

QA Metric Testing

Date: 13/04/2020

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	Total number of hours programming of completed user stories by the software development team divided by the number of user stories completed at the end of a single project iteration.	Y	N/A
Team Productivity	Average working hours of the whole software development team per day at the end of a week every Thursday.	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	Percentage of number of positive responses against negative responses from the	Y	N/A

	client / on site customer after each project iterations/revisions during the project's lifespan.		
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Financial Manager

Metric	Measurement	Being Measured (Y/N)	Notes
Percentage Iteration Progress Expenditure	Difference between percentages of expenditure and completion for each week every Thursday.	Y	N/A
Labour Buffer	Remaining surplus hours from the budget which can be dynamically assigned to employees for overtime. Tracked weekly every Thursday.	Y	N/A
Development Cost Difference	Difference between budgeted programming cost against actual iteration cost. Tracked fortnightly every Thursday.	Y	N/A

Marketing Manager

Metric	Measurement	Being Measured (Y/N)	Notes
Profile Visits	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 Reach	The total number of people following the product social media account at the time of measurement.	Y	N/A
Product Growth	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
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.	N	Still no demand for product as product not launched.

Technical Manager

Metric	Measurement	Being Measured (Y/N)	Notes
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.	Y	N/A
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 time estimates should then be updated based on the insight from this check.	Y	N/A
Non-Compliance for Coding Standards	A code review should be done for each story completed and marked 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 and when required.	Y	N/A

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.	Y	N/A
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 Thursday, starting from the 2nd iteration.	Y	N/A
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 every Thursday.	Y	N/A

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.	Y	N/A
Employee Comprehension of Company Ethos	Complete random audits once every four weeks on one member of the team using the 'Team Checker' document. Number of non-compliances noted and raised if necessary.	Y	N/A
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.	Y	N/A

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