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On tackling quality threats for the assessment of measurement programs: A case study on the distribution of metric usage and knowledge

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Highlights

- We performed a case study on the assessment of software measurement programs on 4 organizations within a large international communication company.
- We investigate quality threats to these assessments that arise due to knowledge distribution by comparing answers from different interviewees.
- We come up with a first list of reasons for mistakes during the assessment and provide lessons learned and support for improvement of the assessment.
- Furthermore, we investigate how measurement programs differ between organizations of the same company trying to identify potentials for knowledge transfer.

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