

# QUALITIMES

A QUALITY THAT DOES NOT CHANGE WITH TIMES

Volume 4, Issue 2

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## Editor's Choice... **EVEN RAVANA WOULD CRINGE**

### Editorial Panel

- Geeta S
- Jyoti R
- Sunmeet S
- Venu M

(Want to be a part of the panel. Forward your interest to:  
qualitimes@qualitreeinc.com)

### Geeta S.

A landmark judgment they say... as the men who brutalized 'Nirbhaya' were sentenced to death...

A Khap Panchayat sanctions the honor killing of Nidhi and Dharmendra in Rohtak...

An Assamese girl rescued by an NGO from a village in Haryana where she had been sold as a child-bride... And life goes on...

"Hai! Abla naari, Teri yahi kahani! Aanchal mein hai doodh, aur aankho mein paani".... It seems that this curse will never lift from womankind..... Never before in my life have I felt the need to burn the effigy of the Ravana inside us, than I feel today. Even Ravana had some scruples and some refinement... ironic but true. He did abduct Sita, but he never touched her as he never had her consent. No doubt the Ramayana is replete with examples of male chauvinism... But there were 'laxman rekhas' even to that... which even the darkest characters in that saga did not dare to cross...

But look what we have sunk to since the days of that epic...

Consent be damned ! The level of violence that we have subjected our women to in recent years.... would make even Ravana cringe in disgust.

Nirbhaya... brutalized on a moving bus in the heart of the capital.... raped repeatedly, beaten almost to death with iron rods, her insides ripped open... thrown out naked from a moving bus.... her fatal injuries shocking even the police and the doctors who treated her...

Nidhi and Dharmendra.... all they did, like millions everyday, have fallen in love. But instead of celebrating it as most families anywhere would.... this couple was awarded the most gruesome death imaginable.... their executioners were their own parents. Nidhi was burnt alive by her own father on the road in front of their home... and Dharmendra first had his limbs hacked away, before he was beheaded. All in broad daylight... not even 100km from Delhi. Even as Nidhi's father was led away by the police... he insisted that he had done the right thing. In Haryana now, this is the price you pay for falling in love. And the community, dominated by Haryana's now infamous Khap Panchayats, applauds!

And yet, Haryana is starved for women... its men, after targeting their women even before they are born... thanks to illegal sex-determination tests and the female foeticides that follow... simply don't have enough women to marry. So, teenage girls, daughters of impoverished Assamese tea garden workers are bought for a few thousand rupees and sold to men in Haryana, who use them as domestic labor and sex slaves. For every such girl that social activists are able to rescue, dozens vanish into the thousands of villages across Haryana... never to be traced.

Where will this end? How low will we sink? When will the brutality finally bother our collective conscience? How much violence can we stomach? Why does one stomach-turning act of violence simply give way to the next?

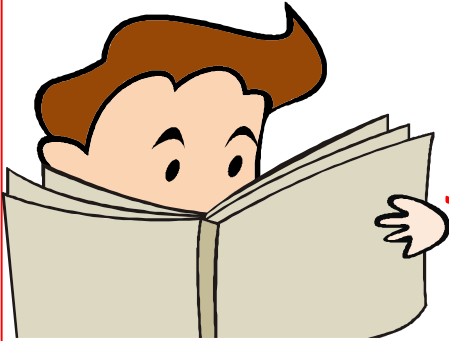
Could it be because those in charge of our lives... are MEN?

Come my friends, lets get together and chase down and burn that violent brute that is now running wild on our streets. Let us destroy that grotesque demon of violence and restore some sense of dignity that so much of our tradition has accorded to its women.

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Has anything to share - We are all ears!!! Please send in your articles to: [qualitimes@qualitreeinc.com](mailto:qualitimes@qualitreeinc.com)



## Defect Management - An interesting Journey- Part 2



Rajnish M.

A set of improvements needs to be done while logging a defect

- Set up the defect tracking tool correctly based on current need.
- Definition of severity & priority.
- Functional area of defect should be logged correctly.
- Test team should be educated on “why it is important to select all fields accurately”.

**Defect Resolution** - Set up the workflow of defect resolution, which will clearly define the travel path of defect from moment it is logged until it is fixed.

- Conduct a daily defect triage meeting and send daily defect status.
- Define the priority of defect in daily defect triage meeting.
- Developer should be educated on actual fix time of defect.
- Define SLAs of turnaround for defects.
- Defect coordinator should chase all prioritized defect on daily/hourly basis depending upon the impact and priority.

**Process Improvement** - This is perhaps the activity that is most ignored by Catalina today, but offers one of the greatest areas of payback. Lesson learned sessions and defect metrics leads to continuous improvements. Catalina must implement the metrics program and lesson learned sessions to improve the process and quality of products.

