

Quality and Quality Assurance

- Elements of Quality
 - the economics of quality
- Effective Quality Assurance Processes
 - roles of Quality Assurance
 - Quality Assurance vs. testing
 - Process Assurance
 - engineering Quality Assurance activities
- Post Mortem reviews
 - goals and processes
 - anecdotal vs. statistical Quality Assurance

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Elements of Quality

- Customer-facing characteristics
 - functionality (usability, integration, power)
 - correctness (accuracy, integrity, reliability)
 - performance, scalability, robustness
 - manageability, flexibility
- Developer-facing characteristics
 - maintainability (modularity, testability, readability, simplicity)
 - supportability (diagnose-ability, service-ability)
 - extensibility (generality, portability)

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Un-Quality Costs Money

- Finding bugs is expensive
 - more testing, more testers, more time
- Fixing bugs is more expensive
 - bug reports, code changes, additional testing
- Shipping bugs is even more expensive
 - costs of diagnosing user problems
 - costs of delivering work-arounds, patches
 - reduced user productivity, increased TCO
- Preventing bugs can save money

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The need for Quality Assurance

- software is too complex to just work
 - simple building & testing is failure assurance
- it is sure that many mistakes will be made
 - only question is when/how we'll find them
- experience shows that sooner is cheaper
 - this is widely recognized and accepted
- which brings us to the question of how
 - the answer is through proactive processes
 - we call these processes Quality Assurance

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Testing vs. Quality Assurance

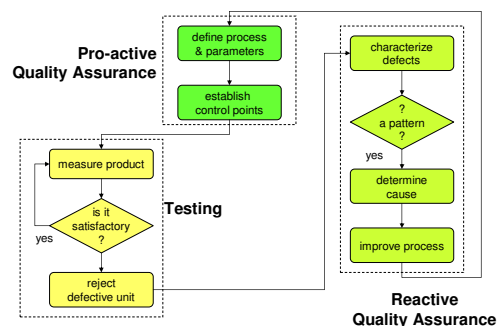
- many people equate Q/A with testing
 - testing is a way to measure product quality
 - discovering defects can assist their elimination
 - it is not an effective/efficient way to get quality
- some testing is best done by a Q/A group
 - whole system, acceptance testing
 - unit testing is best done by developers
- Q/A is much more than testing
 - find and eliminate all sources of non-quality

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Traditional Manufacturing Q/A



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True or False

- Testing does not improve the quality of a product! ☺

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Typical Roles for S/W Q/A

- Test Group
 - system acceptance, performance, etc
 - methodology experts and/or text execution
- Process Assurance
 - maintain the rules, monitor compliance
- Product Data Collection and Reporting
 - providing management with objective data
- Customer Advocate ☺
 - counterbalance to development and sales

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Q/A Process Assurance

- Engineering is responsible for quality
 - their processes create the work products
- Quality Assurance monitors process to ...
 - capture work products and metrics
 - assess engineering process compliance ☺
 - report on product/process status ☺
 - drive process assessment and improvement
- Engineering and Q/A jointly work to ...
 - understand process weaknesses
 - define process improvements

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Engineering Quality Assurance

- Many process steps try to ensure quality
 - ensure decisions based on good information
 - ensure use of best practices
 - find/eliminate errors as quickly as possible
- Engineering performs most of these steps
 - engineering requirements validation
 - reviews (architecture, design, code)
 - unit test case design, development, execution
 - configuration management
 - bug management

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Requirements Reviews

- Ensuring we are building the right thing
- user-level requirements
 - clear and well justified, widely agreed to
 - traceable and prioritized
 - relatively complete and stable
 - do we believe we can satisfy them?
- validate component-level requirements
 - reasonable, complete, consistent, testable
 - do they add up to the user-level requirements ☺

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Architectural Reviews

- Review architecture prior to design
- Is it capable of meeting requirements?
 - embraces all applicable standards
 - no performance or robustness issues
- Will it be practical to build & support?
 - all components well specified, look doable
 - reasonable use of off-the-shelf technology
 - good modularity, well abstracted interfaces
- Is there anything here we'll regret later? ☺

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Design Reviews

- Review Design prior to implementation
- Is it clear how to build this component?
 - no significant open questions
- Is the design reasonable?
 - it will satisfy all component requirements
 - complete, correct, and relatively simple
 - no major concerns about how it will work
- Is it clear how to test this component?
 - we know how to build the test cases
 - running them will give us good confidence

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Code Reviews

- Review Code prior to testing
- Does this code implement the design?
 - implements all specified functionality
 - appropriately handles all reasonable cases
- Is this code obviously correct
 - unobviousness often hides incorrectness
- Will this code be supportable?
 - reasonably structured and commented
- Does it conform to applicable standards?

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Configuration Management

- Ensuring a reproducible product
- define a standard build environment
 - system, compiler, libraries, other tools
 - package it for use by all developers
- create/maintain build scripts
 - to automate construction of the product
- create/maintain version control files
 - keeping track of all changes (what and why)
 - enabling reconstruction of any version.

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Engineering - Unit Testing

- Ensuring that delivered components work
- specify component test cases
 - to validate that component works properly
 - usually functionality and error handling
 - based on requirements and design
- review component test plan
 - to ensure its adequacy
- implement component test cases
 - usually under a standard testing harness
- regularly run component test cases

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Engineering - Bug Management

- Analysis - what is the actual problem
 - bug, documentation, misunderstanding, ...
 - if bug, what component, what consequences
- Triage - sort bugs (must-fix, should-fix, defer)
- develop work-arounds, patches, fixes
- update regression tests – to catch in future
- update defect tracking data base
- root-cause analysis – prevent future errors

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Anecdotal Process Improvement

- study a defective product
 - to understand why it came out defective
- figure out where our process failed
 - what steps allowed this defect to happen
- update our process
 - to prevent such mistakes in the future
- this approach works
 - but some major problems remain un-fixed
 - some fixes don't wind up making a difference

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Statistical Quality Assurance

- gather data on all defects
 - including severity and root-cause analysis
- apply statistical techniques to this data
 - identify causes of the most/worst problems
 - focus on finding and fixing these causes
- change engineering processes
 - to avoid making such mistakes in the future
- change process metrics/control points
 - to permit us to better manage the process

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For the Next Lecture

- McConnell 34.2, 34.9
 - introduction to prescriptive vs. agile
- Big Requirements Up Front
 - the fundamental flaw in the waterfall model
- Wikipedia: Agile Process
 - the rebel manifesto
- Wikipedia: eXtreme Programming
 - overview of the most popular agile discipline

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