



SOFTWARE & SYSTEMS
QUALITY
CONFERENCES
2005

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MERCURY™



April 6-8, 2005

**Congress Center
Stadthalle Düsseldorf
Germany**

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- Dr. Juichi Takahashi
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- Rudolf van Megen (Conference Chair)
SQS, Germany

- Prof. Jan Vytöpil
University of Nijmegen, The Netherlands

Introduction

The new branding “Software & Systems Quality Conferences” (SQC) covers the topics of SQM®, ICSTEST® and CSVHC®. These conferences launched by SQS bring together practitioners and thought leaders from the Software Industry and Universities in the area of Software Quality Management and Testing for sharing and exchange of experiences, ideas and learning.

The Conference’s real world approach delivers “State of the Art” practice in software testing and the latest strategies being used by leading software organisations.

The Conference will include two days Tutorials, three days Conference, a Conference Banquet and Product Presentations by the exhibitors.

Among the many areas of interest covered, the following topics form the heart of the conference:

- Cross National Quality Management in Health Care
- IT Governance
- Maintenance and Defect Management
- Outsourcing
- Process Models
- Quality Assurance in Automotive and Embedded Systems
- Quality in Medical Devices
- Requirements Engineering
- Software Change and Configuration Management
- Test Automation
- Test Metrics
- Test Processes

Software & Systems Quality Conferences (SQC) are aimed at individuals who have responsibility for, or work within IT development, configuration management and quality at all levels.

Furthermore the conference will also appeal to quality assurance representatives from the automobile, avionics and health care industries.

An exhibition of approximately 40 suppliers of tools and services will complete this years conference.

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1-day-tutorials start at 10.00 a.m. and end at 6.00 p.m. The 2-days-tutorials start at 10.00 a.m. (first day until 6.00 p.m.), on the second day it starts at 9.00 a.m. (until 5.00 p.m.)

T1 Lieferantenqualität managen

Lutz Koch, SQS (D)

Die richtige Steuerung von Lieferanten ist Grundvoraussetzung für ein erfolgreiches Projekt. Die Softwareentwicklung muss vom Auftraggeber durch Qualitätsvorgaben und entsprechendes Controlling aktiv gesteuert werden. Sie werden in diesem Seminar lernen, welche Kernprozesse Sie als Auftraggeber steuern müssen, um die gewünschte Funktionalität in der benötigten Qualität zu erhalten. Wir werden Ihnen für die Kernprozesse State-of-the-Art Methoden vermitteln und diese zu einem Referenzmodell für die lieferantenbasierte Softwareentwicklung zusammenfügen. Auf Basis des Referenzmodells werden Ihnen wichtige Anwendungsfälle der Lieferantensteuerung, inklusive Besonderheiten bei der Off-Shore Entwicklung, vorgestellt.

→ 4. UND 5. APRIL 2005

T2 RTCA DO-178B/ EUROCAE ED12B Software Considerations In Airborne Systems and Equipment Certification

Cheryl A. Dorsey, Digital Flight (USA)

This tutorial is a two-day excerpt of a larger course originally developed to teach FAA engineers how to conduct a DO-178B software audit. The tutorial will provide a detailed understanding of DO-178B's content, rationale, and areas less understood. Developers, verifiers, and quality assurance personnel will better understand their role as it applies to the overall lifecycle and be better prepared for a certification audit. Hands on exercises reinforce key topics and provide the ability to demonstrate a working knowledge of the standard. Areas of concentration include the annex tables, planning, requirements, design,

verification, QA, CM, and the Certification Liaison process.

→ APRIL 4 UNTIL 5, 2005

T3 Requirements Engineering mit der Methode QFD

Dr. Thomas Fehlmann, Euro Project Office (CH)

Was ist noch schlimmer als eine falsch implementierte Software-Funktion, die ein System unbenutzbar macht? Richtig, eine nicht erkannte Anforderung!

Wenn man von Fehlern spricht, denkt man immer an Crashes, Abstürze, Fehlfunktionen, Nicht-Einhalten der Spezifikationen. In Wirklichkeit gibt es viel gravierendere Fehler: Wenn bei einer Software wesentliche Anforderungen nicht implementiert sind – dann wirken sich fehlende Funktionen viel gravierender aus als fehlerhafte Funktionen. Noch schlimmer: ist man nicht selber mit der Entwicklung beauftragt, wie will man diese nachliefern? Das Tutorial richtet sich an IT-Fachleute in Führungs-, Entscheider- und Beschaffungsfunktionen. Es vermittelt Ihnen einfach zu verwendende Methoden und Werkzeuge für die Erstellung eines Pflichtenhefts oder eines Entwicklungsauftrags für Software und IT-Dienstleistungen.

→ 4. APRIL 2005

T4 Software-Metriken: Messen als Weg zu besserer Projektleistung

Dr. Ernest Wallmüller, Qualität & Informatik (CH)

Sie verstehen die Grundlagen des Messens und der Anwendung von Metriken in Projekten und Software-Prozessen und können den Nutzen, die Voraussetzungen und Einflussgrößen von Mess- und Verbesserungsprogrammen beurteilen.

Trainingsinhalte: Motivation und Chancen des Messens; Grundlagen von Metriken und von Messprogrammen; Beispiele von Mess- und Verbesserungsprogrammen; Messen im Kontext von ISO15504 und CMMI; IT Scorecards; Metriken zur Bewertung von Software-Produkten und -Prozessen; Metriken zur Steuerung und Kontrolle von Projekten; Einsatz von Metriken für Verbesserungsprozesse/-projek-

te (Goal-Question-Metric-Ansatz, Zielorientiertes Messen mit AMI, Six Sigma); Normen, Messhilfsmittel und -werkzeuge; Kosten-/Nutzenüberlegungen; Umsetzungs- und Einführungshinweise; Vertiefung durch Übungen und Praxisbeispiele; Erfahrungsaustausch.

→ 4. APRIL 2005

T5 Code Quality Management

Dr. Frank Simon, SQS (D)

In diesem Seminar werden Konzepte, Techniken und Werkzeuge für eine effiziente und effektive Qualitätsbewertung von Software-Systemen vorgestellt. Sie helfen beim Erkennen von Qualitätsschwachstellen und Optimierungspotential. Restrukturierungsmaßnahmen werden hieraus abgeleitet und methodisch begleitet.

