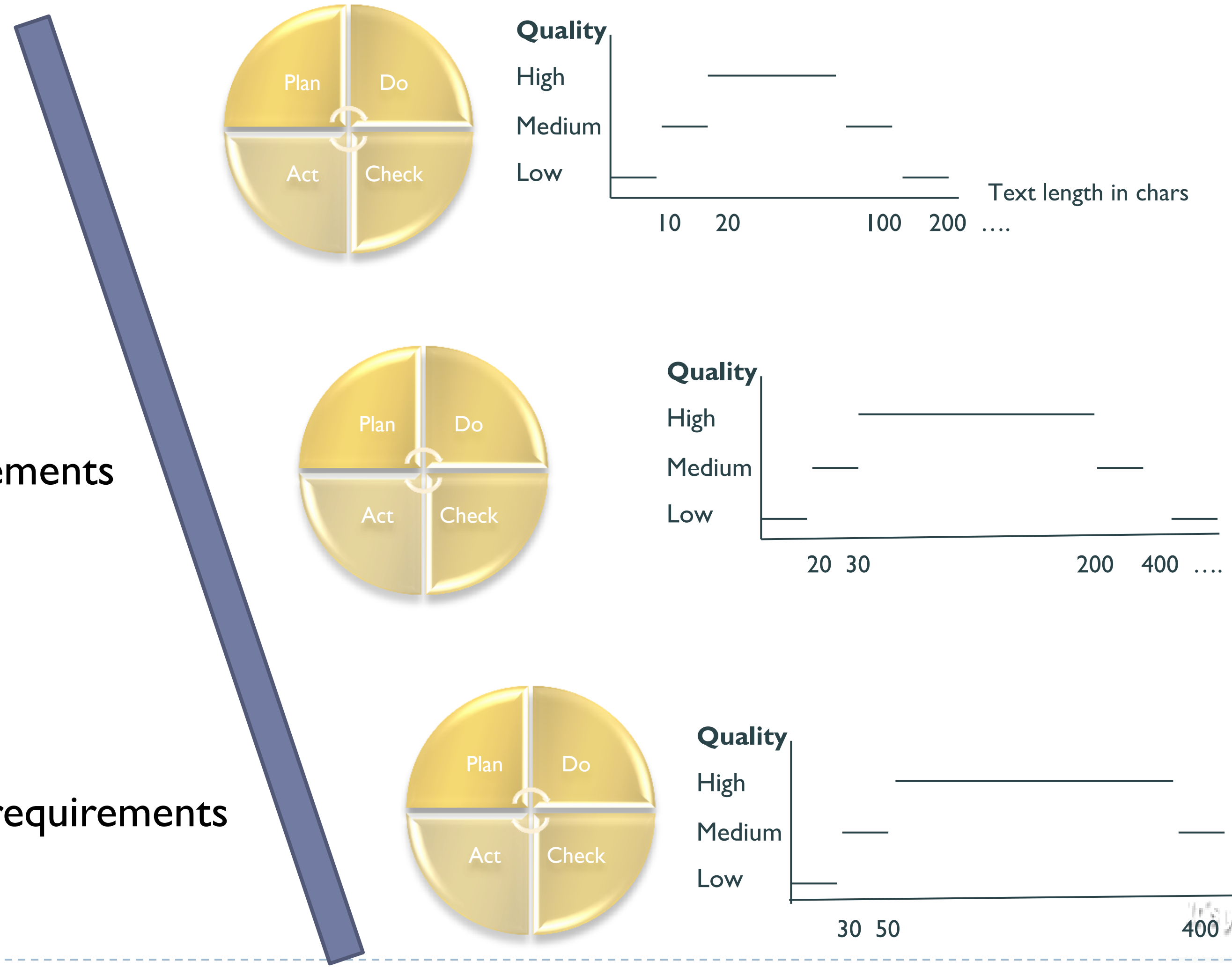
It's your knowledge, reuse it.

