Defect Density per FP:

Defect Density per FP = (Total Defects / Total FP)

In this case, Total Defects = 500 and Total FP = 120.

Defect Density per FP = 500 / 120 = 4.1667 (rounded to 4 decimal places)

So, the defect density per FP is approximately 4.1667.

Defect Removal Effectiveness (DRE):

DRE measures the effectiveness of the defect removal process. It is calculated as:

DRE = (1 - (Total Defects / Total Defects Found Before Release)) * 100

In this case, Total Defects Found Before Release would be the sum of the total defects and the total FP.

Total Defects Found Before Release = Total Defects + Total FP = 500 + 120 = 620

DRE = (1 - (500 / 620)) * 100 ≈ 19.35% (rounded to 2 decimal places)

So, the defect removal effectiveness is approximately 19.35%.

Backlog Management Index (BMI):

BMI is a measure of how well the organization is managing its backlog of defects. It is calculated as:

BMI = (Defects Closed / (Defects Opened + Defects Closed)) * 100

Since we only have information about defects closed and total defects, we can't calculate BMI without the information about defects opened.

(Incomplete)
Percent Delinquent Fixes:

Percent Delinquent Fixes = (Defects Closed After Response Time / Total Defects Closed) * 100