Quality Measures Interview Questions And Answers Guide.

Global Guideline.

Quality Measures Job Interview Preparation Guide.

Question # 1
Define Quality Assurance (QA)?

Answer:-

QA refers to the planned and systematic way of monitoring the quality of process which is followed to produce a quality product. QA tracks the outcomes and adjusts the process to meet the expectation.

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Question # 2
Define Quality Control (QC)?

Answer:-

Concern with the quality of the product. QC finds the defects and suggests improvements. The process set by QA is implemented by QC. The QC is the responsibility of the tester.

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Question # 3
Do you know what is Software Testing?

Answer:-

Software Testing is the process of ensuring that product which is developed by the developer meets the user requirement. The motive to perform testing is to find the bugs and make sure that they get fixed.

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Question # 4
Tell me when we start QA in a project?

Answer:-

Good time to start the QA is from the beginning of the project startup. This will lead to plan the process which will make sure that product coming out meets the customer quality expectation. QA also plays a major role in the communication between teams. It gives time to step up the testing environment. The testing phase starts after the test plans are written, reviewed and approved.

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Question # 5
Define destructive testing?

Answer:-

Destructive testing includes methods where material is broken down to evaluate the mechanical properties, such as strength, toughness and hardness.
For example, finding the quality of a weld is good enough to withstand extreme pressure and also to verify the properties of a material.

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Question # 6
List the benefits of destructive testing?

Answer:-

Benefits of Destructive Testing (DT):
* Verifies properties of a material
* Determines quality of welds
* Helps you to reduce failures, accidents and costs
* Ensures compliance with regulations

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Question # 7

Tell me what you know about Testware?

Answer:-

* The subset of software which helps in performing the testing of application.
* Testware is term given to combination of all utilities and application software that required for testing a software package.
* Testware are required to plan, design, and execute tests. It contains documents, scripts, inputs, expected results, set-up and additional software or utilities used in testing.

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Question # 8

Why test-ware is special?

Answer:-

Testware is special because it has:
1) Different purpose
2) Different metrics for quality and
3) Different users

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Question # 9

Explain the difference between Retesting and Regression testing?

Answer:-

* Retesting is done to verify defects fixes where as regression is perform to check if the defect fix have not impacted other functionality that was working fine before doing changes in the code.
* Retesting is planned testing based on the defect fixes listed where as regression is not be always specific to any defect fix. Also regression can be executed for some modules or all modules.
* Retesting concern with executing those test cases that are failed earlier whereas regression concern with executing test cases that was passed in earlier builds.
* Retesting has higher priority over regression, but in some case retesting and regression testing are carried out in parallel.

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Question # 10

Explain the difference between verification and validation?

Answer:-

* Verification is Static Testing where as Validations is Dynamic Testing.
* Verification takes place before validation.
* Verification evaluates plans, documents, requirements and specifications, where as Validation evaluates product.
* Verification inputs are checklist, issues list, walk-through and inspection, where as in Validation testing of actual product.
* Verification output is set of documents, plans, specifications and requirement documents where as in Validation actual product is output.

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Question # 11

Explain the difference between Smoke testing and Sanity Testing?

Answer:-

* Sanity testing is performed when new build is released after fixing bugs where as smoke testing is performed to check the major functionalities of the application.
* Sanity is performed by the tester or the developer but smoke testing can be performed by the tester or developer.
* Smoke testing is performed earlier where as sanity is performed after the smoke testing.
* Sanity testing is narrow and deep approach of testing and smoke testing is focused testing based on major functionalities.

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Question # 12

List the common problems with software automation?

Answer:-

* Purchasing the license of tool (QTP, selenium, QC, LR).
* Lack of skilled Tester to run the tool.
* Expectation that automated tests will find a lot of new defects.
* Maintenance of automated tests.
* Technical problems of tools.

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Question # 13

List the role of QA in a project development?

Answer:-

* QA team is responsible for monitoring the process to be carried out for development.
* Responsibilities of QA team are planning testing execution process.
* QA Lead creates the time tables and agrees on a Quality Assurance plan for the product.
* QA team communicated QA process to the team members.
* QA team ensures traceability of test cases to requirements.

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Question # 14

Explain the difference between build and release?

Answer:-

RELEASE:

It is a number given to install-able software that is handed over to customer by the developer or tester. The information of build, release and version are displayed in software help page. Using this build and release customer can let the customer team know which release version build thet are using.

BUILD:

It is a number given to installable software that is given to testing team for testing by the development team. Build number assigned are incremental and sequential.

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Question # 15

List key challenges of software testing?

Answer:-

* Application should be stable enough to be tested.
* Testing always under time constraint.
* Understanding requirements, Domain knowledge and business user perspective understanding.
* Which tests to execute first?
* Testing the Complete Application.
* Regression testing.
* Lack of skilled testers.
* Changing requirements.
* Lack of resources, tools and training.

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Question # 16

What are the reasons for choosing automation testing over manual testing?

Answer:-

* Frequency of use of test case.
* Time Comparison (automated script run much faster than manual execution).
* Re-usability of Automation Script.
* Adaptability of test case for automation.
* Exploitation of automation tool.

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Question # 17

What is regression testing, Why it is important?

Answer:-

Regression Testing: When changes in the code of the software are made to fix the previous bug. Then testing needs to be perform to ensure that it will not generate a new bug in the application and it works as specified and that it has not negatively impacted any functionality that it offered previously.

Regression Testing is important because of following reason:

* That the application works even after the alteration in the code were made.
* The original functionality continues to work as specified even after doing changes in the software application.
* The alteration to the software application has not introduced any new bugs.