Quality improvement process

User requirement

System requirements

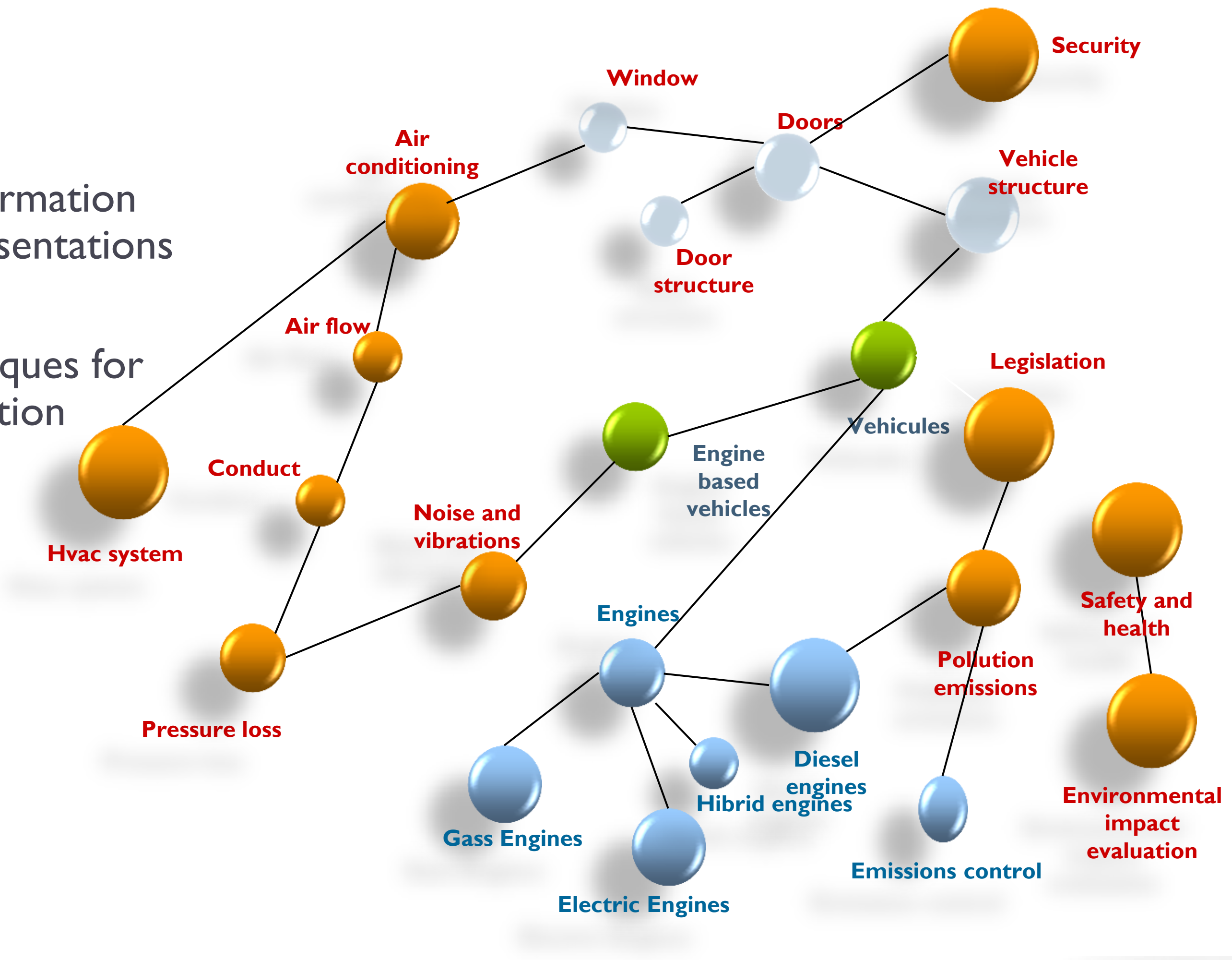
Component requirements



RQA Semantics

RQA makes use of:

- Requirements transformation towards formal representations
- Ontologies
- High level NLP techniques for enhancing transformation



Requirements formal representation

- Semantic graphs: an example

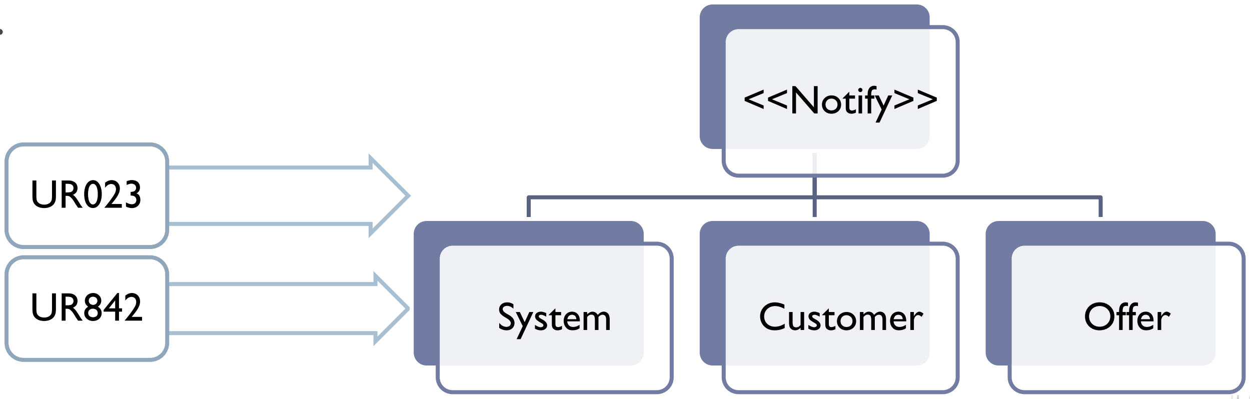
UR001: ….

