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This book constitutes the refereed proceeding of the 11th European Software Process Improvement Conference, EuroSPI 2004, held in Trondheim, Norway in November 2004. The 18 revised full papers presented were carefully reviewed and selected from 31 submissions. The papers are organized in topical sections on agile methods and global software development, software process improvement techniques, studies of software process improvement, knowledge management, and effort estimation.

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On-Site Customer in an XP Project: Empirical Results from a Case StudyExtreme Programming: Reassessing the Requirements Management Process   for an Offsite CustomerGlobal Software Development Project Management-Distance OvercomingTowards Comprehensive Experience-Based Decision SupportDiscovering the Relation Between Project Factors and Project Success in Post-mortem EvaluationsSerious Insights Through Fun Software-ProjectsSoftware Process Improvement in Small and Medium Sized Software Enterprises in Eastern Finland: A State-of-the-Practice StudyAn Experimental Replica to Validate a Set of Metrics for Software Process ModelsUsing Measurement Data in a TSPTM ProjectSoftware Thinking Improvement Learning Performance Improving LessonsThe Adoption of an Electronic Process Guide in a Company with Voluntary UseKnowledge Mapping: A Technique for Identifying Knowledge Flows in Software OrganisationsDetermining the Improvement Potential of a Software Development Organization Through Fault Analysis: A Method and a Case StudyRoot Cause Analysis and Gap Analysis-A Tale of Two MethodsEmpirical Evaluation of Two Requirements Prioritization Methods in Product Development ProjectsProject Effort Estimation: Or, When Size Makes a DifferenceA Comparison of Size Estimation Techniques Applied Early in the Life CycleModel and Process for Timely Progress Reporting in Use Case Driven Software DevelopmentAuthor Index

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