Quality Management

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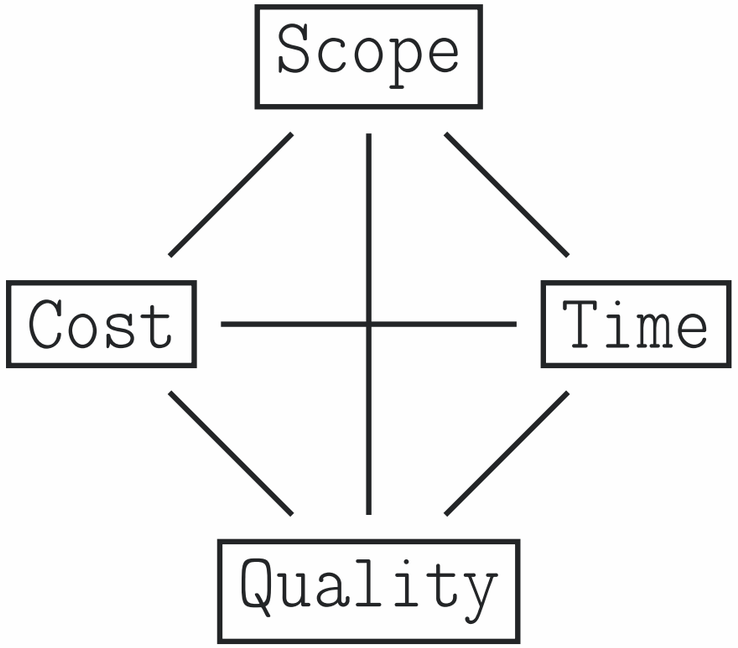
Lecture #5 out of 10
80 minutes

The slidedeck was presented by the author in this YouTube Video

Management ~~Triangle~~ Rectangle



1. ISO 9000 defines quality as ...

1. the ultimate objective of any project
2. the indicator of customer satisfaction
3. the amount of defects that the customer experiences in the product
4. the degree to which a set of characteristics fulfil requirements

#iso

2. The architect tells you that 15 bugs can't be fixed in the current release and will be shipped to the customer. What do you say?

1. "Cancel the release!"
2. "Don't release until they are all fixed!"
3. "Don't tell the customer, ship it anyway."
4. "How much trouble may they cause?"

#coq

3. You just hired a “QA Expert.” What task would you give him?

1. Help programmers make our app bug-free
2. Test our mobile app and make sure it works well
3. Find three bugs in our app
4. Make sure every bug is in JIRA

#qa

4. You want to increase *quality of product*, which metric would you control first?

1. Git commits per day
2. Customer complaints per day
3. CI failures per day
4. New bugs per day

#qc

5. You recruit an external team of testers, how would you pay them?

1. $100 per hour
2. $100 per feature they test
3. $100 per test case they execute
4. $100 per bug they find

#testers

6. Customer complains that the quality is low: too many bugs in each new release. How can you find out the *root cause*?

1. Five Whys
2. Plan-Do-Check-Act
3. Six Sigma
4. Fish-bone Analysis

#root-cause

7. The biggest *enemy* of quality is...

1. Bureaucracy
2. Bugs
3. Negligence
4. Enthusiasm

#ingredients

8. There are four bugs reported, which one would you prioritize as more *important* than others?

1. A flow is missed in the Use Case
2. A class has too many methods
3. A unit test breaks the build
4. A security loophole discovered in production server

#priorities

Homework:

"*Quality Management Plan* describes how quality policies will be implemented and how the project management team plans to meet the quality requirements set for the project" — PMBOK5

Read this:

Quality Assurance vs. Testing at QAFest'19

Automated Tests Are the Safety Net that Saves You

Any Program Has an Unlimited Number of Bugs (2017)

When Do You Stop Testing? (2015)

The Art of Software Testing by Glenford Myers (2014)

The Formula for Software Quality (2017)

Altruism Kills! (2019)

Good Programmers Write Bug-Free Code, Don't They? (2015)

Bibliography