UR023: The system shall send weekly notifications to the customers including our offers

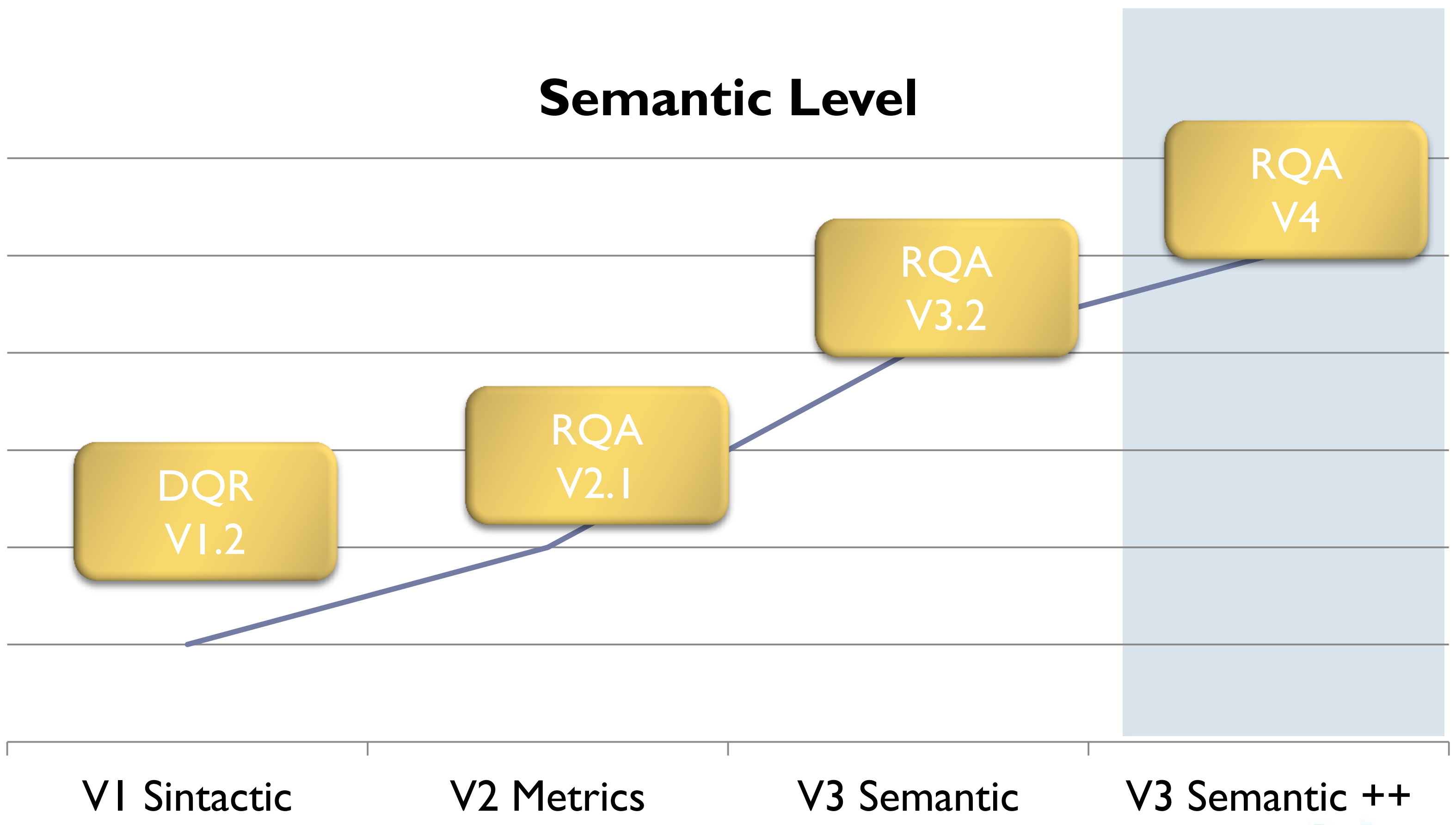
URxxx: …

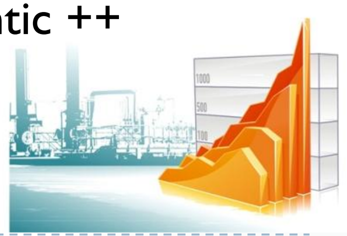
UR842: The application shall be able to notify periodically all of our offers to our clients