Nach dem Besuch des Seminars können Sie wesentliche Voraussetzungen für die mittel- und langfristige Entwicklung und Wartung großer Software-Anwendungen aufzeigen und überprüfen. Sie können Optimierungspotentiale in Software-Systemen erkennen und Transparenz über die erreichte Qualität schaffen.

→ 4. APRIL 2005

T6 Erfolgreiches Test-Outsourcing

Axel Bartram, SQS (D)

Vorbereitung und Implementierung eines erfolgreichen Test-Outsourcings. Überblick über Voraussetzungen, Vorgehensweisen und Monitoringprozesse bei der Auslagerung von Testaktivitäten in der Softwareentwicklung. Inhalt:

- Motivation, Grundlagen und mögliche Modelle für ein Test-Outsourcing
- Bestimmung des Leistungsumfangs - welche Leistungen können im Testumfeld sinnvoll ausgelagert werden?
- Voraussetzungen für ein Test-Outsourcing
- Vorgehensweisen für die Ermittlung des Status-Quo im eigenen Testumfeld
- Definition eines Vorbereitungsprogramms
- Vertragliche Grundlagen und SLA- Definition
- Aufsetzen und Betrieb eines effizienten Monitoringprozesses

→ 5. APRIL 2005

Tutorials

Hilton Düsseldorf

T7 Lust und Frust - Wie agil ist das neue V-Modell?

Prof. Andreas Rausch, Universität Kaiserslautern (D); Dr. Christiane Gernert, Gernert & Partner (D); Stephan Höppner, AIOS (D); Peter Lang (D)

Ob objektorientierte iterative Software-Entwicklung oder agile Prozesse, das neue V-Modell XT wird vielen Anforderungen gerecht. Es bietet durch Änderungen in Aufbau und Struktur eine ganzheitliche Sicht auf die Systementwicklung und löst die Gratwanderung zwischen Mächtigkeit und Einfachheit beim Tailoring eines Projekts perfekt. Überzeugend sind die Vielfältigkeit der unterstützten Prozesse auf der einen und die einfache Anpassung an die konkreten Projektbedürfnisse auf der anderen Seite. Ob Auftraggeber, Projektleiter, Entwickler oder Qualitätsmanager – in dieser kompakten Sammlung von Best Practices findet jeder eine Antwort.

KISS – geht das mit dem neuen V-Modell XT? Entscheiden Sie selbst! Lassen Sie sich mitnehmen auf die Reise durch ein V-Modell im neuen Gewand. Dieses Tutorial bietet Ihnen eine kompakte Einführung in das V-Modell XT.

→ 5. APRIL 2005

T8 Software Process Improvement: Bewerten und Verbessern von Software-Prozessen

Dr. Ernest Wallmüller, Qualität & Informatik (CH)

Die Software-Industrie befindet sich derzeit in einem dramatischen Wandel. Time-to-Market, Outsourcing, Business Process Reengineering, Lean Development, Produkthaftung, CMMI, SPICE/ISO15504 oder ISO 9001:2000 sind nur einige der Schlagworte.

Inhalt:

- Software-Prozesse und deren Verbesserung
- Verbesserungsprogramme basierend auf SEI Capability Maturity Modellen (PSP, TSP, CMMI), SPICE (ISO 15504) und TPI
- Methodik bei der Initiierung, Planung und Durchführung von Verbesserungsprogrammen
- Software-Prozessverbesserung und Metriken
- Kritische Erfolgsfaktoren bei der Umsetzung

- Bewertung und Nutzung von Verbesserungsprogrammen (Berechnung des Return on Investment)

- Die Praxis: Beispiele von HP, Siemens, u.a.

→ 5. APRIL 2005

T9 Risk Based Testing

Hans Schaefer, Software Test Consulting (N)

How to fight product risk.

How to manage a test project under pressure.

- What is risk
- How to manage risk: The risk management life cycle
- How to identify risk in software project: Main risks and possible reactions
- Risk based testing: How to prioritize based on product risk
- Project risk management in test projects: Risks before, during and after the test
- Optimizing testing using reliability engineering
- Test coverage and risk
- Changes and corrections and risk in test

→ APRIL 5, 2005

T10 Principles of Successful Software Projects: Derived Principles Using Case Studies

Dr. Lawrence E. Day, Boeing (USA)

There are many methodologies in place today for achieving successful software development. These include SEI CMM, X-treme Programming, EVO, Macromedia, etc... All of these have their benefits, but blindly attempting to follow them without understanding the principles of software development may get you into trouble. This tutorial will use case studies to bring out some of the basic principles that are common to good software development and quality. The tutorial will be interactive with occasional "rabbit trails" allowed to answer your particular line of inquiry. You will receive an additional grounding in some of the fundamentals as well as a better appreciation of how to apply the software and quality disciplines while being able to avoid some of the pitfalls.

→ APRIL 5, 2005

T11 Stepwise Improvement of the Test Process Using TPI

Tim Koomen and Michiel Vroon, Sogeti (NL)

The TPI-model is the most extensively used model for improving test processes. Based on current state-of-the-art test process improvement practices, the model gives practical guidelines for assessing the maturity level of testing in an organisation and for step by step improvement of the process. Since the appearance of the book "Test Process Improvement: a practical step-by-step guide to structured testing" (by Tim Koomen and Martin Pol) in 1999, the model has rapidly become an international standard for improving test processes, used in numerous countries like the United States, most European Community countries, Australia, South Africa, Mexico, Brazil, Japan, China and India. The model is frequently used to help an organisation meet the test requirements at CMM level 3.

Included in the tutorial is a general description of the application of model, which deals with how to implement and how to consolidate the improvements.

→ APRIL 5, 2004

T12 Agile Testing Management, Measurement and Benefit Realisation

Neill McCarthy, BJSS (UK)

During this tutorial we will define some of the agile contexts that may be experienced and how the transition to these can be made from more traditional testing organisations to provide an effective testing approach. We will explore different testing methods including exploratory testing and automated acceptance tests. We will look at how to manage and measure the success of the transformation via sprints and retrospectives, both for the people involved, the organisation and of the process. We will also look at the variety of tools available and how to use these to execute and manage agile testing. In addition we explore the creation and management of meaningful and effective metric programme to measure the on going benefits of agile testing.

