

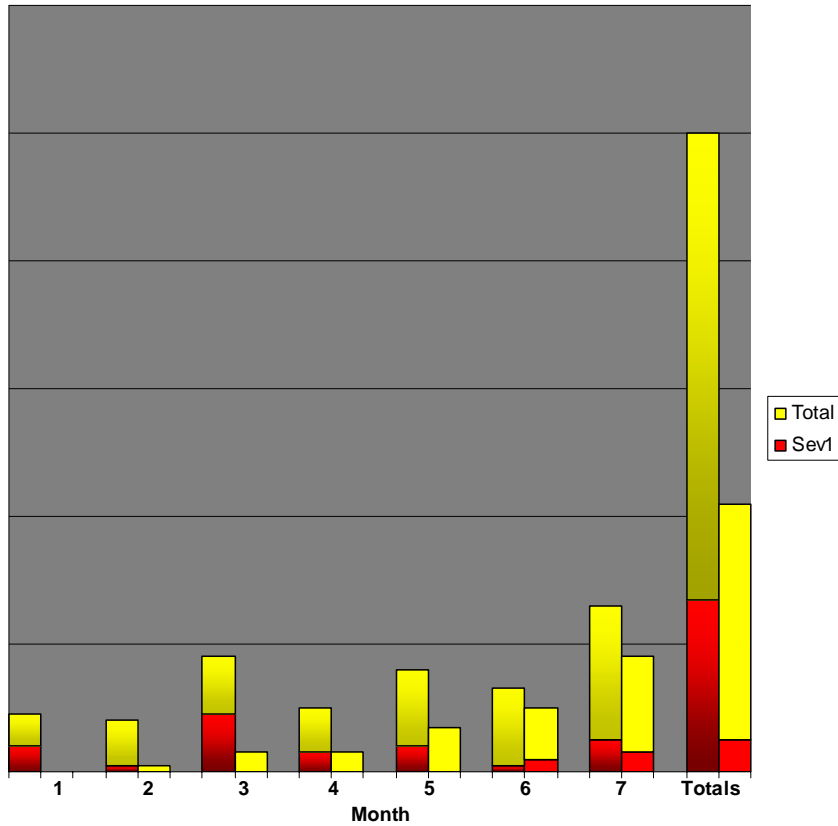
# Best Practices for Above and Beyond Quality

## 12 Steps to Improve Quality within One Release

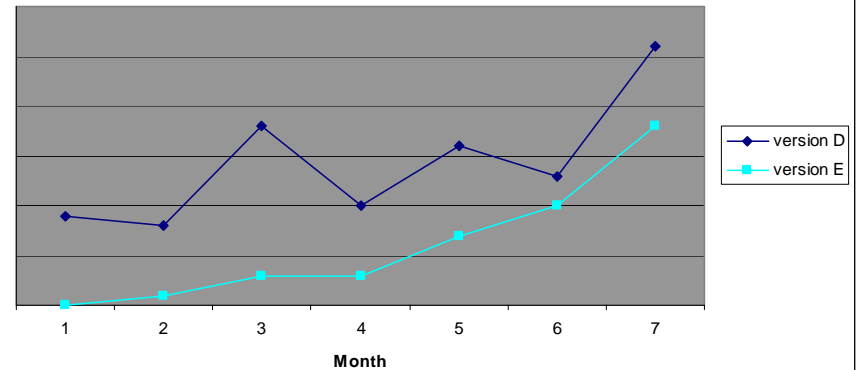
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# What a Difference a Release Can Make!

