



# Quality Rating



*Profit* from the Cloud

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# About me

Timofey  
Surguchenko



2003 - 2005 – QA Engineer, SWsoft

2005-2010 – QA Manager, Parallels  
Desktop for Mac, Parallels

2010 - now – Head of QA, Parallels

80 people in my department

Built QA team and process from the  
scratch

Parallels Desktop for Mac – main  
product in portfolio with 3M+ users  
worldwide

# Agenda

- Quality Rating
- What is this
- How we use it
- Benefits
- Possible issues to avoid



# The problem

- 5 years ago...
- Completely rewritten product
  - 100s of features
  - 1000s of bugs
  - 90+ team
  - 8 months
- Tight competition with VMware
  
- Where are we now!?

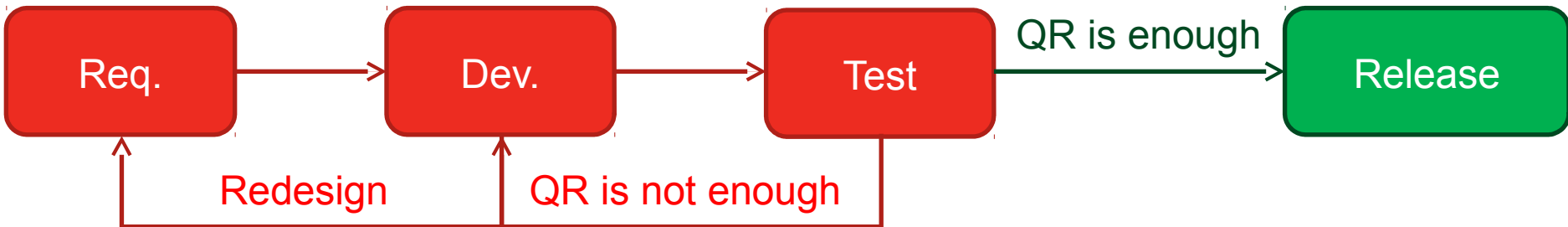
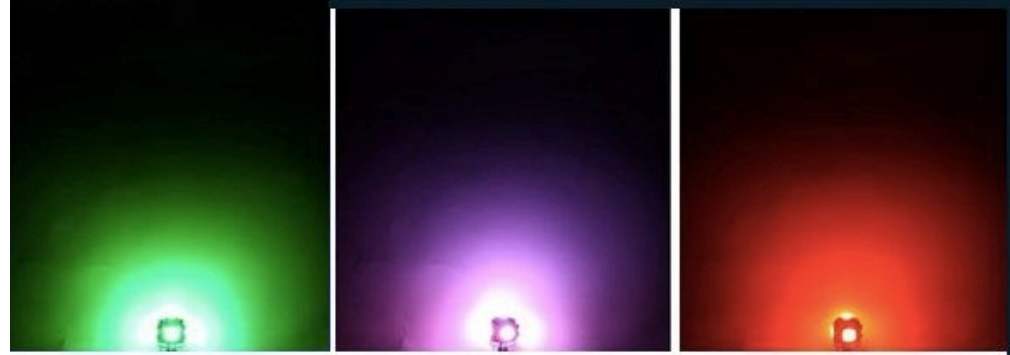


# What is Quality Rating?

Simple numeric metric

Set by testers

Shows some aspects of product or its components quality state



Simple numeric metric to assess product quality state

# Quality Rating as defined by Parallels

<b>5</b>	No problems at all. <b>Clearly ready to ship</b>
<b>4</b>	<b>Can be shipped</b> into production, but there are several non-critical issues
<b>3</b>	<b>Can NOT be shipped</b> into production, but is <b>OK for evaluation</b>
<b>2</b>	<b>Not OK even for evaluation,</b> blo/cri issues on main paths
<b>1</b>	<b>Totally unusable/untestable</b>

QR – very simple assessment on component readiness to ship

# Main benefit: focus on end-user experience

No:

