

# QUALITIMES

A QUALITY THAT DOES NOT CHANGE WITH TIMES

Volume 4, Issue 4

January, 2014

## Editor's Choice...

# Merry Christmas!!!

### Editorial Panel

- Geeta S
- Jyoti R
- Sunmeet S
- Venu M

Charanjeet M.

Today is Christmas and I am on a plane from Philadelphia to Denver. I am thinking. There are many dimensions of this happy, sacred day in my mind.

It is a happy day for many like me who are not Christians mainly because it is a holiday and is a harbinger of "Happy Holidays". For Christians, it is a happy, sacred and enormously significant day.

(Want to be a part of the panel. Forward your interest to: [qualitimes@qualitreeinc.com](mailto:qualitimes@qualitreeinc.com))

Let us start with Jerusalem; it is associated with Jesus' life and hence a holy city for Christians who form the largest religion of the world. This city is holy and equally significant for Jews and Muslims. The sad part is that instead of this common sharing uniting the three, it is a reason of fighting and keeping them separated.

Within Christianity itself, the life and message of the "Son of God" is interpreted variously. No wonder then that there are 41,000 estimated denominations within the same religion. I can't help but wonder if that is how the castiesm originated in India: interpretation and distortion.

There are of course many historical and geographical dimensions associated with December 25 but in the end I love the day because I see everyone around me happier and relaxed and more willing to share and help.

It may be the busiest period of the year for women I guess because they are too busy shopping, wrapping and unwrapping. That may also be said for many businesses especially retail ones.

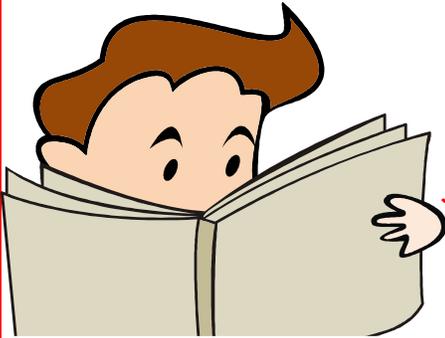
Since schools are closed that itself is enough reason for celebration for children. If it snows on or around the day, they are happy playing and if possible skiing on it.

Well, in the end, I tell myself, like anything else, this coin also has two sides!

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Has anything to share - We are all ears!!! Please send in your articles to: [qualitimes@qualitreeinc.com](mailto:qualitimes@qualitreeinc.com)



# Defect Management - An Interesting Journey



By:Rajnish M.

Train managers and staff on the proper use of the metrics program, including the use of metrics for day-to-day decision making and process improvement. The goal should be to establish a regime of quantitative management of projects, programs and improvement initiatives .Note that the sophistication and maturity of the metrics program should match the maturity of the processes it is attempting to measure. As the organizational maturity improves, the metrics program should evolve to match it.

Now we have understood the need of having invested in quality. Let's go back to defect management to understand the set of attributes that are needed for any defect management process. In my experience, severity and priority of defects are often interchanged by IT team that needs to be fixed. I have seen in some work places that attributes in defect management tool are not selected correctly by QA team. We need to educate QA team that why selecting all right attribute in defect management tool is so important. It has direct impact on KPIs of process measurement. Metrics is versioned top down and implemented bottom up. All metrics that the QA team has agreed to produce will be skewed if the defect management tool is not setup correctly and IT team is not selecting right value while logging or updating any defect.

Defect management is the mechanism to measure the quality process to achieve the quality goal. It is important to know the basics of CMM (capacity maturity model) to define the steps towards continuous improvement. The Capability Maturity Model (CMM) is a methodology used to develop and refine an organization's software development process. The model describes a five-level evolutionary path of increasingly organized and systematically more mature processes.