UR999: …



The near future of RQA

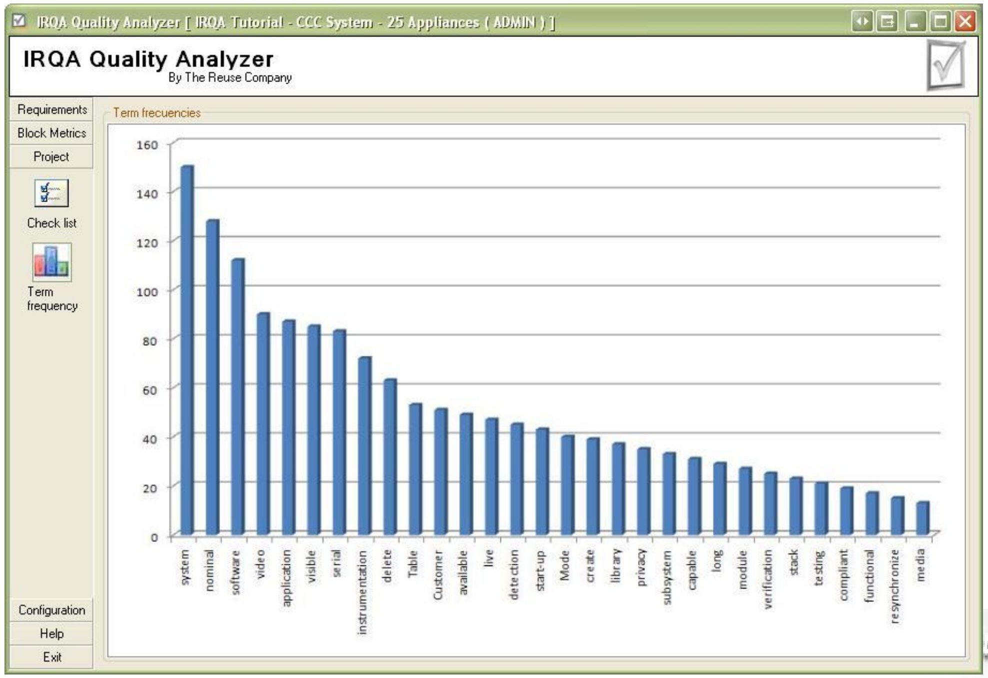




The near future of RQA

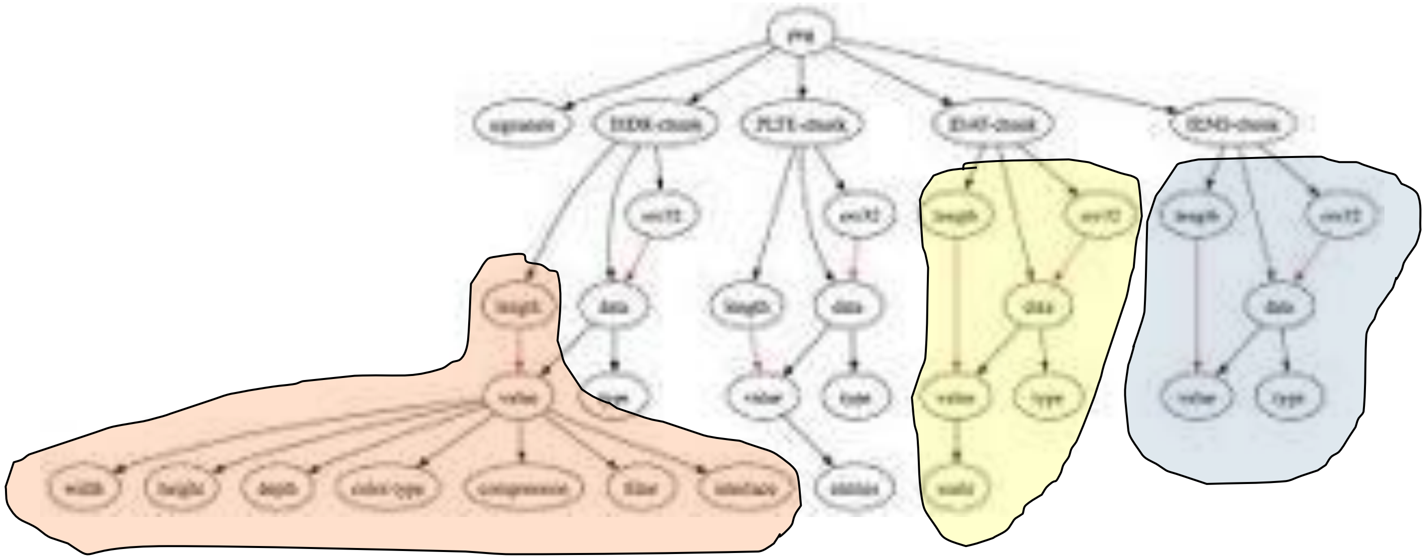
- Most frequent concepts and actions:
  - The list of most frequent terms arises the conceptual model out of the requirements specification
    - Counting occurrences by the same term regardless singular-plural, masculine-feminine…
    - Using synonyms due to the fact that different terms could have the same meaning (concept)
  - Harvesting of actors,

    classes, use cases,..



