

QUALITY ASSURANCE - METRICS

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Improve Quality by Measuring Digital Immunity

Categories



Business value



Organizational effectiveness



Quality and technical debt



Velocity and flow

Metrics

Business value

Customer satisfaction
Delivery of business outcomes
Customer issues
Availability and uptime

Organizational Effectiveness

Team health survey
Cross-team cooperation
Skills growth

Quality and Technical Debt

Defect escape rate
Percentage of refactoring
Testing coverage
Internal Defect Leakage

Velocity and Flow

Cycle time/lead time
Sizing/estimation accuracy
Found work ratio - features vs. defects
Early-stage tests percentage



Questions