

KPI CATALOGUE - MANAGED TESTING SERVICES

Service USPs

- Ramp Up Time
- Staff retention
- Communications standards met
- Adapts service delivery model as required
- Meeting schedules
- Deliverable fulfilled
- Overall customer satisfaction
- Internal knowledge transfer
- A grade of a least 4 out of 5 on Customer Satisfaction Questionnaires

Quality USPs

- All high severity defects identified
- Documentation requirements met
- Compliance with all rules & regulations
- Test coverage
- On top of risks & issues
- How quickly are tests executed
- Quality of release to production
- Percentage of tests automated
- Bug discovery rate per test cycle
- Percentage of false negatives (bugs)
- Planning time vs. Preparation time vs. Execution time

Value USPs

- Blended hourly rate on or below budget
- Productivity improvement over time
- All automation generates positive ROI
- Cost per bug found
- How fast do we raise defects?
- ROI per quarter achieved by automation
- ROI achieved by incorporating exploratory testing