

THE RIGHT QA METRICS

PATCH AND RELEASE EFFICIENCY

Assessing the resources required to repair products post-release is as important as tracking the flaws reported.

SYSTEM OUTAGES/DOWNTIME

The frequency and length of a product's operational disruptions provide insight into long-term quality—regardless of registered complaints.

MEAN TIME TO DETECT/REPAIR

Understanding how quickly project staff identify and resolve flaws over the course of several projects sheds light on a team's production capacity and ability to improve over time.

DEFECT SEVERITY INDEX

Assessing the depth and breadth of certain flaws reduces the risk of companies retaining problematic practices and releasing defective products.

ISSUES REPORTED BY END USERS

Feedback on product quality, including the frequency and type of flaw, describes how effectively QA processes are promoting company progress.

COMPANY-LEVEL METRICS

BURN DOWN CHARTS

Providing colleagues with a visual depiction of where they stand in relation to project requirements and schedules places production efforts into strategic perspective.

DEFECT TRENDS

Flaw frequency and fixing ratios can be combined across projects to confirm whether any broader changes need to be made to the development and testing approach.

OVERALL TESTING TRENDS

Compiling all data related to testing provides a more complete picture of departmental performance, particularly when applied across multiple projects.

DEFECT REMOVAL EFFICIENCY

Identifying flaws early is important, but QA managers ultimately need to know how fast developers are producing a functional solution.

MEAN TIME TO DETECT/REPAIR

Tracking how long it takes the average QA staffer/developer to find/fix a problem offers a point of comparison for the performance of each team member.

DEPARTMENT-LEVEL METRICS

TEST EXECUTIONS

QA managers must quantify the impact of whole project units and individual test cycles and team members before they can report progress.

DEFECT OPEN/CLOSE

Teams must keep strict records of open flaws and assess how quickly developers and testers are collaborating toward closure.

DEFECT DISTRIBUTION

The number of identified defects should gradually decline as the project progresses; units that don't follow this trend demand deeper inspection.

REQUIREMENT COVERAGE

The Business and project team members must define detailed project requirements prior to production and continuously monitor how their efforts measure up to these expectations.

PROJECT-LEVEL METRICS

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