

Customers find too many defects – Improve software quality

INF5180: Software Product- and Process Improvement in Systems Development



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Context

XXX is small Norwegian software company that develops, maintains and markets a product that is used for creating and running CMS(Content Management System)

three part time developers in one development team, no full time tester assigned to Quality Assurance(QA)

No development model in use, creative chaos.

Using own php framework

Developers work separately

Problem/Issue

- No common and automated test routines -> Many error after code refactoring
 - Poor documentation -> Hard, time consuming for other to understand
 - Poor version control and no tool for project management and build automation -> One programmer per project
 - Customers finds too many defects in the system
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Goal(s)

- Process automation. Currently too much testing is done manually and more automation is desired
- Reduce learning time for new developers
- Improving processes which leading to lower cost for higher quality

The lack of automated testing, documentation and build automation in the projects, combined with the fact that developers work separately, will put this company in great risk of having problems in later and bigger projects .

In my project I will try to develop processes that can make their projects less vulnerable to changes in the group.