→ APRIL 5, 2005

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**Systems & Software
 QA Holds the Keys
 to Better Software**

Carol Dekkers

Quality Plus Technologies, USA

Despite major advances on software projects through process standardization, project management, and agile methods, industry research still shows a majority of failures. In 2004, the Standish Group's Chaos report celebrated the doubling of the number of successful projects over the decade since the annual study was introduced, and proudly pronouncing the fact that our industry finally has reached the point where one in three projects is successful. In any other industry, the news that two out of three projects ends in failure would be cataclysmic.

This keynote presentation will address:

- What are the root causes for the software industry statistics today?
- How can systems and software QA become advocates and leaders to bring about positive change?
- A new role for systems and software QA professionals
- Proving the value of systems and software QA
- What can you do to become an active participant in advancing systems and software QA to your team and company?
- First steps towards better software you can begin today



**Delivering Quanti-
 fiable Value in IT by
 Eliminating Waste**

Andreas Golze

Mercury, Germany

IT is struggling with one fundamental problem: "How to deliver quantifiable value to the enterprise in a shorter time and with fewer resources?" A good place to start is to first identify waste within the IT organisation, and then measure and quantify it, and finally, eliminate it. However, "you cannot manage what you cannot measure". An optimised approach to measuring and eliminating waste includes sharing of best practices and providing visibility and control by having the right enterprise-ready software to optimise IT governance, application delivery and application performance management.



**Menschliches in der
 Welt der Prozesse**

Prof. Bernd Hindel

ISQI, Germany

Software-Entwicklung wird noch immer von Menschen gemacht. Deshalb müssen auch die Prozesse für Software-Entwicklung menschengerecht sein. Häufig scheitern Prozess-Verbesserungsprogramme daran, dass die Änderungen nicht von den Mitarbeitern akzeptiert werden. Die Gründe hierfür können vielfältig sein. Oft werden auch Prozess-Qualität bzw. Prozess-Verbesserung unterschiedlich bewertet. Woran liegt das? – Die Antworten hierfür liegen oft jenseits der bekannten Standards wie SPICE und CMMi.

Im Vortrag wird anhand von Szenarien gezeigt, wo die Schwierigkeiten liegen und welche Rezepte helfen können. Im Einzelnen geht es um Lernen und Akzeptieren, um Agilität und Freiräume, um Anforderungen und Dokumentation, um Bewertungsmodelle und deren Gerechtigkeit.



**CMM(I) und
 die artgerechte
 Haltung von
 Informatikern**

Gerhard Fessler

CMM- und CMMI-Lead Assessor

- CMM/CMMI: Bürokratie statt Kreativität?
- Software-Entwicklung: Gestern liefern, heute kodieren, morgen denken?
- Ist Software-Entwicklung anders als Hardware-Entwicklung?
- CMM/CMMI: Der Ausweg aus 30 Jahren Software-Krise?

Der Vortrag beleuchtet CMM und CMMI, deren grundlegenden Ideen und deren Anwendung, von einem unüblichen Standpunkt aus. Besonders werden die Themen Management und organisationsweite Aspekte der Softwareentwicklung beleuchtet.



**Key Issues after the
 EU-Enlargement
 and New Legislation**

Prof. Harald Schweim

University Bonn, Germany

The presentation will deal with the topic of the drug regulatory environment in the enlarged European Community and the new regulation of the EU-commission published in 2004.

The EU Regulatory System will be confronted over the next few years with significant changes of a legislative (outcome of the EU Review of pharmaceutical legislation) and institutional (impact of the enlargement of the EU) nature. In addition to these significant challenges having an immediate impact on the overall system, other developing factors which are nonetheless important will have to be taken into account. Amongst them are political factors such as the continuation of the EU enlargement after 2004.

You'll be informed about the regulatory system and requirements, the used and "on the way" databases, especially those, which are from German origin or have been developed by or with assistance of DIMDI and/or BfArM.

Keynotes



Model Based Testing Techniques and Application in Several Industrial Areas

Dr. Mark Utting

University of Waikato, New Zealand

Model-based testing is a break-through innovation in the field of software testing because it completely automates the validation test process. Model-based testing tools automatically generate test cases from an unambiguous model of the software product, such as a precise UML model. This ensures a repeatable and scientific basis for product testing, ensures coverage of all the behaviors of the product and allows tests to be linked directly to requirements. Intensive research on model-based testing in the last 5-10 years has demonstrated the feasibility of this approach, its cost-effectiveness, and has produced a variety of prototype and commercial tools.

This talk will make it possible for software designers, developers and test engineers to clearly understand the basic concepts of model-based testing, its cost effectiveness and how it can be used in large projects.



Motivating Testers

Sue Stockdale

*Mission Possible,
United Kingdom*

The software testing business is a challenging environment to work in. Testers need to be able to deliver results often under time pressures, whilst being effective communicators and team players. So when faced with all these issues, how do individuals remain motivated to achieve?

Sue Stockdale, MSc in Quality Management, people development specialist and First British woman to walk to the Magnetic North Pole knows how to deliver results when faced with seemingly impossible challenges.

Her interactive and insightful presentation using

dramatic images from the Arctic will help all professionals in the software testing industry to:

- Learn new strategies to achieve high levels of performance
- Understand more about how to recognise and work effectively with different personality types
- Build competencies in communication and soft skills



Von formaler zu gelebter Qualität - Eine Managementaufgabe

Dr. Jürgen Moll

Giesecke & Devrient, Germany

Trotz steigender Komplexität sollen innovative Systeme einwandfrei funktionieren. So werden formale Spezifikationen immer umfangreicher. In der Entwicklung setzen SW-Hersteller verstärkt auf Modelle wie CMMI oder SPICE und konzentrieren sich dann häufig darauf, die Existenz formaler Dokumente nachzuweisen.

