

Part1

Q3

The overall defect removal effectiveness for R1,R2 and R4 is 95,98,99 respectively. It can be observed that R2,R4 effectiveness increased, so that this action had a positive effect on the overall defect removal effectiveness.

Q4

The overall defect removal effectiveness for R1,R3 and R5 is 95,96,97 respectively. Compared with R1, the overall defect removal effectiveness increased, so that this action had a positive effect on the overall defect removal effectiveness.

Q5

When applying action: adding more reviewers, the effectiveness increasing value is 3 and 4. When applying action: extending the duration, the effectiveness increasing value is 1 and 2. It can tell from the comparison of values, that the action of adding more reviewers worked better for defect removal effectiveness. More defect removal effectiveness leads to more quality improvement.