QA Metric Testing

Date: 05/03/2020

Document Description

This document contains all QA Metrics of the managers within the company. It is the job of the QA Manager to ensure all managers are performing tests on and achieving their metrics. If this is not the case the QA Manager should discuss with the manager any issues preventing them from performing that task and develop a solution.

Project Manager

Metric	Measurement	Being Measured (Y/N)	Notes
Work Efficiency	Number of user stories completed divided by the total number of hours programming by the software development team at the end of a single project iteration.	Y	N/A
Team Productivity	Average working hours of the whole software development team at the end of a working week.	Y	N/A
Team Contentment	Number of overall positive responses in individual feedback from each team member on the management and organisation of the project before each iteration.	Y	N/A
Reachable Project Scope	The overall percentage iteration completion of the assigned user stories at the end of the iteration period.	Y	N/A
Client Satisfaction	Difference in number of positive responses against negative responses from the client / on site customer after each	Y	N/A

	project iterations/revisions during the project's lifespan.		

Financial Manager

Metric	Measurement	Being Measured (Y/N)	Notes

Cash Flow Prediction	The difference between the estimated cash flow account balance and actual bank account balance every week during the project's lifespan.	Y	N/A
Predicted Closing Balance	Predicted closing balance of the project after financial backing from predicted costs. Tracked weekly.	Y	N/A
Development Cost Difference	Difference between weekly budgeted programming cost against actual weekly iteration cost.	Y	N/A

Marketing Manager

Metric	Measurement	Being Measured (Y/N)	Notes
Product Awareness	The total number of people that have visited/ viewed the product social media account over the period of a week.	Y	N/A
	The total number of people that have viewed/ interacted with any of the posts made by the product social media account over the period of a week	Y	N/A
Product Growth	The total number of people following the product social media account at the time of measurement.	Y	N/A
Product Demand	Percentage of surveyed people currently using or looking for the product or similar products, measured at the beginning and end of the development period.	Y	N/A
Client / User Satisfaction	Client/User feedback surveys will be used to rate the product on a scale from 1-10 on how likely they are to recommend the product- rating will require a justification. The average product rating will then be recorded.	Y	N/A

Technical Manager

Metric	Measurement	Being	Notes

		Measured (Y/N)	
Software Development Team Agility	Using the 'Assess Your Agility' self-assessment quiz. This should be done at the beginning of each iteration to review the previous iterations performance. Lowest Value Recorded.	Yes	Lowest value this week was ideals. For a failure of all team members feeling they had al Do all team members consistently, thoughtfully, and rigorously apply all the practices that the team has agreed to use? A stronger commitment to TDD has been agreed with better communication.
Time Estimates for User Stories	Difference between estimated time and actual time for completion of user stories so as to refine estimates. This should be done at the end of each iteration as a sum of all stories. Further velocities should then be updated based on the insight from this check.	Yes	This week there was 19.75 hours of overestimate in user stories. This has compensated the week befores underestimate and was mainly due to an over prediction of difficulty in the XML portion of code.
Non-Compliance for Coding Standards	A code review should be done for each user story completed. This should be marked down as checked alongside the user story card. Any non-compliances should be highlighted and recorded. The number of non-compliances should be reduced as the team learns the coding standards. Code should also be reviewed for adherence to standards imposed by outside regulatory bodies as an when required.	Yes	826 Coding style issues. This is being reduced this week as everyone is installing a style checker and the dev branch is being updated with the corrected style.

Design and Specifications Manager

Metric	Measurement	Being Measured (Y/N)	Notes
User Experience Satisfaction	Difference in number of positive responses against negative responses gained from focus groups and user interviews on using the product directly. This is measured at the end of each iteration, starting from the 2nd iteration.	N/A	Not Measured This Week
Similarity to Design Vision	Difference in number of positive responses against negative responses from feedback and discussions with the client on the product design philosophy and specification. This is measured at the start of every work week (Thursday), starting from the 2nd iteration.	N/A	Not Measured This Week
Complementation to Project Vision	Number of redesign iterations initialised by the client or on site customer, including removed design features. This is measured continually throughout iterations with a total number of redesigns for each work week.	Y	Currently seeing redesigns is a good thing but we want to see this number going down.

Quality Assurance Manager

Metric	Measurement	Being Measured (Y/N)	Notes
Coherence to Management QA Metrics	Use the assess the 'QA Metric Testing' document and check that all QA Metrics have a test and are being satisfied. This should be done at the end of every iteration, measured as a percentage of metrics being currently assessed.	Yes	All metrics currently being tracked though further data is needed to determine if these are successful.
Employee Comprehension of Company Ethos	Complete random audits once every four weeks on two members of the team using the 'Team Checker' document. Number of non-compliances noted and raised if necessary.	Yes	Employee answered all questions correctly.
Document Standardisation	Company documents proofread every other iteration with any issues noted and raised. Number of non-compliances recorded and highlighted on the 'Document Checker' document.	Yes	Document tested: QA Manual matches document template format. No non compliances found.

Testing and Integration Manager

Metric	Measurement	Being Measured (Y/N)	Notes
Quality of Code	Number of bugs found in code in a working week via exploratory testing of the simulated program before code is subject to testing.	Y	N/A
Quality of Tests	Expected test outcome against the actual test outcome, record the proportion that arises due to insufficient module tests via exploratory testing for a working week.	Y	N/A
User Story Integration Latency	Measure and record the length of time between each user story being submitted for 'done' exploratory testing and being integrated into the development repository each iteration.	Y	N/A