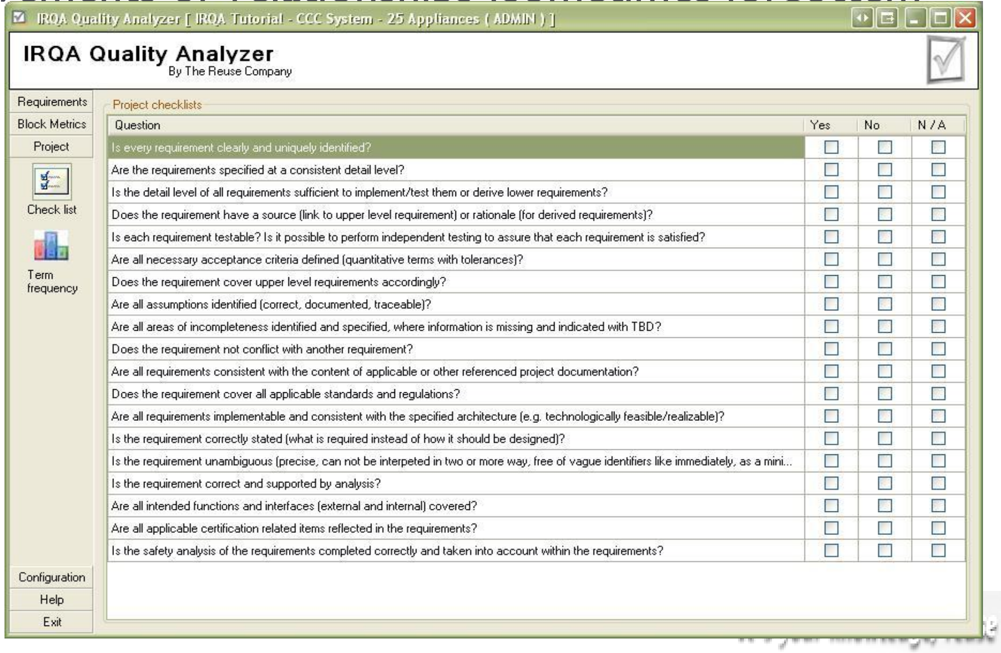
The near future of RQA

- Domain Coverage Degree / Non explicit domain terms:
  - Those terms that appear in our domain, but not in our specification
  - % of specification terms covered by the domain model family
  - Are we missing something in our specification?



The near future of RQA

- Global checklists will soon be shared among projects
  - Customized checklists
    - Created by the QA // Assigned to every project by PM // Filled by any Analysts
  - Including some actions that must be done or checked
  - Including different kinds of requirements or relationships (sometimes forgotten)



Question	Yes	No	N / A
Is every requirement clearly and uniquely identified?	☐	☐	☐
Are the requirements specified at a consistent detail level?	☐	☐	☐
Is the detail level of all requirements sufficient to implement/test them or derive lower requirements?	☐	☐	☐
Does the requirement have a source (link to upper level requirement) or rationale (for derived requirements)?	☐	☐	☐
Is each requirement testable? Is it possible to perform independent testing to assure that each requirement is satisfied?	☐	☐	☐
Are all necessary acceptance criteria defined (quantitative terms with tolerances)?	☐	☐	☐
Does the requirement cover upper level requirements accordingly?	☐	☐	☐
Are all assumptions identified (correct, documented, traceable)?	☐	☐	☐
Are all areas of incompleteness identified and specified, where information is missing and indicated with TBD?	☐	☐	☐
Does the requirement not conflict with another requirement?	☐	☐	☐
Are all requirements consistent with the content of applicable or other referenced project documentation?	☐	☐	☐
Does the requirement cover all applicable standards and regulations?	☐	☐	☐
Are all requirements implementable and consistent with the specified architecture (e.g. technologically feasible/realizable)?	☐	☐	☐
Is the requirement correctly stated (what is required instead of how it should be designed)?	☐	☐	☐
Is the requirement unambiguous (precise, can not be interpeted in two or more way, free of vague identifiers like immediately, as a mini...	☐	☐	☐
Is the requirement correct and supported by analysis?	☐	☐	☐
Are all intended functions and interfaces (external and internal) covered?	☐	☐	☐
Are all applicable certification related items reflected in the requirements?	☐	☐	☐
Is the safety analysis of the requirements completed correctly and taken into account within the requirements?	☐	☐	☐

