QTG Data Analysis

	Sim center Mike	Skyhawk Aviation	Blu bird	Aerotreff	Keilir	Frequency of Problems	Time used to resolve problem		Key Time Used approximation 1 = 2 = 3 = 4 = 5 =
Software update	I					1	1	0.5 - 1 hour	
Exporting charts (unsure how to do it)	I	I			I	3	2	0.5 hour	
Deleting a test result	I					1	2	0.25 hour	
Setup questions - unsure why test failed due to peripherals not being plugged in	I					1	3	0.25 hour	
What is peripherals look like plug in	I					1	1	0.25 hour	
Where are serial numbers location - entered during 1st test	I					1	1	0.25 hour	
Platform calibration not complete	I				I	2	2	0.5 hour	
Didn't start server before starting QTG (make it 1 click to open up QTG and server)	I					1	1	0.25 hour	
Check chart looks correct, can you double check them	IIII					4	2	1 hour - 1 day	
Test result didn't include all info when saved	III					3	2	1 hour +	
reference info in lbs, charted in lbs but captured in kg, not converted	III					3	3	0.5 hours	
No reference data	I					1	1	0.25 hour	
test unsafe in aircraft so no reference data	III					3	1	0.25 hour	
Consistency issue different settings from reference to test	II				I	3	4		
navigation database difference (-/= 2-3)		I			I	2	4	0.5 hour	
New aircaraft configuration		I			I	2	5	2 months	
lost equipment		I				1	2	0.25 hour	
upgrade version issue using old version		I			I	2	4	varies	
Calcuation to create charts was incorrect					I	1	2	0.5 hour	
Feature request (Change chart label)					I	1	3	0.5 hour	
Installed peripherals incorrectly (acceleromoter)					I	1	2	0.25 hour	

Description								
create charts for new craft					I	1	3	1 hour
Transport Delay user need to leave the test alone during teat					II	2	3	2 hours
Test inconsistentvy from one machine to another					I	1	4	4 hours
Need Sim turned on					I	1	1	0.5 hour
emergency stop button combines					I	1	1	0.25 hour
Problems per Company	24	5			15	44		

Testing charts								
Check chart looks correct, can you double check them	IIII					4		
Test result didn't include all info when saved	III					3		
reference info in lbs, charted in lbs but captured in kg, not converted	III					3		
Feature request (Change chart label)					I	1		
Calcuation to create charts was incorrect					I	1		
No reference data	I					1		
Exporting charts (unsure how to do it)	I	I			I	3		
Deleting a test result	I					1		
test unsafe in aircraft so no reference data	III					3		
						20		

Test not set up correctly (physical)								
Installed peripherals incorrectly (acceleromoter)					I	1		
lost equipment		I				1		
emergency stop button combines					I	1		
Setup questions - unsure why test failed due to peripherals not being plugged in	I					1		
What is peripherals look like / where to plug in	I					1		

Where are serial numbers location - entered during 1st test	I					1
Transport Relay user need to leave physical components alone during the test					II	2
						8

Test not set up correctly (Digital)

Need Sim turned on					I	1
Platform calibration not complete	I				I	2
Didn't start server before starting QTG (make it 1 click to open up QTG and server)	I					1
Consistency issue different settings from reference to test	II				I	3
navigation database difference (-/= 2-3)		I			I	2
Test inconsistency from one machine to another					I	1
						10

Version Upgrade Issue

upgrade version issue using old version		I			I	2
Software update	I					1
						3

Other

create charts for new craft					I	1
New aircraft configuration		I			I	2
						3

Problem type

Testing Charts	20
Setup Failure - physical	8
Setup Failure - Digital	10
Version Upgrade	3