From "GA" to "GA + 7 months"



APARs Opened (from "GA" to "GA + 7 months")



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# Themes

- Customers
- Methodology
- Collaboration
- Business Value

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# #1 Inspections

- Test plans
- Test cases



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# #2 Executive Review of High-Impact Issues

- Little things that make a big difference



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# #3 Integration Scenarios and Test Cases

- Customers buy bronze



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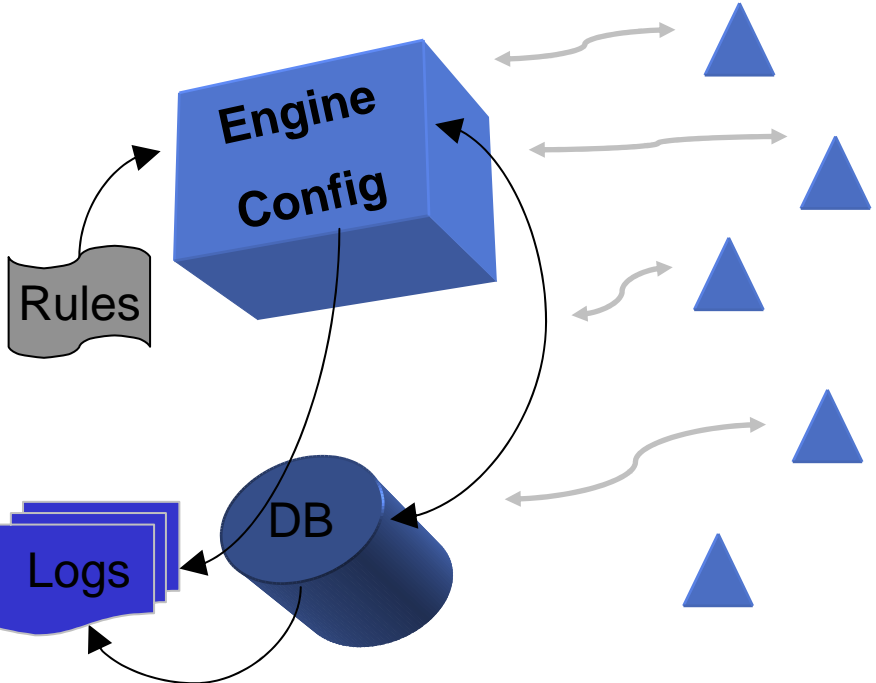
# #4 Two-Week Long Runs



- Is it ready?
- Unanticipated Interruptions

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# #5 Implant / Transplant



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# #6 Executive Installs

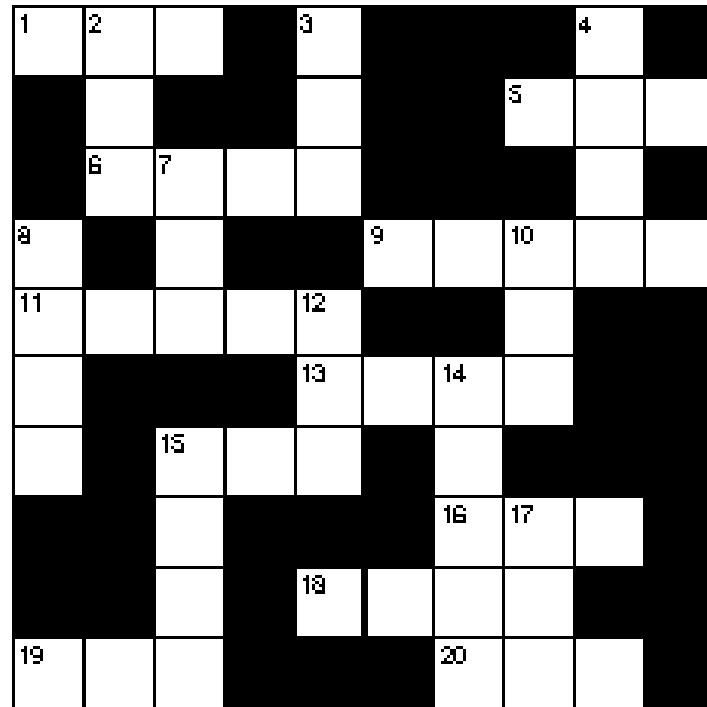


- Eat your own dog food in public

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# #7 The Most Important Acronym