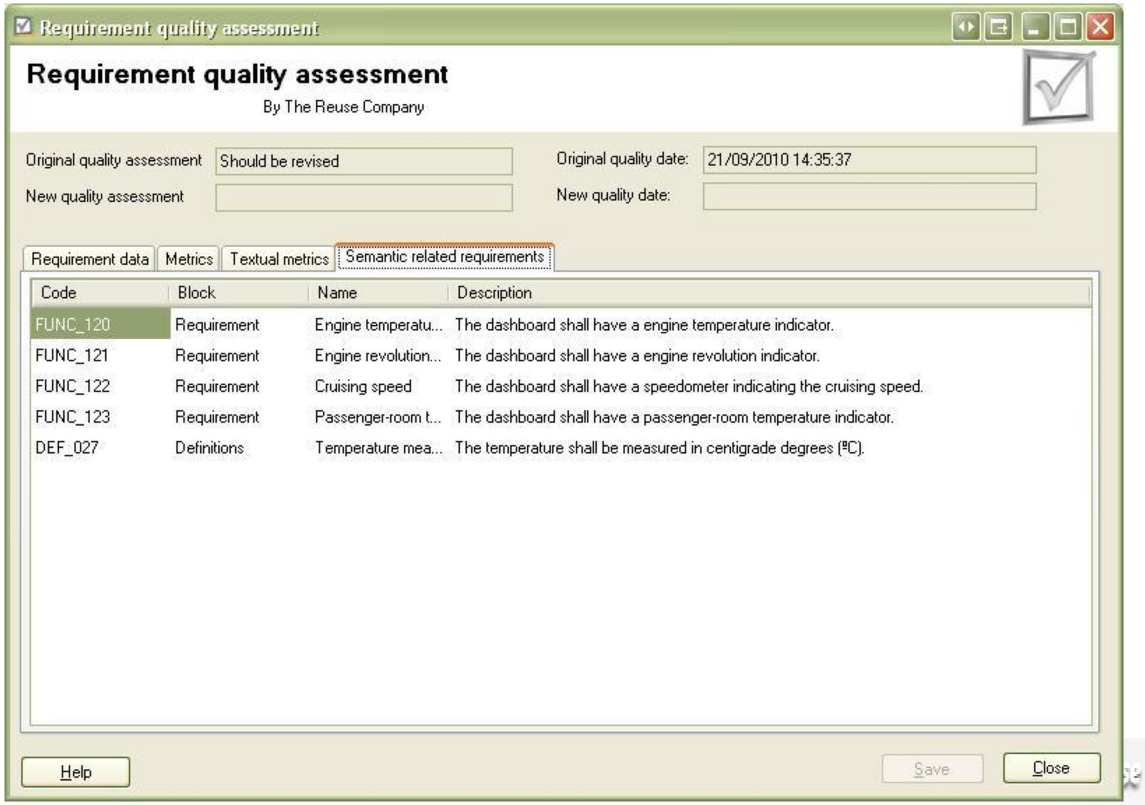
The near future of RQA

- Ambiguity Suggestion system
  - Several valid expressions are suggested once an ambiguous term is detected
- Requirements Hierarchy shape:
  - How does parent-child relationship appear in the document?
- Requirements editor:
  - Based on standard grammars
  - Based on some common actions
  - Based on your own domain terms
  - Fully customizable

It's your knowledge, reuse it.

The near future of RQA

- Semantically related requirements
  - Semantically related requirements given a particular one