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Question # 18

Define Bug release?

Answer:-

Bug release is when a build is handed to testing team with knowing that defect is present in the release. The priority and severity of bug is low. It is done when customer want the application on the time. Customer can tolerate the bug in the released then the delay in getting the application and the cost involved in removing that bug. These bugs are mentioned in the Release Notes handed to client for the future improvement chances.

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Question # 19

Do you know how bug is affecting the functionality of the application?

Answer:-

* High Priority and Low Severity:

Company logo is not properly displayed on their website.

* High Priority and High Severity:

Suppose you are doing online shopping and filled payment information, but after submitting the form, you get a message like "Order has been cancelled."

* Low Priority and High Severity:

If we have a typical scenario in which the application get crashed, but that scenario exists rarely.

* Low Priority and Low Severity:

There is a mistake like "You have registered success" instead of successfully, success is written.

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Question # 20

Define severity and priority of bug?

Answer:-

Severity:
Concern with functionality of application. It deals with the impact of the bug on the application.
Priority:
Concern with application from the business point of view.
It answers: How quickly we need to fix the bug? Or How soon the bug should get fixed?

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Question # 21

Define bug life cycle?

Answer:-

* When a tester finds a bug .The bug is assigned with new or open status.
* The bug is assigned to development project manager who will analyze the bug .He will check whether it is a valid defect. If it is not valid bug is rejected, now status is rejected.
* If not, next the defect is checked whether it is in scope. When bug is not part of the current release such defects are postponed.
* Now, Tester checks whether similar defect was raised earlier. If yes defect is assigned a status duplicate.
* When bug is assigned to developer. During this stage bug is assigned a status in-progress.
* Once code is fixed. Defect is assigned with fixed status.
* Next the tester will re-test the code. In case the test case passes the defect is closed.
* If the test case fails again the bug is re-opened and assigned to the developer. That's all to Bug Life Cycle.

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Question # 22

How to measures customer satisfaction for the Product?

Answer:-

(Quality ultimately is measured in terms of customer satisfaction.)
Surveyed before product delivery and after product delivery (and on-going on a periodic basis, using standard questionnaires)
Number of system enhancement requests per year
Number of maintenance fix requests per year
User friendliness: call volume to customer service hotline
User friendliness: training time per new user
Number of product recalls or fix releases (software vendors)
Number of production re-runs (in-house information systems groups)

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Question # 23

How to measures responsiveness (turnaround time) to users for the Product?

Answer:-

Turnaround time for defect fixes, by level of severity
Time for minor vs. major enhancements; actual vs. planned elapsed time

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Question # 24

How to measures Defect ratios for the Product?

Answer:-

Defects found after product delivery per function point
Defects found after product delivery per LOC
Pre-delivery defects: annual post-delivery defects
Defects per function point of the system modifications

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Question # 25

How to measures Complexity of delivered product?

Answer:-

McCabe's cyclomatic complexity counts across the system
Halstead's measure
Card's design complexity measures
Predicted defects and maintenance costs, based on complexity measures

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Question # 26

How to measures Cost of defects for the Product?

Answer:-

Business losses per defect that occurs during operation
Business interruption costs; costs of work-arounds
Lost sales and lost goodwill
Litigation costs resulting from defects
Annual maintenance cost (per function point)

Annual operating cost (per function point)
Measurable damage to your boss's career

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Question # 27

How to measures Re-work for the Product?

Answer:-

Re-work effort (hours, as a percentage of the original coding hours)
Re-worked LOC (source lines of code, as a percentage of the total delivered LOC)
Re-worked software components (as a percentage of the total delivered components)

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Question # 28

How to measures delivered defect quantities for the Product?

Answer:-

Normalized per function point (or per LOC)
At product delivery (first 3 months or first year of operation)
Ongoing (per year of operation)
By level of severity
By category or cause, e.g.: requirements defect, design defect, code defect, documentation/on-line help defect, defect introduced by fixes, etc.

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Question # 29

How to measures Product volatility?

Answer:-

Ratio of maintenance fixes (to repair the system and bring it into compliance with specifications), vs. enhancement requests (requests by users to enhance or change functionality)

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Question # 30

How to measures Defect removal efficiency for the Product?

Answer:-

Number of post-release defects (found by clients in field operation), categorized by level of severity
Ratio of defects found internally prior to release (via inspections and testing), as a percentage of all defects
All defects include defects found internally plus externally (by customers) in the first year after product delivery

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Question # 31

How to measures Test coverage for the Product?

Answer:-

Breadth of functional coverage
Percentage of paths, branches or conditions that were actually tested
Percentage by criticality level: perceived level of risk of paths
The ratio of the number of detected faults to the number of predicted faults.

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Question # 32

How to measures Costs of quality activities for the Product?

Answer:-

Costs of reviews, inspections and preventive measures
Costs of test planning and preparation
Costs of test execution, defect tracking, version and change control
Costs of diagnostics, debugging and fixing
Costs of tools and tool support
Costs of test case library maintenance
Costs of testing & QA education associated with the product
Costs of monitoring and oversight by the QA organization (if separate from the development and test organizations)

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Question # 33

How to measures Reliability for the Product?

Answer:-

Availability (percentage of time a system is available, versus the time the system is needed to be available)
Mean time between failure (MTBF)
Mean time to repair (MTTR)
Reliability ratio (MTBF / MTTR)

Number of product recalls or fix releases
Number of production re-runs as a ratio of production runs

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