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QUALITY ENGINEERS: WHY SHOULD THEY BE PART OF THE TEAM?

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Agenda

- Who are we?
- Quality Engineering - Definition
- Why are Quality Engineers necessary?
- Quality Engineering vs. Quality Assurance
- Test Perspectives
- Development and Testing Process
- Quality Engineers' responsibilities

Who are we?



Ana graduated with a Computer Science degree and has three years of experience in software quality and performance engineering.



Clarissa works as a Quality Engineer and has more than ten years of IT experience. Besides that, she likes to share experience in practice communities about process and new technologies.

What is Quality Engineering?

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“**Quality Engineering** focuses on making sure that goods and services are designed, developed, and made to meet or exceed consumers' expectations and requirements.”

Source: Market Business News

Why are they necessary?

“**Starbucks coffee shops** being forced to give away free drinks because of a register malfunction.”

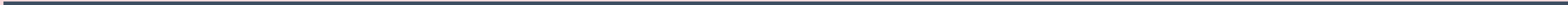
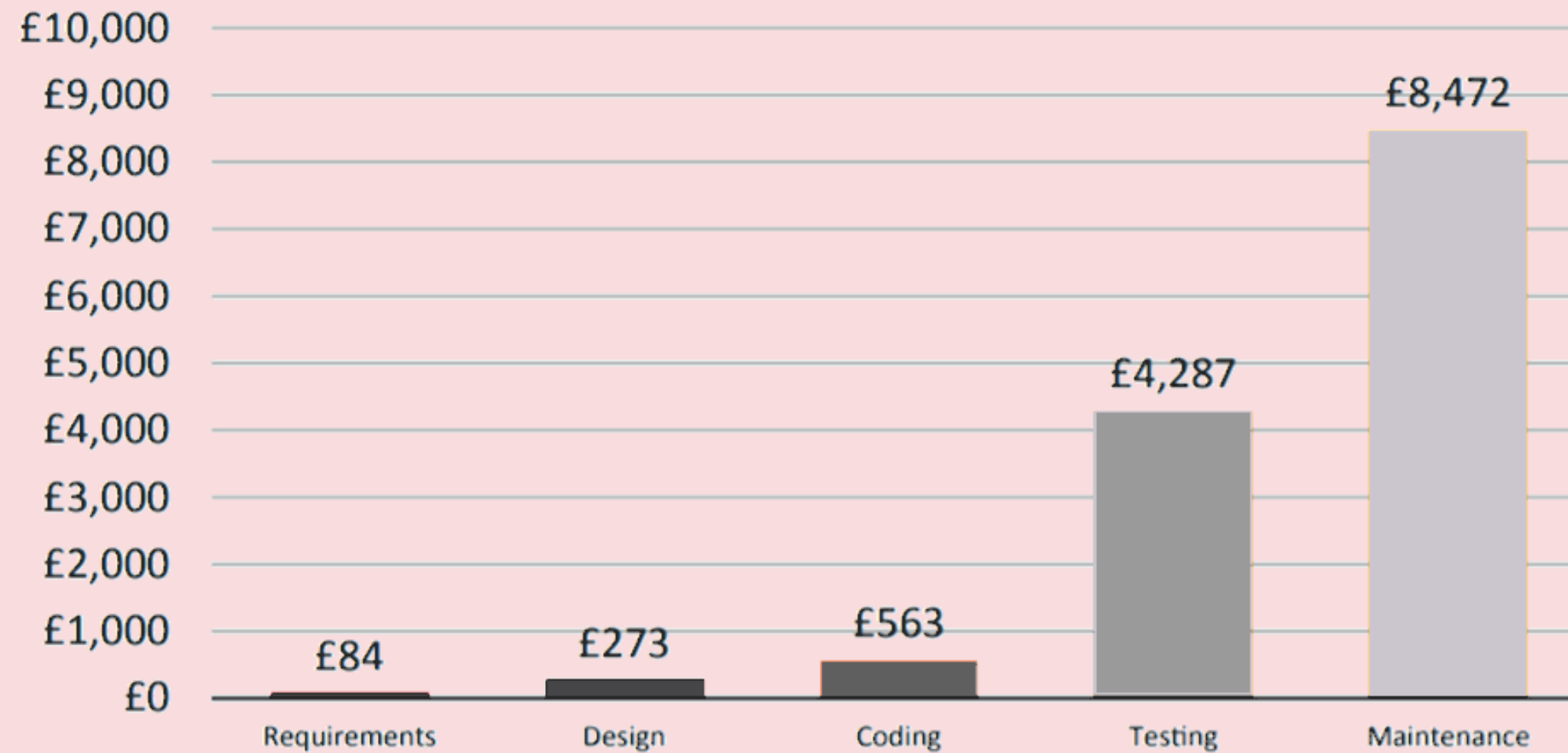
“**F-35 military aircraft** being unable to detect the targets correctly because of a radar failure.”