Die Praxiserfahrung zeigt: Formale Spezifikationen und Prozesse alleine können Qualität kaum sicherstellen. An seine Grenzen stößt Formalismus besonders dann, wenn sich Spezifikation widersprechen, wenn Anforderungen trotz Dokumentation unverständlich bleiben oder wenn sich Spezifikationen häufig ändern.

Giesecke & Devrient lebt als weltweit führender Hochsicherheitskonzern von einer anerkannt hohen Produktqualität. Der Vortrag stellt dar, wie wir den Balanceakt zwischen nötigem Formalismus und kommunikativem Vorgehen gestalten.



Validating the Compliant Supply Chain

David Stokes

*Mi Services Group,
United Kingdom*

In this presentation, the challenges of validating computer systems across the complete healthcare supply chain will be considered, from raw material to patient.

Key points in the presentation to be covered

include:

- The increasing regulatory focus on Good Distribution Practice
- The complexity of the supply chain, including the use of third-party manufacturers and distributors and the lack of 'joined-up thinking' between the life sciences and healthcare sectors
- The challenges posed by different computertechnology models
- The need to focus on data integrity throughout the record lifecycle and the requirement to provide a single vision of the truth, based upon multiple sources of information
- Solutions to overcome these problems



Architecture Model driven Automotive Software Design - A Must for High SW Quality and Product Reliability?

Erich Nickel

IBM, Germany

Erich Nickel is the Director of IBM Global Telematics Solutions - a business which over the past couple of years has experienced tremendous growth, increasing revenues more than twofold in the 2002 / 2003 timeframe. In this role he is responsible for driving our strategy and leading a dedicated telematics team who leverage technology to deliver real business value at an accelerated pace to customers. Erich's work focuses on identifying strategic partnerships, thought leadership and future requirements of end-to-end telematics solutions, relevant to multiple industries such as Automotive, Commercial Vehicles, Insurance and Public Sector.

Erich has over 27 years of IBM experience and has held management positions in manufacturing, industrial and embedded systems, joining the European automotive embedded systems team in 1995. Prior to joining IBM Erich served an apprenticeship as an Electronics Technician and gained an MBA from the University of Hannover, Germany.

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TIME	SQM		
	OPENING		
9.00-9.15	<i>Rudolf van Megen</i> SQS (D)		
	KEYNOTE		
9.15-10.15	Systems & Software QA Holds the Keys to Better Software <i>Carol Dekkers, Quality Plus Technologies (USA)</i>		
10.15-11.15	OPENING OF EXHIBITION		
	Track S.1 Prozessmodelle	Track S.2 Requirements Engineering	Track S.3 IT-Projektmanagement
	<i>Chair: Dr. Ernest Wallmüller</i> <i>Qualität & Informatik (CH)</i>	<i>Chair: Prof. Dieter Rombach</i> <i>Fraunhofer IESE (D)</i>	<i>Chair: Prof. Werner Mellis</i> <i>Universität Köln (D)</i>
11.15-12.00	CMMI – Einsatz als Integrationsmodell für Prozesse in der Software-Entwicklung <i>Detlef Vohwinkel</i> SQS (D)	Mehrwertorientiertes eGovernment durch "Task-Oriented Requirements Engineering" (TORE) <i>Tom Koenig</i> Fraunhofer IESE (D)	PRINCE2 - Die von ITIL empfohlene Projektmanagementmethode: Kurzüberblick aus der Praxis <i>Timothy Ströbele</i> NCH International (D)
12.00-12.45	Software-Qualitätsoffensive zur Steigerung des SPICE-Levels <i>Beate Strüber</i> WABCO (D)	Integrity – Automatisierte Unterstützung von der Anforderung bis zum Quellcode <i>Dr. Guido Dischinger</i> Liantis (D)	Meisterschaft im Projektmanagement <i>Oliver Grasl</i> datavisual (D)
12.45-1.00	DISCUSSION	DISCUSSION	DISCUSSION
1.00-2.30	EXHIBITION AND LUNCH BREAK		
	Track S.1 Prozessmodelle	Track S.2 Requirements Engineering	Track S.3 IT-Projektmanagement
	<i>Chair: Dr. Ernest Wallmüller</i> <i>Qualität & Informatik (CH)</i>	<i>Chair: Prof. Dieter Rombach</i> <i>Fraunhofer IESE (D)</i>	<i>Chair: Prof. Werner Mellis</i> <i>Universität Köln (D)</i>
2.30-3.15	Those Who Cannot Remember the Past are Condemned to Repeat it (dt. Vortrag) <i>Prof. Andreas Spillner</i> Hochschule Bremen (D)	EMA - Effizientes Management von Anforderungen <i>Mike Stoffels</i> RDS Consulting (D)	Integrationsprojekte - Projektmanagement mal anders <i>Thomas Heimann</i> sd&m (D)
3.15-4.00	IPQMI - Information Process Quality Model Integration <i>Prof. Alfred Zimmermann</i> Hochschule Reutlingen (D)	Steigerung Ihrer Projektqualität durch Kommunikation mit Requirement-Based UML <i>Marcel Donges</i> Borland (D)	Externes Projekt-Controlling in IT-Großprojekten <i>Stefan Klänhardt</i> ESG (D)
4.00-4.30	EXHIBITION AND COFFEE BREAK		
4.30-5.15	Software Process Improvement in a Changing Environment <i>Dr. Katalin Balla</i> Tech. University of Budapest (HU)	Ein praxiserprobter Ansatz zur Erhebung von nichtfunktionalen Anforderungen <i>Jörg Dörr</i> Fraunhofer IESE (D)	Nutzung der Kommunikationszuverlässigkeit zur Vorhersage des Projekterfolgs <i>Gerold Keefer</i> AVOCA (D)
5.15-5.30	DISCUSSION	DISCUSSION	DISCUSSION
	KEYNOTE		
5.30-6.15	Delivering Quantifiable Value in IT by Eliminating Waste <i>Andreas Golze, Mercury (D)</i>		

EXHIBITION AND PRODUCT PRESENTATIONS

ICSTEST

TIME

OPENING

Rudolf van Meegen
SQS (D)

9.00-9.15

KEYNOTE

Systems & Software QA Holds the Keys to Better Software

Carol Dekkers, Quality Plus Technologies (USA)

