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2. Quality assurance: evaluating overall project performance to ensure the project will satisfy the relevant quality standards
3. Quality control: monitoring specific project results

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- I loved the "Upper Room" by Mary Monroe just as much as "God don't like Ugly" but I couldn't stop making comparisons because both stories parallel in some ways. Both are very tell it like it is and politically incorrect. The way they talk to and about people, we wouldn't do today. People getting roughed up, raped, killed like it's nothing, how times have change. I was expecting Rhoda Nelson (or her husband) to pop up any second. Half of the book focuses on 'Mama' Ruby's

character who steals her friend baby that she believed to be dead and raises it as her own. Moves to Goons, FL along with Maureen and Virgil to live a life there, slaying people left and right, and drinking beer. Then we're focused on Maureen as she grows up, trying to get away from overbearing Ruby, who is way overprotective because she is 'special'. The "Upper Room" is a very

haunting, hilarious novel. Kind of reminds me of Alice Walker and Stephen King's work with M. Monroe's special touch.

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