## Accepted Manuscript

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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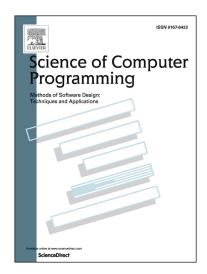
PII: S0167-6423(16)30146-0

DOI: http://dx.doi.org/10.1016/j.scico.2016.09.006

Reference: SCICO 2054

To appear in: Science of Computer Programming

Received date: 15 March 2016 Revised date: 24 August 2016 Accepted date: 29 September 2016



Please cite this article in press as: R. Hebig, H. Wang, On tackling quality threats for the assessment of measurement programs: A case study on the distribution of metric usage and knowledge, *Sci. Comput. Program.* (2016), http://dx.doi.org/10.1016/j.scico.2016.09.006

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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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