9.15-10.15

OPENING OF EXHIBITION

10.15-11.15

Track I.1 Risk Based Testing

Chair: Hans Schaefer
Software Test Consulting (N)

Track I.2 Test Automation

Chair: Prof. Juris Borzovs
Riga Information Tech. Inst. (LV)

Track I.3 Quality Assurance in Automotive and Embedded Systems

Chair: Dr. Uwe Faschingbauer
SQS (D)

Risk Based Testing

Real ROI of Test Tools - Case Study

Testing Critical and Embedded Systems

11.15-12.00

Hans Schaefer
Software Test Consulting (N)

Filips Jelisejevs
Cosmix IT Solutions (LV)

Jan Jürjens
University of Munich (D)

Risk Based Testing - Practical Approach

Role of Test Tools in Product Testing and
Automation

Maximising Embedded Test Coverage -
A Journey into Inner Space

12.00-12.45

Alon Linetzki
SELA Group (IL)

Surya Kumar
HCLT (IND)

Ian F. Smith
Seven Layer Communications (UK)

DISCUSSION

DISCUSSION

DISCUSSION

12.45-1.00

EXHIBITION AND LUNCH BREAK

1.00-2.30

Track I.4 Test Metrics

Chair: Dr. Gualtiero Bazzana
Onion (I)

Track I.2 Test Automation

Chair: Prof. Juris Borzovs
Riga Information Tech. Inst. (LV)

Track I.3 Quality Assurance in Automotive and Embedded Systems

Chair: Dr. Jörg Kleinz
SQS (D)

Testing Time Allocation by Analyzing
Module's History and Release

Testing a Self Service Application

Experience Using TPI in Automotive

2.30-3.15

Dr. Maurizio Pighin
University of Udine (I)

Carlos Figueiredo
SoftFinança (P)

Michael Bender
Bosch Engineering (D)

Statistical Certification of Software Systems

EJB (Enterprise Java Beans) APIs Testing
Using Web Services

Embedded SW Cover Rate Improvement:
Modelization of Functional Specifications &
Applied Methods

3.15-4.00

Alessandro di Bucchianico
University of Eindhoven (NL)

Shakil Ahmad
Convergys (USA)

Ludovic Augusto
Johnson Controls Automotive Electronics (F)

EXHIBITION AND COFFEE BREAK

4.00-4.30

Damage prevented

How Can Test Tools Support TPPI?!

Systematic Testing Using the Classification
Tree Method

4.30-5.15

Michiel Vroon
Sogeti (NL)

Frank Schmeißner
imbus (D)

Frank Büchner
Hitex Development Tools (D)

DISCUSSION

DISCUSSION

DISCUSSION

5.15-5.30

KEYNOTE

Delivering Quantifiable Value in IT by Eliminating Waste

Andreas Golze, Mercury (D)

5.30-6.15

EXHIBITION AND PRODUCT PRESENTATIONS

SOFTWARE & SYSTEMS
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TIME

SQM

KEY NOTE			
9.00-10.00	Menschliches in der Welt der Prozesse <i>Prof. Bernd Hindel, Int. Software Quality Institute (D)</i>		
10.00-10.45	EXHIBITION AND COFFEE BREAK		
	Track S.4 Prozessmodelle	Track S.5 Software Change and Configuration Management	Track S.6 Outsourcing
	<i>Chair: Dr. Ernest Wallmüller Qualität & Informatik (CH)</i>	<i>Chair: Lutz Koch SQS (D)</i>	<i>Chair: Elisabeth Slapio IHK Köln (D)</i>
10.45-11.30	Innovative Software Quality Assurance with Practitioners Participation <i>Santosh Kumar IBM Global Services (IND)</i>	Fallstricke des Problemmanagements - Erfahrungen mit der SPRdb bei EADS Space Transportation <i>Prof. Bettina Buth, Hochschule für angewandte Wissenschaften (D)</i>	Steigerung der Wertschöpfung in global verteilter Softwareentwicklung: DuoShore Projekterfahrungen <i>Karina Józwicka-Braun Valtech (D)</i>
11.30-12.15	Rapid Process Typing im Einsatz bei Helbako <i>Bernd Kappes, Helbako (D) Norbert Fleischmann method park (D)</i>	Change & Configuration Management: Beherrsche das Chaos <i>Ron Rouhof SQS (NL)</i>	Nearshoring Schweiz - Mazedonien: Ein Erfahrungsbericht <i>Vital Meyer Netcetera (CH)</i>
12.15-12.30	DISCUSSION	DISCUSSION	DISCUSSION
12.30-2.00	EXHIBITION AND LUNCH BREAK		
KEY NOTE			
2.00-2.45	CMM(I) und die artgerechte Haltung von Informatikern <i>Gerhard Fessler, CMM- und CMMI-Lead Assessor</i>		
2.45-3.15	EXHIBITION AND COFFEE BREAK		
	Track S.7 Prozesse zu ausgewählten Qualitätsmanagement-Merkmalen	Track S.5 Software Change and Configuration Management	Track S.6 Outsourcing
	<i>Chair: Jochen Brunnstein SQS (D)</i>	<i>Chair: Lutz Koch SQS (D)</i>	<i>Chair: Elisabeth Slapio IHK Köln (D)</i>
3.15-4.00	Aufbau und Dokumentation von Qualitätsmanagementsystemen in den Programmierzentren der Luftwaffe <i>Wlfrid Bergholz Bundeswehr LwMatKdo (D)</i>	Konfigurationsmanagement im Spannungsfeld des Automotive - System Engineering eines OEM <i>Carsten König DaimlerChrysler (D)</i>	Outsourcing erfolgreich gestalten <i>Peter Cornils DETECON (D)</i>
4.00-4.45	Usability-Engineering: Richtige Software entwickeln oder nur Software richtig entwickeln? <i>Thomas Geis ProContext (D)</i>	Nichts ist so beständig wie der Wandel – Ein Prozess für Anforderungsänderungen <i>Thomas Schröder Telelogic (D)</i>	Governance and Risk Avoidance of Application Outsourcing <i>Bob Bartlett SQS (UK)</i>
4.45-5.30	Dynamische Security-Prozesse für moderne Netzwerk-Plattformen <i>Dr. Ludger Walther DETECON (D)</i>	Wie SCCM und Reporting zur Steuerbarkeit des gesamten Software-Entwicklungsprozesses führen <i>Dr. Michael Wörn SQS (D)</i>	Entwicklung eines generischen IT-Service-Katalogs als Vorstufe für Service Level Agreements <i>Thorsten Anders Universität Hamburg (D)</i>
5.30-5.45	DISCUSSION	DISCUSSION	DISCUSSION
7.00	CONFERENCE BANQUET RHEINTERRASSE DÜSSELDORF		