The Capability Maturity Model (CMM) is a way to develop and refine an organization's processes. A maturity model is a structured collection of elements that describe characteristics of effective processes. A maturity model provides:

- A place to start
- The benefit of a community's prior experiences
- A common language and a shared vision
- A framework for prioritizing actions
- A way to define what improvement means for organization

CMMI Maturity	5 - Optimized	Focusing on continually improving process performance through both incremental and innovative technological improvements.
	4 - Managed	Using precise measurements, management can effectively control the software development effort.
	3 - Defined	The organization's set of standard processes, which is the basis for level 3, is established and improved over time.
	2 - Repeatable	Software development successes are repeatable. The processes may not be repeatable for all the projects in the organization.
	1 - Initial	Processes are usually ad hoc and the organization usually does not provide a stable environment.

Once the organization has decided to set up a process and improve it to CMM5, defect management becomes very handy process to measure if the established process is working efficiently. Measuring the process at every level of CMM through KPIs is very important in order to further improve the process. Process implementation should not be big bang rather change should be gradual.

Continued in Page 3...

# CHRISTMAS CELEBRATION @ BANGALORE OFFICE



Christmas is forever not just for a day. Its for loving, giving and sharing...not to be put away like bells and lights. The good you do for others the good you do for yourself.

Punches, pulls and bumps!!

- Jan 4-Pavan M
- Jan 4-Srikanth R
- Jan 6-Harsimran
- Jan 10-Sangram K S
- Jan 11-Ramakrishna
- Jan 13-Abhinav S
- Jan 16-Raj B
- Jan 27-Subrat P.
- Jan 27-Anupama B
- Jan 30-Agam D
- Jan 31-Rahul S

## RIDDLE

One word answer:

- (1) If you have it, you want to share it. If you share it, you don't have it. What is it?
- (2) I have a head like a cat. I have feet like a cat. But I am not a cat. What am I?
- (3) If you were in a dark room with a candle, a woodstove, a match and a gas lamp which do you light first?
- (4) What belongs to you but others use it more than you do?
- (5) Who are the two brothers who live on opposite sides of the road yet never see each other?

Participate and win; the first correct entry wins a gift of \$10.00\*.

Send in your completed entries to:  
jumble\_qualitimes@qualitreeinc.com



May each day find your hearts little closer, your lives a little fuller and your love a little deeper. Qualitimes wishes Rakhee a very happy married life filled with Joy and Happiness for all the years of your life.

For example, if we define a test strategy process for testing any application, we need to capture many meaningful data in order to measure the strategy process. We need to decide in advance what will be the metrics required to measure the newly established process. Once the Metrics are decided, we need to analyze what data is required to develop those metrics. Once the data needs are identified, we need to set up the defect management tool in order to capture those data. Once we have the meaningful data captured, we can create many operational and derived (business value) metrics to measure the process.

Once we have understood the concept of process improvement, need of optimum defect management process becomes obvious. This is the backbone of any continuous improvement process, which is why I selected the name of the article as journey of continuous improvement through defect management.

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The Director of a software company proudly announced that a flight software developed by the company was installed in an airplane and the airlines was offering free first flights to the members of the company. "Who are interested?" the Director asked. Nobody came forward. Finally, one person volunteered. The brave Software Tester stated, "I will do it. I know that the airplane will not be able to take off."

Answers to last month's Riddle:

- GONE
- CLOCK
- TEAPOT
- GLASS
- PRESIDENT

Last Month's Winner:  
**Sarabjit K.**

Other correct entries:  
Shameem S.

Answers to last month's Word Puzzle:

- TABORET
- FIEF
- TYRANT
- AMNESIA
- GONG

Last month's winner:  
**Adarsh B R**

Other correct entries:  
**Sarbjit K.**

## BUZZ OF THE MONTH

- Existing Chicago based client entrusts Tekstrom with testing activities for their redesigned enterprise social networking application.
- Bangalore team completes automation activities using Selenium Tool for Indian ecommerce client.
- Qualitree to execute Performance testing using open source tool Jmeter for existing U.S based client into housing authority.



## Word Puzzle

In the following word puzzles, a word starts and ends with the same letter. Figure out the words and win\*

1	_ERO_	
2	_ROM_	
3	_HRIF_	
4	_RMAD_	
5	_OTATO_	

\* Send in your entries to "qualitimes@qualitreeinc.com" with the subject "Word Puzzle"  
The first correct entry wins a gift of \$10.00