- bugs
- functionality
- requirements



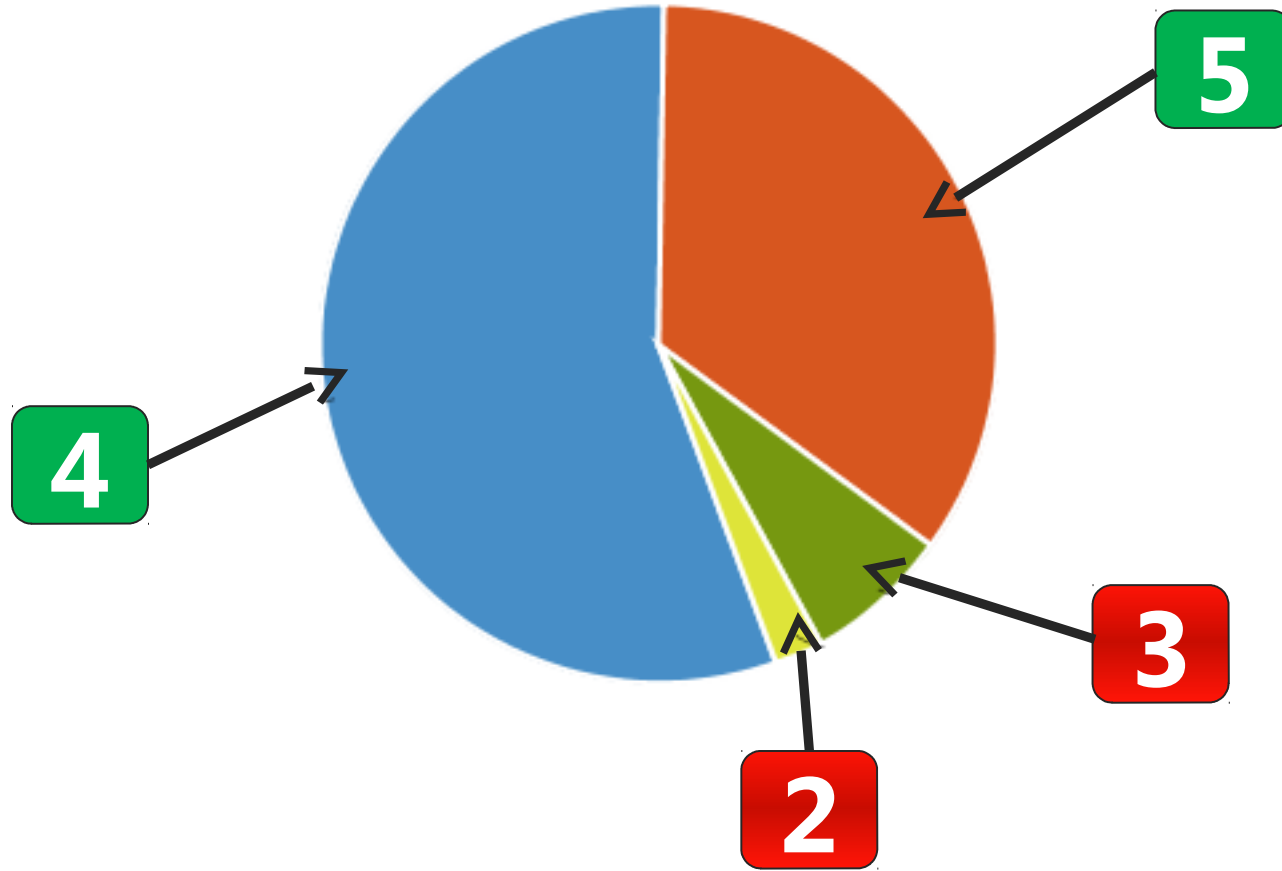
Yes:

- **end-user** comfort
- simplicity, integrity, usability
- readiness to ship



QR helps team better focus on “end-user”

# Simple birds-eye overview on product components



With QR, general state becomes obvious



# Closer look

Feature	Priority	Status	1 <sup>st</sup> QR	QR
	Critical	in QA	3	5
	Critical	in QA	3	<u>2 (was 3)</u>
	Major	in QA	3	3
	Major	in dev		NA
	Major	in dev		NA
	Major	in QA	3	<u>3 (was 5)</u>
	Major	in QA	4	5

Closer look and dynamics available

# Simplified communication on all levels

How is this feature quality?

~~Feature has 1 critical and 15 major issues. There are visual performance issues on certain screens. Clicking Next at "Checkout" screen sometimes produces fatal error, reason is yet unknown. Functional testing must be redone after recent core component change. Integration testing is not yet completed. Also...~~

QR = 2



Speaking QRs is much shorter and simpler

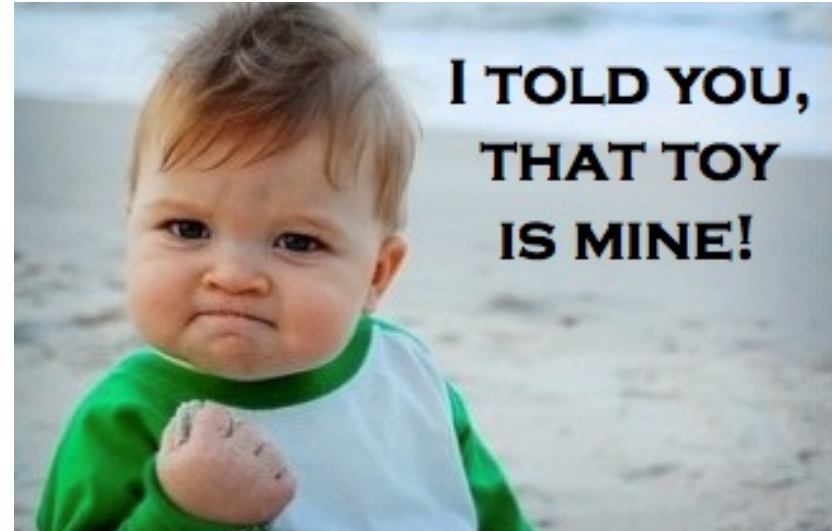
# Sometimes devs refuse to pass features to QA

I want to run more tests!

I want to check more configurations!

I want my feature work great!

Developers are not that effective testers 😊



Don't hesitate to force passing feature to QA

# Quality Rating as a part of team KPI

QR is:

subjective

oriented towards feature,  
not person

“live”

So, does not work as KPI



Don't do this if you want piece and collaboration in your team!

# Quality Rating is subjective metric

Varies from person to person

Requires

- good management and proper tester selection

- trust between team members

QR must be properly reasoned with:

- bugs

- blocked tests



Quality rating must be reasoned with properly registered bugs

# Summary

1. QR – shipment readiness assessment
2. Benefits:
  - a. (!) focus devs and testers on end-user experience
  - b. quickly get overview of project quality state
  - c. simplify communication
3. Possible issues:
  - a. developers may start overdoing features
  - b. can not be part of team KPIs
4. Remember:
  - a. QR is subjective metric
  - b. should be well-reasoned





Software Engineering  
Conference in Russia

Thank you  
Спасибо

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