EXHIBITION AND PRODUCT PRESENTATIONS

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TIME

KEYNOTE

Key Issues after the EU- Enlargement and New Legislation

Prof. Harald G. Schweim, University of Bonn (D)

KEYNOTE

Model Based Testing Techniques and Application in Several Industrial Areas

Dr. Mark Utting, University of Waikato (NZ)

9.00-10.00

EXHIBITION AND COFFEE BREAK

10.00-10.45

Track C.1
Herausforderungen an die Qualität in der GesundheitsversorgungChair: Prof. Andreas Goldschmidt
Universität Trier (D)Track C.2
Coping with Regulatory AffairsChair: René Gawron
SQS (D)Track I.5
Code Quality ManagementChair: Heinrich Grefe
SQS (D)Track I.6
Test LanguagesChair: Prof. Bruno Legeard
Leirios (F)Track I.7
Quality Assurance for Airborne SystemsChair: Peter Heller
Airbus (D)

ViTep: Ein Beispiel für die Umsetzung der Integrierten Versorgung

Prof. Rainer Riedel, Rheinische Fachhochschule Köln (D)

Certification of Healthcare Applications

Dr. Christian Johner
Calcucare (D)

Bi-directional Quality Models: How to Assess Technical Quality with Existing Tool Infrastructure

Olaf Seng
FZI - Forschungszentrum Informatik (D)

A Unified Framework for API and GUI Test Automation

Stefan Mohacsi
Siemens (A)

Software Quality in Safety-Critical Aviation Applications

Michael Paul Kress
Boeing (USA)

10.45-11.30

Prozessbrüche im Krankenhaus und QM-Lösungsansätze

Prof. Andreas Goldschmidt
Universität Trier (D)

Experiences in Validation

tba

Successful Establishment of a Code-Control-Cockpit to Improve Internal Code Quality

Ute Richter, T-Systems
Multimedia Solutions (D)

Industrial Use of TTCN-3 - Scope and Limits

Prof. Ina Schieferdecker
Technical University Berlin (D)

Testing with DO-178B

Cheryl A. Dorsey
Digital Flight (USA)

11.30-12.15

DISCUSSION

DISCUSSION

DISCUSSION

DISCUSSION

DISCUSSION

12.15-12.30

EXHIBITION AND LUNCH BREAK

12.30-2.00

KEYNOTE

Independent Software Verification and Validation in Different Industries: Lessons learnt

tba

KEYNOTE

Motivating Testers

Sue Stockdale, Mission Possible (UK)

2.00-2.45

EXHIBITION AND COFFEE BREAK

2.45-3.15

Track C.3
Telematikinfrastrukturen in Deutschland und EuropaChair: Prof. Andreas Goldschmidt
Universität Trier (D)Track C.4
Quality in Medical DevicesChair: Dr. Jörg Kleinz
SQS (D)Track I.8
Test ManagementChair: Dr. Juichi Takahashi
Sony (J)Track I.9
Tester Education and MotivationChair: Robert Treffny
iSQI (D)Track I.7
Quality Assurance for Airborne SystemsChair: Peter Heller
Airbus (D)

Die Bedeutung von neuen Telematikentwicklungen für die integrierte Versorgung

Dr. Gottfried Dietzel
EHTEL (D)

Field Report of a Risk-Based Approach for Software Validation for Regulated IVD Market

Jörg Hermes
QIAGEN (D)

The need for the Integrated yet Independent Testing Team

Elfriede Dustin
(USA)

Failure Analysis and Expert Tester

Stuart Reid
Cranfield University (UK)

Domain Specific V&V Strategies for Aircraft Applications

Aliko Tsiolakis
University of Bremen (D)

3.15-4.00

Europäische Telematikentwicklungen im Gesundheitswesen: Gesundheitskarte, Standards, Projekte

Dr. Rolf Engelbrecht
GSF München (D)

Testing a Product Line of Radiology Systems at Siemens

Dr. Erik Kamsties
University of Duisburg-Essen (D)

Determining the Number of Test Runs for Time Measurements in Critical Systems

Torbjorn Skramstad
University of Trondheim (N)

The Current State of Tester Qualifications

Geoff Thompson
Experimentus (UK)

Software Quality and Design Consideration in Real Time Systems

Doron Cherkovsky
Israel Aircraft Industries (IL)

4.00-4.45

Komponenten der Sicherheitsinfrastruktur für die Leistungserbringer in Deutschland

Dr. Christoph Goetz, Bavarian Administration of Statutory Office Based Physicians (D)

Medical Devices including Software: Principles and Hints for Adequate Quality Systems

Celistina Bianco
NTE (E)

Examination of Software Integration Testing Strategies

Prof. Paul Jorgensen
Grand Valley State University (USA)

The Right Tester for Each Customer

Ainars Galvans
Exigen (LV)

Use of Inspections as a Risk Mitigation Tool

Dr. Lawrence E. Day
Boeing (USA)

