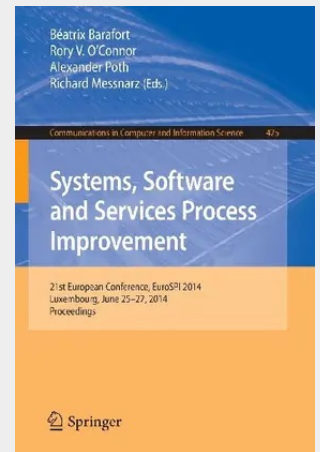


Systems, Software and Services Process Improvement

21st European Conference, EuroSPI 2014, Luxembourg, June 25-27, 2014. Proceedings

This volume constitutes the refereed proceedings of the 21st EuroSPI conference, held in Luxembourg, in June 2014. The 18 revised papers presented together with 11 invited papers in this volume were carefully reviewed and selected. They are organized in topical sections on SPI and very small entities; process improvement frameworks; testing and improvement issues; SPI and people issues; SPI and quality issues; software processes in various contexts. The volume also contains selected keynote papers from EuroSPI workshops and invited papers covering the topic of creating environments supporting innovation and improvement.

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