**Eng. Yasser’s word**

TCO, CAPEX and OPEX, Lean Management, Chronic Waste, COPQ, Verification and Validation, Risk-Based Testing, TQM! ... going beyond the buzzwords to trying to fit them in one picture within the software development context. From SECC experience with tens of Egyptian and regional companies over the past years, the presentation goes beyond the traditional discussion of quality and software testing to discussing how to devise a complete quality strategy from the operation management perspective.