LIST OF CHANGES

* The title has been changed.
* The abstract was updated.
* The list of references has doubled and updated.
* The headings of the chapters were updated and chapter 5 was newly introduced. It was described additionally how Customer Defects per Lines of Code can be used together with the presented metrics. That is why the length of the paper increased with 20%.
* Tables 1 and 2 were updated with latest experimental data.
* Figures 1, 2 and 3 were updated with latest experimental data.
* Overall the article was changed in percentage of more than 40%.