User Complaints Breakdown

New Craft
6.8%
Version Upgrade

New Craft Configeration	3

Version Upgrade
6.8%

Testing Charts
45.5%

Setup Failure - Digital
22.7%

Setup Failure - physical
18.2%
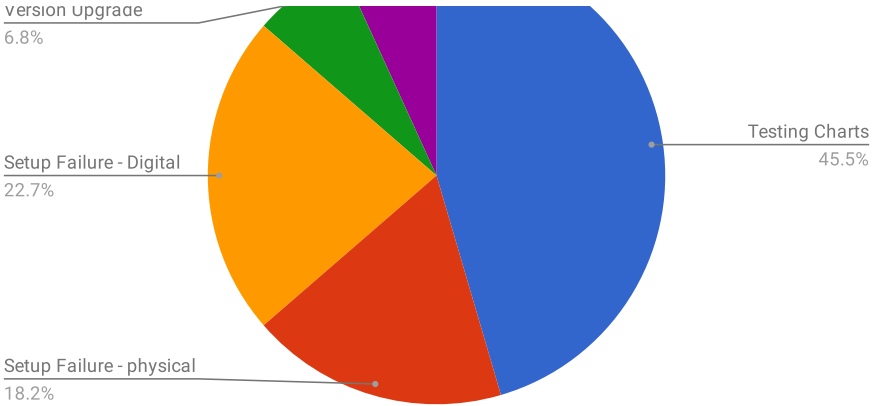
Most common problems

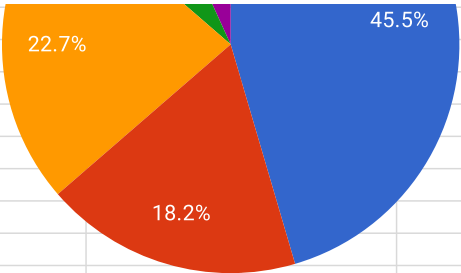| Problem	# Users experiencing problem
Exporting charts (unsure how to do it)	3
Platform calibration not complete	2
Consistency issue different settings from reference to test	2
navigation database difference (-/= 2-3)	2
New aircaraft configuration	2
upgrade version issue using old version	2

Most Common Problems

■ # Users experiencing problem

(bar chart: Exporting=3, Platform=2, Consistency=2, navigation=2, New aircaraft=2, upgrade=2)
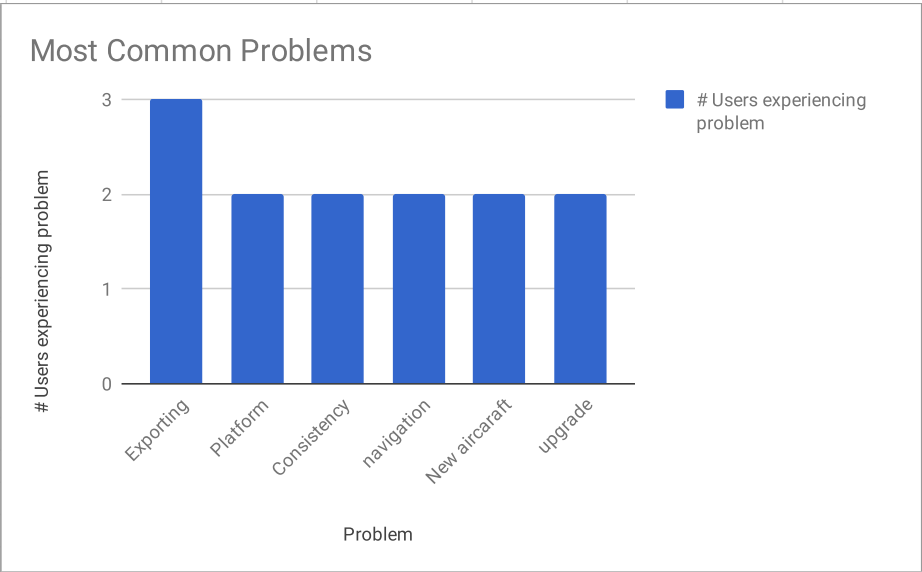
Resource Cost

Small 5-15 mins

6.8%   6.8%
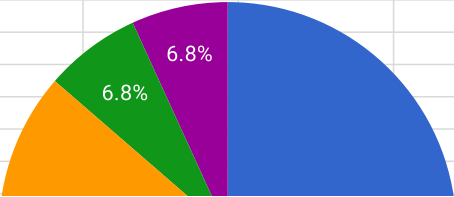
Time analysis for Will

List of priorities