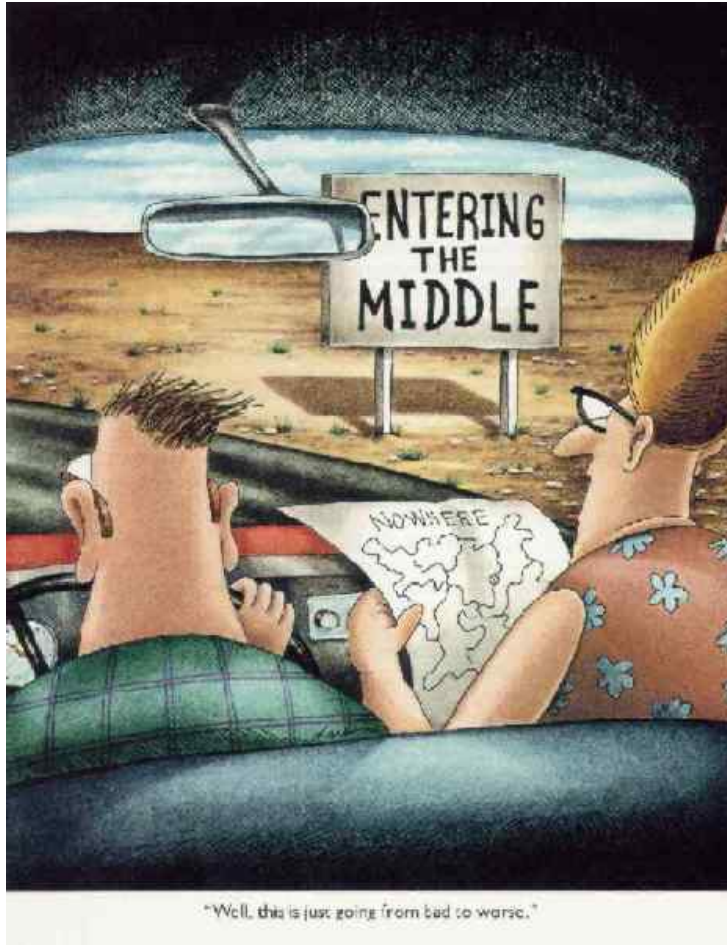
- **C**apability
- **U**sability
- **P**erformance
- **R**eliability
- **I**nteroperability
- **M**aintenance
- **D**ocumentation
- **S**erviceability, and
- **O**verall Customer Satisfaction



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# #8 Traceable Requirements

- Backtracking

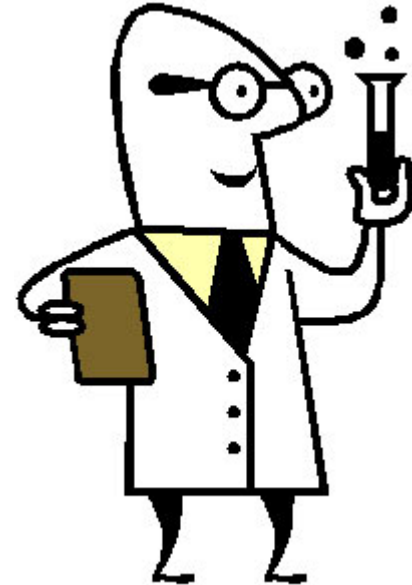


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# #9 Automated or 3<sup>rd</sup> Party Code Analysis

```
00  API_EXPORT(DIR *) opendir( const char *dir )
01  {
02      DIR *dp;
03      char *fspec;
04      int ix, handle;
05
06
07      fspec = malloc( strlen( dir ) + 2 + 1 );
08      strcpy( fspec, dir );
09      if ( ( ix = strlen( fspec ) - 1 ) >= 0 && ( fspec[ ix ] == '/' ) )
10          fspec[ ix ] = '\\0';
11      strcat( fspec, "/*" );
12
13      dp = (DIR *) malloc( sizeof( DIR ) );
-- snip --

19      if ( ( handle = findfirst( fspec, &( dp->fileinfo ) ) ) < 0 )
20          {
21              if ( errno == ENOENT )
22                  dp->finished = 1;
23              else
24                  return NULL;
25          }
-- snip --
```



