

Title

The Value of QA Metrics at Allan Gray

Speaker(s)

Margarethe de Cafmeyer, Allan Gray

To whom is the presentation addressed?

Test managers, scrum masters, testers

Keywords

Software quality, continuous improvement, production metrics

Abstract

At Allan Gray, the major benefits of having quality metrics are increased defect transparency and improved quality of production. Furthermore, our quality metrics have facilitated detailed defect trend analysis and highlighted areas for continuous improvements as well as providing a rating mechanism for our releases.

We have improved dramatically in managing our quality at Allan Gray. We introduced Agile and Quality management at about the same time and made significant progress in the management of quality through a phased approach:

- Phase 1 focused on identifying obvious quality improvements and transparency
- Phase 2 continued improving and building on the initial implementation
- Phase 3 concentrated on additional benefits, such as benchmarks and release ratings
- Phase 4 is the current phase and focuses on optimization and efficiencies

We will continue to drive improvements where it makes sense.

Background

In February 2008, Allan Gray decided to formalize its testing processes within Retail IT. At the time there was no standard testing process - each domain executed the testing of its release specific functionality, but the approach, process, documentation and tools used, differed from domain to domain.

Each domain operated largely within its own silo and little collaboration or knowledge sharing was taking place between domains. Recognizing the need to establish a standard testing process, Allan Gray employed an external test consultant to establish a formal test process. During the same time, Allan Gray also engaged a scrum consultant to introduce and implement this agile development framework within Retail IT.

One outcome of the implementation of a formal test process was the establishment of quality metrics for the live environment, i.e. Production.

This white paper discusses how we standardized the testing processes, what benefits we have derived from having quality metrics as well as key success factors for this approach and touches on the challenges which still remain.

Biography

Margarethe de Cafmeyer graduated cum laude, for her BSc honours degree in Biochemistry, from the University of Stellenbosch, South Africa. After an 11 year stint in the food industry covering areas from pure research, food safety and quality to general management, Margarethe was lured into IT. Starting off as a business analyst for a software development house she very quickly discovered her passion for testing and has been in quality assurance ever since. Her diverse career path provided a wide range of practical industry and business experience and ultimately enabled her to move into test consulting. Margarethe started consulting to Allan Gray in February 2008 and by August 2009 she accepted a permanent position as QA Manager. Currently she manages the testing processes for 6 highly integrated domains in an agile environment – together with 14 testers spread across 7 scrum teams. Her current focus is weaving testing into the agile fabric at Allan Gray.