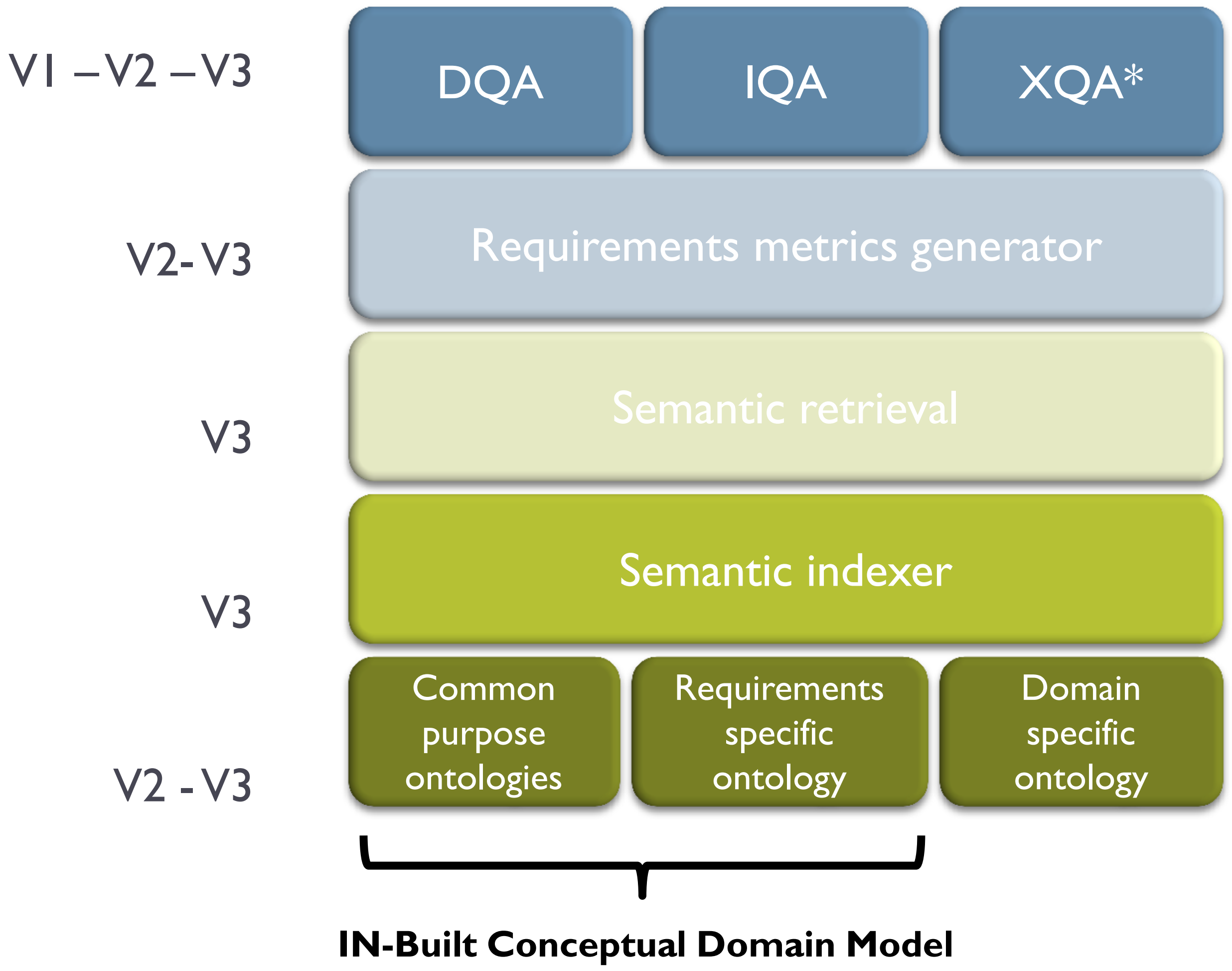
Requirement quality assessment
By The Reuse Company

Original quality assessment	Should be revised	Original quality date:	21/09/2010 14:35:37
New quality assessment		New quality date:	

Requirement data | Metrics | Textual metrics | Semantic related requirements

Code	Block	Name	Description
FUNC_120	Requirement	Engine temperatu...	The dashboard shall have a engine temperature indicator.
FUNC_121	Requirement	Engine revolution...	The dashboard shall have a engine revolution indicator.
FUNC_122	Requirement	Cruising speed	The dashboard shall have a speedometer indicating the cruising speed.
FUNC_123	Requirement	Passenger-room t...	The dashboard shall have a passenger-room temperature indicator.
DEF_027	Definitions	Temperature mea...	The temperature shall be measured in centigrade degrees (ºC).

Architecture and Software Environment

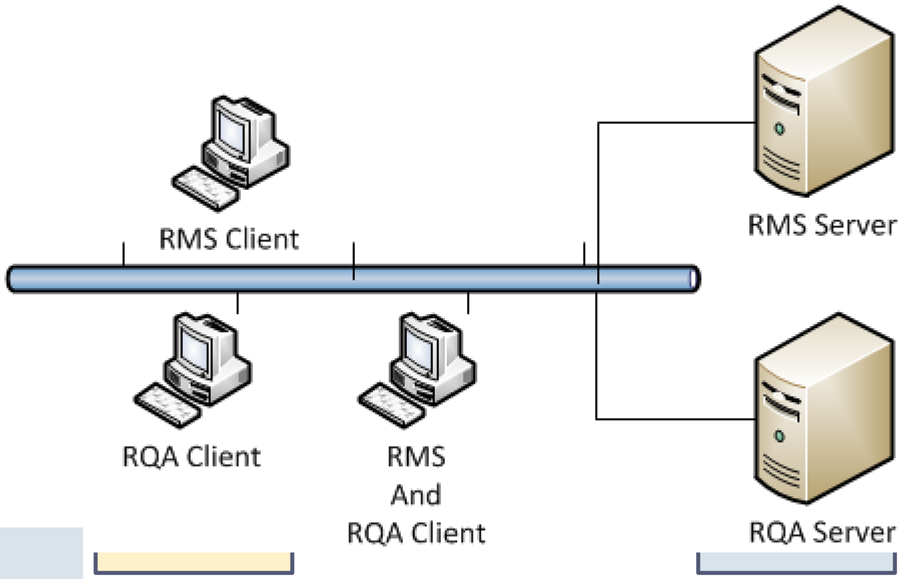

V1 – V2 – V3
DQA
IQA
XQA*
V2- V3
Requirements metrics generator
V3
Semantic retrieval
V3
Semantic indexer
V2 - V3
Common purpose ontologies
Requirements specific ontology
Domain specific ontology
IN-Built Conceptual Domain Model

