Zero D

Center of Quality Excellence
We define our Vision statement as:

- Exceed customer's expectations for product quality and performance;
- On-time delivery of products and services to meet customer's requirements;
- Continuous improvement of our processes and systems;
Zero D – ?

Organizational Focus on Quality, centralized testing using leading tools and practices

Core testing team adds leading practices, tools, automation & metrics

Identify key practices to ensure consistency and adapt the PDCA model

Testing teams formed on a project by project basis each working independently

Best-in-class Repeated & Reusable

Cross Trained Interchangeable resources

Project Focused Testing

One-of-a-kind Testing Gurus

PROCESS & TECHNOLOGY

Ad-hoc / developed from scratch
Realizing Zero-D

> Process Excellence
> Involvement beyond just Testing
> Skill enhancement – Training
> Continuous Improvement – sharing of knowledge, application of learning
> Early QA – on Development complete code
> Effective resource & people utilization
Zero-D – Goal

> Value add to the quality of testing done offsite
> Zero Defects of Severity C1 (Critical) onsite
> Enhance India QA domain knowledge/expertise along with technical skills
> Process Oriented Approach to testing
> Reduce Onsite QA Cycle time
> Using Six Sigma to achieve CMM Level IV
Using Six Sigma to achieve CMM Level IV

Setting targets for improvement: x % defects per unit time

- Updating targets
  - Working Standards
    - Identify causes (risk factors) leading to defects
    - Identify causes exceeding defect target

- Updating Standards
  - Executing improvement actions
    - Define improvement actions

The focus is on understanding and reducing variation
Zero D – Practices

- Test Effort Estimation
- Test Strategy and Planning & Signoff
- Increased involvement of QA with Business Analysts and Development teams
- Ongoing Early QA (continuous integration of build)
- Weekly doneness checks (SQA Activities)
- Test Case Review by Development & Business Analysts
- Strict adherence to Entry and Exit Criteria defined for each phase of testing
- Pre – QA Doneness Analysis
  - Code Review Statistics
  - Unit Test Coverage
- Defect Trend Analysis
- Planned Regression Testing
- Ongoing Training on Testing Techniques and Methodologies
- Extensive usage of Centralized Test Repository
Thank You