4.45-5.30

DISCUSSION

DISCUSSION

DISCUSSION

DISCUSSION

DISCUSSION

5.30-5.45

CONFERENCE BANQUET
RHEINTERRASSE DÜSSELDORF

7.00

SOFTWARE & SYSTEMS
QUALITY
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TIME	EXHIBITION AND PRODUCT PRESENTATIONS	Track S.8	Track S.9	Track S.10
		Betriebs-, Wartungs- und Fehlermanagement	IT Governance	Wertschöpfung in der IT
		<i>Chair: Thomas Gantner DaimlerChrysler (D)</i>	<i>Chair: Cornelius Kluthe T-Systems (D)</i>	<i>Chair: Dr. Ludger Walther DETECON (D)</i>
9.00-9.45		Optimierung in der IT-Produktion - Best Practice for Best Operations <i>Jochen Brunnstein SQS (D)</i>	Best-in-Class-Supplier: Ein KPI-Modell zur Lieferantensteuerung <i>Welf Rogalski T-Systems (D)</i>	Wertschöpfung der IT für das Business: Wege zu einer ganzheitlichen Bewertung von IT-Projekten <i>Jürgen Bach bach consulting (D)</i>
9.45-10.30		Automated Error Prevention - A Continuous Approach for Quality Improvement <i>Dr. Rix Groenboom Parasoft (UK)</i>	Eine IS-Organisation auf dem Weg zur Excellence <i>Dr. Peter Hankofer O₂ (D)</i>	Prozessorientierung in der Softwareentwicklung: Der Weg zu wirtschaftlich-effizienten Anwendungen <i>Bela Mutschler DaimlerChrysler (D)</i>
10.30-10.45		DISCUSSION	DISCUSSION	DISCUSSION
10.45-11.15		EXHIBITION AND COFFEE BREAK		
		KEYNOTE		
11.15-12.15		Von formaler zu gelebter Qualität - Eine Managementaufgabe <i>Dr. Jürgen Moll, Giesecke & Devrient (D)</i>		
12.15-1.15		EXHIBITION AND LUNCH BREAK		
		Track S.8	Track S.9	Track S.11
		Betriebs-, Wartungs- und Fehlermanagement	IT Governance	Systems Engineering
		<i>Chair: Thomas Gantner DaimlerChrysler (D)</i>	<i>Chair: Cornelius Kluthe T-Systems (D)</i>	<i>Chair: Gerhard Schempp ESG (D)</i>
1.15-2.00		Nutzung von Legacy-Software in Service-orientierten Architekturen (SOA) <i>Rainer Gimnich IBM Global Services (D)</i>	Nutzenmanagement von Projekten <i>Klaus Scholz AAA Auctor Actor Advisor (D)</i>	Gleichteilestrategie Steuergeräte: Erfahrungen mit internationalen Entwicklungsprozessen <i>Michael Stupperich DaimlerChrysler (D)</i>
2.00-2.45		Viele Jahre Erfahrung mit Qualitätssicherung im RZF NRW: Die Sicht der Leitung <i>Malte Bartels RZF NRW (D)</i>	Sarbanes-Oxley Act - Anforderungen, Auswirkungen und Erfahrungen <i>Stephanie Ulrich Dresdner Kleinworth Wasserstein (D)</i>	Systemdesign als zentrale Aufgabe des System Engineerings komplexer Avioniksysteme <i>Dr. Emanuel Brämer ESG (D)</i>
2.45-3.00		DISCUSSION	DISCUSSION	DISCUSSION
		CLOSING		
3.00		<i>Stephan Salmann SQS (D)</i>		

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Track C.5 Länderübergreifendes Qualitätsmanagement im Gesundheitswesen <i>Chair: Dr. Thomas Küpper/Thomas Weber, Institut für Flugmedizin der RWTH Aachen/DLR (D)</i>		Track C.6 Efficient Validation <i>Chair: David Stokes Mi Services Group (UK)</i>		Track I.10 Test Processes <i>Chair: Dr. Juichi Takahashi Sony (J)</i>		Track I.11 Testing Mobile Communication <i>Chair: Amir Hayek Tescom (IL)</i>		Track I.12 Testing Web Applications <i>Chair: Bob Bartlett SQS (UK)</i>		TIME
TEMOS, Telemedizin für die mobile Gesellschaft <i>Dr. Markus Lindlar DLR (D)</i>		How to Make Your SOPs for System Operation More Efficient <i>Heinrich Berlejung Propack Data (D)</i>		Return on Investment on Test Process Improvement <i>Jarmila Bokkerink Philips Medical Systems (NL)</i>		Mobile Information Services - Challenges and Solutions for Effective Testing <i>Robert Baggen TÜV Informationstechnik (D)</i>		Corporate Internet Portals <i>Dr. Claus Pfelzer Deutsche Post World Net (D)</i>		9.00-9.45
e-card Österreich <i>Heinz Otter SV Chipkarten Betriebs- und Errichtungsges. (A)</i>		Managerial Aspects of Software Test Efficiency in Health Care <i>Thomas Feger Biotronik (D)</i>		Agile Testing: Management, Measurement and Benefit Realisation <i>Neill McCarthy BJSS (UK)</i>		Toll Collect: A Challenge for Non-Functional Testing <i>Graham Bath T-Systems GEI (D)</i>		Best Practices: How to Reduce Maintenance Costs in Development <i>Manuel Lengert icommit (D)</i>		9.45-10.30
DISCUSSION		DISCUSSION		DISCUSSION		DISCUSSION		DISCUSSION		10.30-10.45
EXHIBITION AND COFFEE BREAK										10.45-11.15
KEYNOTE					KEYNOTE					
Validating the Compliant Supply Chain <i>David Stokes, Mi Services Group (UK)</i>				Architecture Model Driven Automotive Software Design - a Must for High SW Quality and Product Reliability? <i>Erich Nickel, IBM (D)</i>						11.15-12.15
EXHIBITION AND LUNCH BREAK										12.15-1.15
Track C.5 Länderübergreifendes Qualitätsmanagement im Gesundheitswesen <i>Chair: Dr. Martin J. Wiczorek SQS (D)</i>		Track C.7 Methods and Processes in Validation <i>Chair: Dr. Jörg Kleinz SQS (D)</i>		Track I.10 Test Processes <i>Chair: Prof. Bruno Legeard Leirios (F)</i>		Track I.13 Offshore Testing <i>Chair: Rudolf van Megen SQS (D)</i>		Track I.14 Case Studies <i>Chair: Bob van de Burgt TestNet (NL)</i>		
CTS - Ein europäisches Projekt im Spannungsfeld zwischen Politischen- und Qualitätsanforderungen <i>Dr. Frank Warda DIMDI (D)</i>		The Role of HazOp in Testing Health-Care Applications <i>Prof. Tor Stalhane The Norwegian University (N)</i>		Stepwise Improvement of the Test Process Using TPI <i>Tim Koomen Sogeti (NL)</i>		The Impact of Distance between the Testing Team, the Development Team and the Acquirer <i>Martin Gills Riga Information Tech. Inst. (LV)</i>		Tips for Testing Financial Authorization Systems <i>Melvyn Feuerman Citybank NYC (USA)</i>		1.15-2.00
"IT - gestütztes Diagnostic Service Center" in einer virtuellen Organisation <i>Udo Poth Klinikum Rechts der Isar (D)</i>		TMM: How we Reached Level 2 <i>Erwin S. Engelsma Philips Medical Systems (NL)</i>		Testing Experience in a Huge and Dynamic Software Project for an Industrial Product <i>Dr. Ali Koc Siemens (D)</i>		Outsourcing Testing Task and Competitive Advantage <i>José Fajardo Unisys Corp (USA)</i>		Dynamic Testing with SAP <i>Markus Schneider SAP (D)</i>		2.00-2.45
DISCUSSION		DISCUSSION		DISCUSSION		DISCUSSION		DISCUSSION		2.45-3.00
CLOSING					CLOSING					
Dr. Jörg Kleinz, Dr. Martin J. Wiczorek, SQS (D)				Petra Bukowski SQS (D)						3.00

