Base(absolute) metrics

Total number of test cases

Number of test cases passed

Number of test cases failed

Number of test cases blocked

Number of defects found

Number of defects rejected

Number of defects deferred

Number of critical defects

Number of bugs found after release

Calculated metrics

%ge Test cases Executed = (No. of Test cases Executed / Total No. of Test cases Written) \*100

%ge Test cases Passed = (No. of Test cases Passed / Total no. of Test cases Executed) \* 100

Defect Density = No. of Defects identified / size (no. lines of code)

Defects Removal Efficiency = (No. of Defects found during QA testing / (No. of Defects found during QA testing + No. of Defects found by End-user)) \* 100

Defect Leakage = (No. of Defects found in UAT / No. of Defects found in QA testing) \* 100

E2E Testing Results = Ratio of Passed / Failed E2E tests

Critical Defects Percentage = (Critical Defects / Total Defects Reported) \* 100

Average resolution time = AVG time to process an event, how long dev teams fix SUP bugs

Maximum resolution time = MAX time to process an event, how long dev teams fix SUP bugs

Velocity = No. Story Points in No. Sprints / No. Sprints