

Test Metrics (Bank Management Application)

- **Defect Density : number of defects identified per requirement**

- Number of defects found / Number of requirements = $5 / 7 \sim 0.7$

- **Defect Removal Efficiency (DRE):**

- $(A / A + B) * 100$
- $(\text{Fixed defects} / (\text{Fixed defects} + \text{Missed defects})) * 100$
 - A – defects identified during testing / Fixed defects
 - B – defects identified by the customer / Missed defects

Outcome: N/A (development team not involved in this demo project)

- **Defect Leakage:**

- $(\text{No. of defects found in UAT} / \text{No. of defects found in Testing}) * 100$

Defect Leakage = $(1 / 5) * 100 = 20$ --> during the UAT process was detected one more bug related to login process which was also reported.

- **Defect Rejection Ratio:**

- $(\text{No. of defects rejected} / \text{Total no. of defects raised}) * 100$

Outcome: N/A (development team not involved)

- **Defect Age:** Fixed Date – Reported Date

- **Customer satisfaction:** No. of client complains / period of time