RQA operating architecture

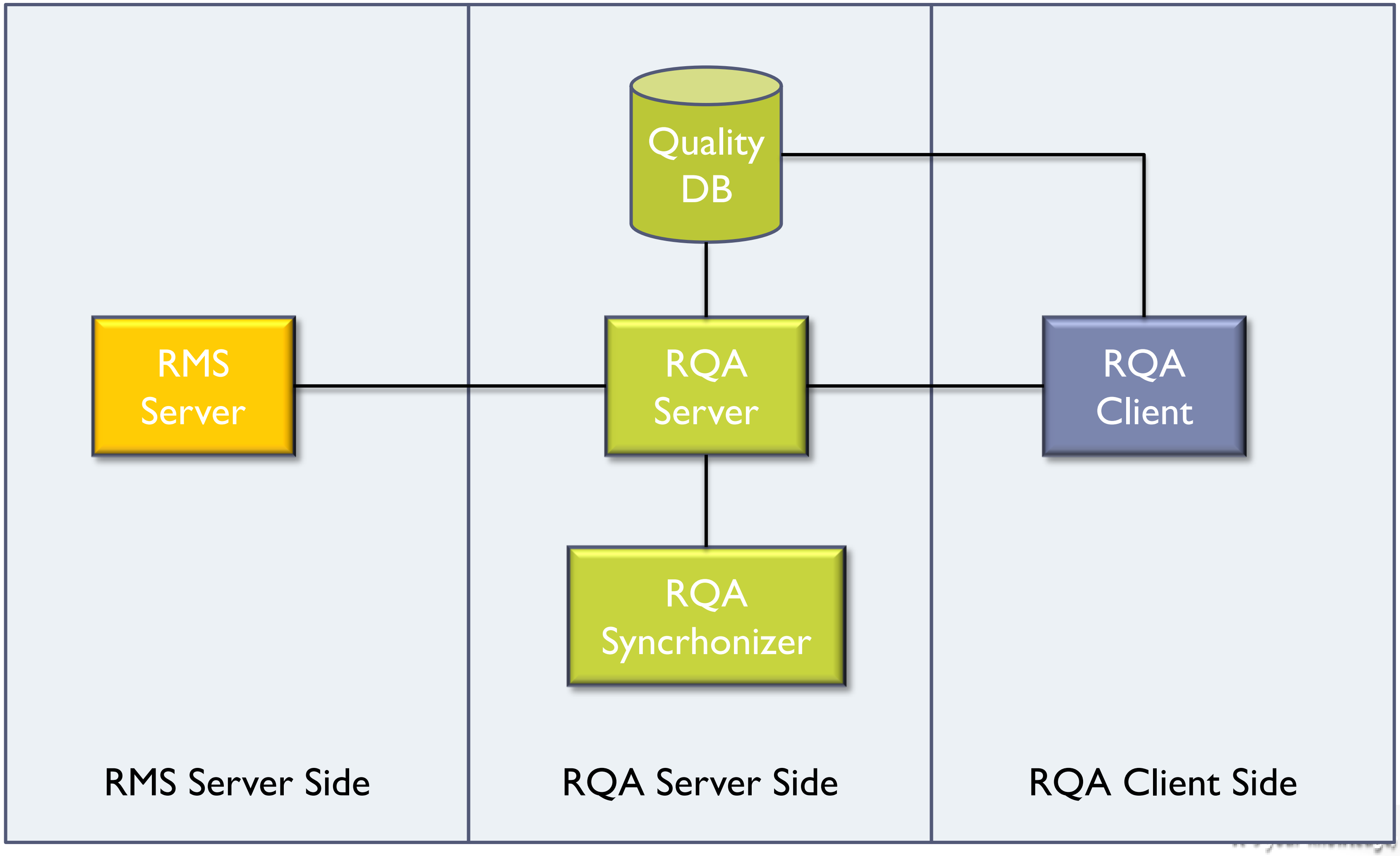
- Project based operating environment

- **Client:**
  - Windows XP, Vistas or Windows 7
  - .Net Framework 3.5 sp.1

- **Server:**
  - Windows 2003 Server or 2008 Server
  - .Net Framework 3.5 sp1
  - SQLServer 2005, SQLServer 2008 or MS Access



RQA Architecture and Software Environment



What RMS does RQA support

DOORS	**DQA Product**
IRQA	**IQA Product**
MICROSOFT EXCEL (2Q2011)	**XQA Product**

It's your knowledge, reuse it.

Requirements Quality Analyzer

- Further information about Requirements Quality Analyzer:
  - contact@reusecompany.com
  - http://www.reusecompany.com

It's your knowledge, reuse it.

Margarita Salas, 16 2nd Floor
Innovation Center
LEGATEC Technology Park
28919 Leganés – Madrid
SPAIN – EU

Tel: (+34) 91 146 00 30
Fax: (+34) 91 680 98 26

http://www.reusecompany.com

contact@reusecompany.com