Standard Wire

Edition 9 – April 2003

IN THIS ISSUE

TOP OF THE LIST
The Software Industry's Bug Problem

SPECIAL FEATURE
President of ISO, Oliver R. Smoot, Honored at Congressional Reception

STANDARD NEWS
E.NEWS - *Pentagon Seeks Environmental Breaks*
Q.NEWS - *Transitioning to ISO/TS 16949*
IS.NEWS - *Watching The Watchers*
OHS.NEWS - *Hearing Loss Prevention Regulation*

DID YOU KNOW?
New ISO Standard to Improve Interoperability of Manufacturing Software

HOW TO...
Build Corporate Castles

TOP OF THE LIST

The Software Industry's Bug Problem
How poor-quality software affects vendors and what they can do about it

Software bugs cost the U.S. economy an estimated $59.5 billion each year, and more than half of that cost is shouldered by the end-user, according to a 2002 study from the National Institute of Standards and Technology.

The cost of failed projects for the U.S. information technology industry in 2000 was estimated at $84 billion, reports The Boston Globe.

IEEE Software Magazine reports that the best commercial software companies remove about 95 percent of all known defects before releasing a product to the customer. However, the industry average is less than 85 percent.

Watts Humphrey of Carnegie Mellon University's Software Engineering Institute estimates that for every 1,000 lines of code that software professionals create, there are about 100 defects.

Read more:
http://www.qualitydigest.com/currentmag/articles/03_article.shtml

---

Newsletter Sponsor

President of ISO, Oliver R. Smoot, Honored at Congressional Reception

Oliver R. Smoot, President of ISO (International Organization for Standardization) was recently honored at a congressional reception in Washington, DC. United States. The event was sponsored by ANSI, the American National Standards Institute, ISO's member body for the United States.

Mr. Smoot was presented with a copy of Remarks that were entered into the Congressional Record by the Honorable Ralph M. Hall (ranking Minority Member of the House Science Committee), on behalf of himself and Science Committee Chairman Boehlert. The remarks honor Mr. Smoot "as an outstanding American who has labored long for the betterment of Science and the global economy."

**Oliver R. Smoot
President of ISO**

Read more:
http://www.iso.ch/iso/en/commcentre/news/2003/smoot.html?printable=true

STANDARD NEWS

E.NEWS – ENVIRONMENTAL

Pentagon Seeks Environmental Breaks

With war looming in Iraq, the Bush administration this week [week of March 3, 2003] asked Congress to exempt the U.S. Defense Department from a broad array of environmental laws governing air pollution, toxic waste dumps, endangered species and marine mammals, the Washington Post reports.

The Pentagon says it needs the changes to ensure unfettered training and readiness activities, and to provide the military with relief from environmental regulations that protect endangered species and critical habitats on millions of acres of military training ranges across the country.

Read the full article:
http://www.eponline.com/Stevens/EPPub.nsf/frame?open&redirect=http://www.eponline.com/Stevens/epPub.nsf/NewNews/39C8AE23C680C92686256CE1007B9E7E?Opendocument

Q.NEWS – QUALITY

Transitioning to ISO/TS 16949
A tier one supplier's quality manager recounts the challenges of making the switch.

When Chuck Weygand first joined Donaldson Co. Inc. as the Minneapolis firm's U.S. quality systems manager in 1988, it was almost impossible to walk through a Donaldson plant without encountering some type of audit.

In those years, Donaldson, a global manufacturer of filtration systems such as mufflers and air cleaners for trucks and heavy equipment vehicles, was running what Weygand describes as "the Audit of the Month Club to meet the requirements of 50 customers a year in 10 [U.S.] locations."

Do the math and it quickly becomes clear why Weygand and Donaldson officials chose ISO 9000 as a means of "eliminating redundant audits." Once they embarked on the ISO 9000 process using BSI Management Systems as their registrar, however, Donaldson was able to cut audits to two a year in all locations, or to less than half of the previous audit load.