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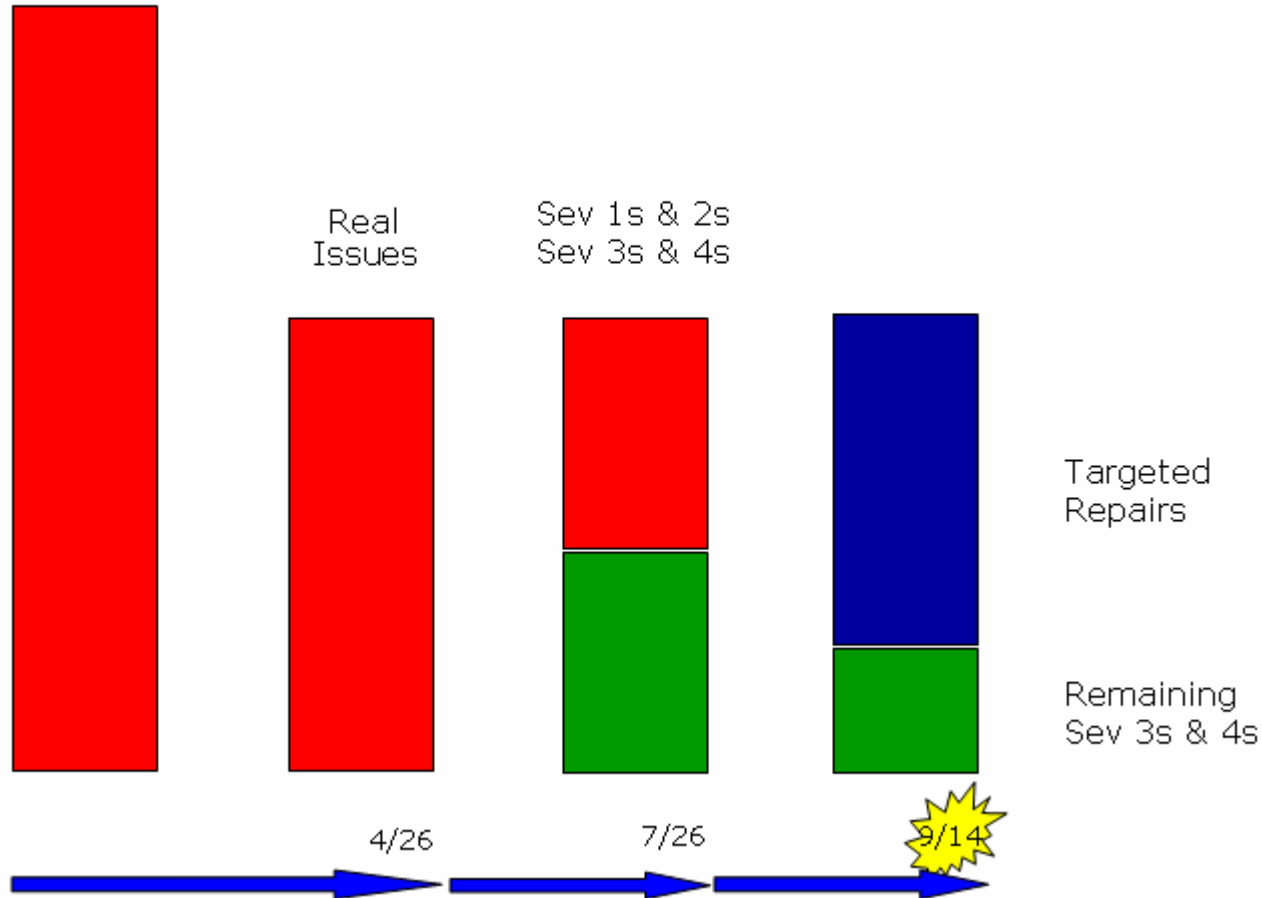
# #10 Subjective v. Objective Attributes



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# #11 Red Zone Analysis

Real Issues  
& Noise



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# Consistent Defect Template

ABCDEFGHI  
JKLMNOPQR  
STUVWXYZ

- Phases
- Environments
- Business Impact
- Historical Reporting

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