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Sommario/riassunto	Why does poor software quality continue to plague enterprises of all sizes in all industries? Part of the problem lies with the process, rather than individual developers. This practical guide provides ten best practices to help team leaders create an effective working environment through key adjustments to their process. As a follow-up to their popular book, Building Maintainable Software , consultants with the Software Improvement Group (SIG) offer critical lessons based on their assessment of development processes used by hundreds of software teams.