Read the full article:
http://www.qualitydigest.com/currentmag/articles/04_article.shtml

IS.NEWS – INFORMATION SECURITY

Watching The Watchers

None of us relishes an audit--outsiders poking around for the holes in my system? When someone says "audit," you probably think of the surprise inspections your company's auditors pull to try to expose IT weaknesses (see "Incomplete Audits").

But you're the one on the hot seat if your organization gets hacked. If you're responsible for information security, you should want--you should insist--on thorough annual audits. In some cases, you may have no choice. Financial institutions, for example, are required to have external auditors certify compliance with regulations such as the Gramm-Leach-Bliley Act (GLBA). Your own organization's audit department may require it. Or potential partners or customers may insist on seeing the results of a security audit before they do business with your company and put their own assets at risk.

Read the full article:
http://www.infosecuritymag.com/2003/mar/watchingwatchers.shtml

OHS.NEWS – OCCUPATIONAL HEALTH & SAFETY

Hearing Loss Prevention Regulation

What's new in recordkeeping and construction? Plenty, because OSHA has been active recently in both areas.

After a long period of dormancy, federal OSHA has picked up activity in the area of hearing loss prevention rulemaking. Activity is focused in the areas of recordkeeping and hearing conservation in construction.

Read more:
http://www.ohsonline.com/Stevens/OHSPub.nsf/frame?open&redirect=http://www.ohsonline.com/Stevens/OHSPub.nsf/Articles2/E21A11FFD7D36FCD86256CD9006650A4?OpenDocument

DID YOU KNOW?

New ISO Standard to Improve Interoperability of Manufacturing Software

The first International Standard for the interoperability of manufacturing software is expected to result in cost savings for users, whether large or small enterprises, as well as a cost savings for consumers on the final manufactured product.

Published by ISO (International Organization for Standardization), ISO 16100-1, Industrial automation systems and integration - Manufacturing software capability profiling for interoperability - Part 1: Framework, is intended to enable companies to effectively exchange, reuse and share engineering product data among diverse software applications used throughout a manufacturing enterprise and its supply chain.

Read more:
http://www.iso.ch/iso/en/commcentre/news/2003/automation.html?printable=true

HOW TO…

Building Corporate Castles

When terrorists attack, the President of the United States is sent to an "undisclosed location" for protection. The Vice President of the United States is sent to a different "undisclosed location." In England, the Queen has ordered a high-tech "panic room" to be built inside Buckingham Palace. The Sunday Times reported that the Queen's chambers will have 18-inch-thick steel walls and will provide protection from bombings, gas attacks, and attacks by light aircraft.

These examples illustrate how government agencies are protecting key people. If a major corporation lost some of its key people because of terrorist activity, the results could be catastrophic. The loss to Microsoft or Ford Motor Co. of their leader would have a dramatic result on stock prices and their ability to complete in the world market. While the loss of any worker to an accident affects the company, key individuals have a larger impact.

Read the full article:
http://www.stevenspublishing.com/Stevens/OHSPub.nsf/frame?open&redirect=http://www.stevenspublishing.com/stevens/OHSpub.nsf/pubhome?open

FEEDBACK
Is there something we're missing that you'd like to see in a future edition? We'd love to hear from you. Let us know what you think about Standard Wire by writing us at standardwire@vintara.com. Visit us today at www.vintara.com or call 1.866.321.4769 for more information.

SUBSCRIPTION
1. Change your email address: Please reply to this message with the words CHANGE EMAIL in the subject field.
2. Tell a friend: If this email has been forwarded to you and you would like to be added to the distribution list, send an email to standardwire@vintara.com with SUBSCRIBE in the subject line.
3. Cancel your subscription: Your privacy is important to us. If you do not wish to receive future communications from standardwire@vintara.com, please reply to this message with the word UNSUBSCRIBE in the subject line.

CONTACT
- For a guided demo of any Vintara brand solutions, please contact sales@vintara.com
- Send news items to pr@vintara.com
- Send questions, complaints or service queries to info@vintara.com
- Send advertising inquiries to info@vintara.com