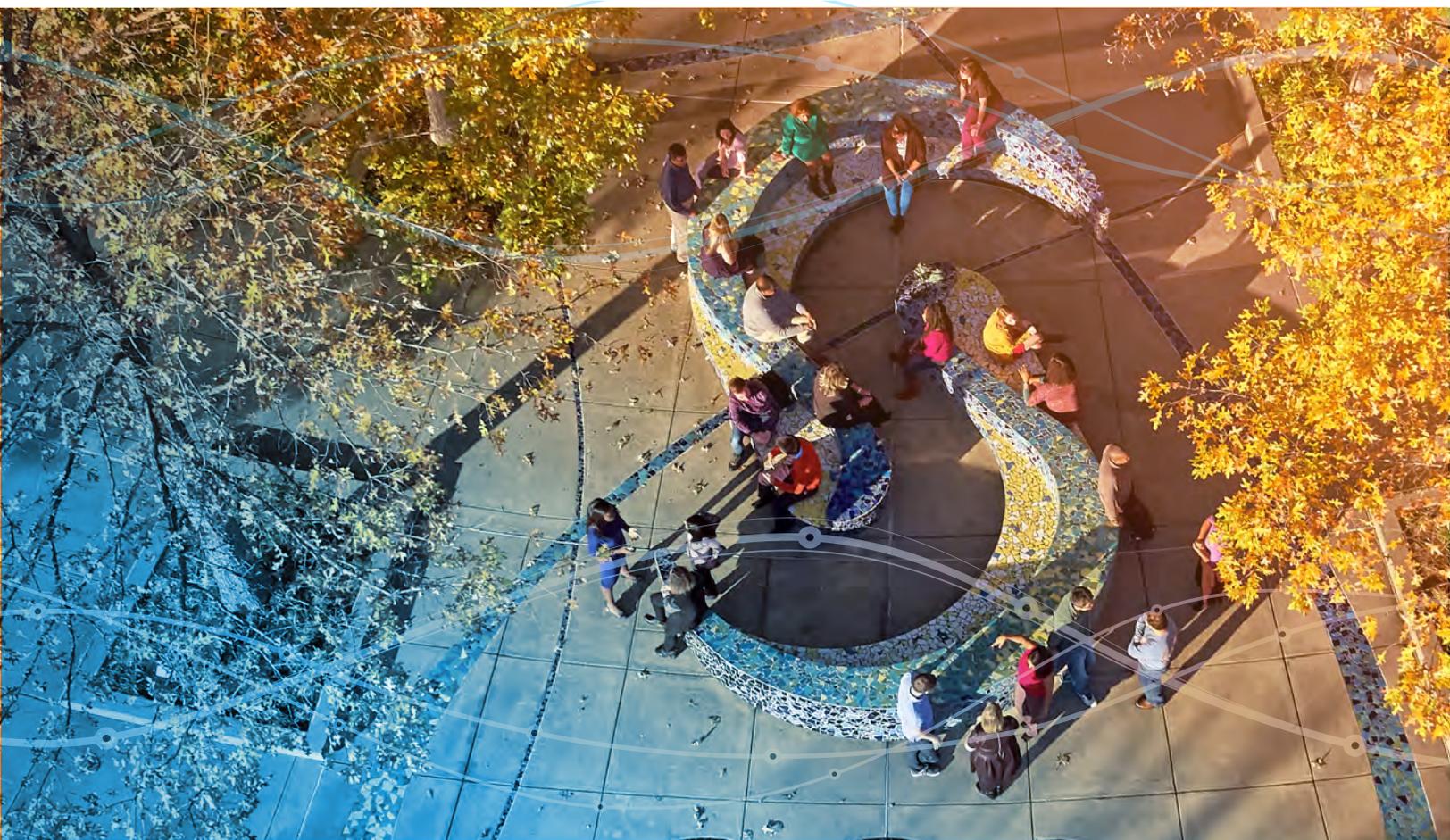


The Quality Imperative: SAS Institute's Commitment to Quality

A corporate statement of SAS' commitment to product quality,
service quality, and customer satisfaction



Planning and Requirements

In the planning phase of SAS' software development cycle, product teams estimate tasks, determine resource needs, identify risks, and verify that the project team and management are committed to the plan. Product teams create roadmaps to capture longer-term plans, including the main themes of upcoming releases. Prioritized features, requirements, and updates are captured in a product backlog. This prioritized product backlog is continuously refined throughout the software life cycle.

Project managers monitor, track, and review progress with the team. Planning and managing software development projects enable product teams to achieve the intended project outcomes. Teams continuously revise release plans, prioritize enhancements, and allocate resources based on progress. See [R&D Project Management](#) for more details.

The product development team works closely with product management to create detailed requirements from the prioritized backlog. Requirements identify a capability, technical characteristic, or quality factor that bounds a product or process problem for which a solution can be pursued. Requirements analysis and validation include determining whether they are necessary, understandable, achievable, complete, unambiguous, and verifiable. Requirements are documented and continuously reviewed and prioritized as described above.

The product team translates requirements into user-interface concepts and interaction designs. They may design APIs, create user flows, and build interactive prototypes that anticipate end-user behavior. Product teams create a high-level architecture for the software based on the requirements and designs.

Release Information

The version of this paper is January 2022.

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