Why are they necessary?



Cost of Correcting Defects

Original Source: B. Boehm and V. Basit, Software Defect Reduction Top 10 List, IEEE Computer Journal Vol. 34, No. 1. January 2001, pp 135



Quality Engineering x Quality Assurance

“**Quality assurance** is the overall process of making sure that a system makes things properly”

“**Quality engineering**, on the other hand, defines that system. It also maintains and improves it.”

Source: Market Business News

Test Perspectives

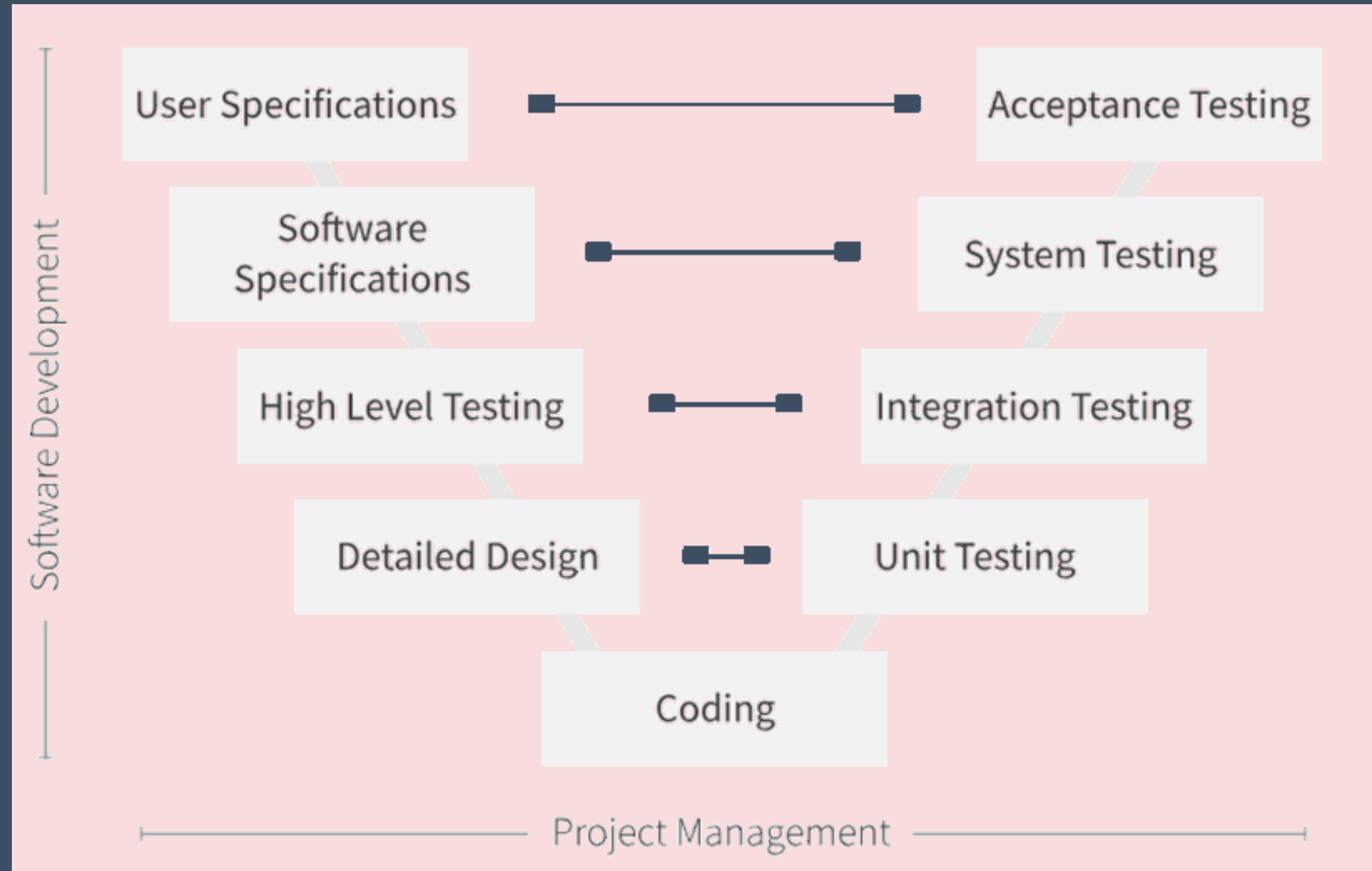


“**Testing to critique** means to test something that’s finished and needs evaluating.”

“**Testing to support** means providing feedback and help the team achieve immediate and constant confidence in the software it produces.”

Source: Market Business News

Development and the testing process



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- Making product user-friendly;
- Thinking about the customer's point of view.

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“It is irrelevant, the difference between testing and development in terms of responsibility, but not in terms of roles.”

Thank you!



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