Exhibition

On the first day of the conference we will welcome all participants to the opening of the exhibition.

During the opening, as well as during all conference days you will have the opportunity to ask questions and hold discussions with all vendors and service suppliers on site at the conference.

Furthermore, our exhibitors will be giving presentations in room 14. These presentations will give you additional information regarding the exhibitors products or services to supplement the information to be found at their booth in the exhibition hall.

The most accurate and up to date schedule of vendors' presentations can be found at www.sqs-conferences.com.

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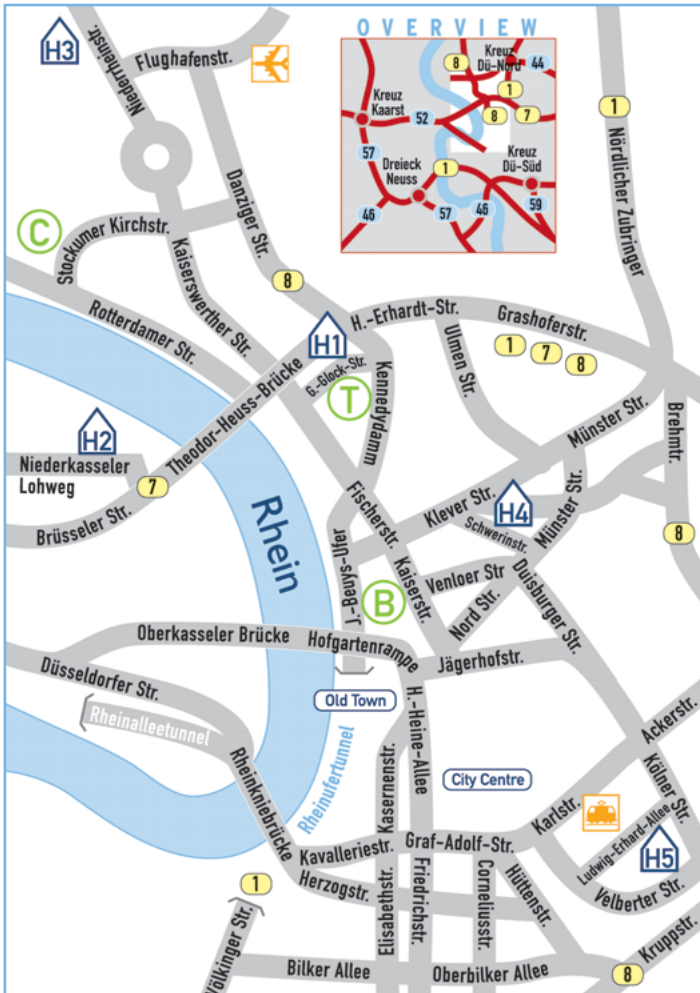
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Please note that the contingent of hotel rooms with special conditions will be available until March 8, 2005.

Rates are per night and include breakfast.

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The Congress Center Düsseldorf has a direct connection to the motorway A44 (Exit Stockum). Follow the **tm** signs to Messe Düsseldorf.

P5 is the most convenient parking area for congress participants and is free of charge.

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From the central train station, bus no. 722 takes you to the Congress Center Düsseldorf within 25 minutes.

Schedules and information can be obtained at www.rheinbahn.de.

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From the airport, it is recommended to take a taxi which will bring you to the Congress Center Düsseldorf within 15 minutes. More information about transfer possibilities at www.flughafen-duesseldorf.de

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April 4, Monday	<input type="checkbox"/>	<input checked="" type="checkbox"/> T1	<input type="checkbox"/>	<input checked="" type="checkbox"/> T2	<input type="checkbox"/>	<input checked="" type="checkbox"/> T3	<input type="checkbox"/>	<input checked="" type="checkbox"/> T4	<input type="checkbox"/>	<input checked="" type="checkbox"/> T5
April 5, Tuesday	<input type="checkbox"/>	<input checked="" type="checkbox"/> T1	<input type="checkbox"/>	<input checked="" type="checkbox"/> T2	<input type="checkbox"/>	<input checked="" type="checkbox"/> T6	<input type="checkbox"/>	<input checked="" type="checkbox"/> T7	<input type="checkbox"/>	<input checked="" type="checkbox"/> T8
April 6, Wednesday	<input type="checkbox"/>	Conference								
April 7, Thursday	<input type="checkbox"/>	Conference								
April 7, Thursday	<input type="checkbox"/>	Dinner at Rheinterrasse Düsseldorf (incl. in conference fee)								
April 8, Friday	<input type="checkbox"/>	Conference								

Participation Fees (prices are per person and plus 16% VAT)

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3 days	1.400 EURO
2 days	1.150 EURO
1 day	800 EURO

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2 days tutorial	1.000 EURO
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SQS

Software Quality Systems AG
 Stollwerckstr. 11
 51149 Cologne · Germany

Contact:

Tel. +49 (0) 22 03/91 54-81
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 E-Mail: team@sq5-conferences.com
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