Before we start on the topic of continuous improvement, I would like to talk about the foundation of continuous improvement. As we know that the prevention is better than the cure, we should try to understand the cost of quality. Based on the data collected in recent times, cost of non-conformance appears to be astonishingly high. Real cost of the defect is only known when it fails. Last year, a defect in CA7 batch scheduler direct cost to RBS (Royal Bank of Scotland) was \$281bn. Bank reported total loss to be close to \$1.92 bn.

Difference between price of nonconformance and conformance

- Cost of doing things wrong 20 to 35% of revenues.
- Cost of doing things right 3 to 4% of revenues.
- Profitability In the long run, quality is free.

It is clear that investment to improve the quality lies within focusing in conformance related activities.

**Cost of quality = Cost of Conformance + Cost of Non-Conformance**

**Cost of Conformance**

- Prevention Cost – All cost associated with planning the preventive action to stop defect slipping thus causing the poor quality.
- Appraisal Cost – All cost associated with the activities to appraise the product that it is meeting the requirement and customer expectation.

**Cost of non-conformance**

- Internal Failure cost – All cost associated with action taken to fix the failure that include defect management, re-coding, re-testing, testing and development support.
- External Failure cost – All cost associated when product is in the hand of customer and it is not meeting specification and end customer need.

To be continued ...

# HAPPY WEDDING



May Love bloom brighter...  
Companionship grow Sweeter with each passing year...  
Qualitimes Wishes Sreekanth and Mamatha a lifetime of everlasting Love and Happiness...  
Congratulations!!!

## Ayudha Pooja @ Qualitree, Bangalore.



*Joy is the most infallible sign of the presence of GOD.*

## Time to count candles!!!

*Punches, pulls and bumps!!*

Nov 4 - K.L.Challa

Nov 6 - Deepanshu

Nov 10 - Gaurav S.

Nov 28 - Pritpal T.S.



May your birthday be filled with many happy hours and your life with many more happy birthdays. Qualitimes wishes Shashank S. and Mahedhara P. a very HAPPY BIRTHDAY!!!

## RIDDLE

One word answer:

- (1) Give me food, and I will live; give me water, and I will die. What am I?
- (2) What goes around the world but stays in a corner?
- (3) I'm light as a feather, yet the strongest man can't hold me for much more than a minute. What am I?
- (4) What jumps when it walks and sits when it stands?
- (5) I fly, yet I have no wings. I cry, yet I have no eyes. Darkness follows me; lower light I never see.

Participate and win; the first correct entry wins a gift of \$10.00\*.

Send in your completed entries to:  
jumble\_qualitimes@qualitreeinc.com

# HAPPY DIWALI!!!

May This Diwali be as bright as ever.  
 May this Diwali bring joy, health and wealth to you.  
 May the festival of lights brighten up you and your near and dear ones lives.  
 May this Diwali bring in u the most brightest and choicest happiness and love you have ever Wished for.  
 May this Diwali bring you the utmost in peace and prosperity.  
 May lights triumph over darkness.  
 May peace transcend the earth.  
 May the spirit of light illuminate the world.  
 May the light that we celebrate at Diwali show us the way and lead us together on the path of peace and social harmony "WISH YOU A VERY HAPPY DIWALI".

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### Developer - Tester Conversation...

I am not able to replicate this issue. This is working fine on my machine. So close this bug.



Developer

I don't care if it is working fine on your machine. We are not going to deliver your machine to client.



Tester

#### Answers to last month's Riddle:

- SUN
- LETTER M
- FOOTSTEPS
- SCISSORS
- UMBRELLA

**Last Month's Winner:**  
**Shashank S.**

Other correct entries:  
Sachin K., Bharath R. and  
Chandrashekar S.

#### Answers to last month's Word Puzzle:

- ABSENTIA
- EXPURGATE
- HABERDASH
- EERIE
- DELUDED

**Last month's winner:**  
**Sarabjit K.**

Other correct entries:  
Oops No correct entries...

## BUZZ OF THE MONTH

- Our US office's relationship with Barclays Bank climbed up another step this month.
- The US office has actively started helping DiTech Mortgage office in Fort Washington, PA.
- The company has made a decision to downsize its Canada office without affecting the business and operations.
- Our Canada office and Mindtree have started working together to help a Canadian Bank with its software testing needs.
- India office makes headway in RA by placing 3 resources.
- India office helping CIGNEX DATAMATICS by providing performance testing services.

## Word Puzzle

In the following word puzzles, a word starts and ends with the same letter. Figure out the words and win\*

1	_BULI_	
2	_OPACETI_	
3	_NERVAT_	
4	_OCTUR_	
5	_AGACIOU_	

\* Send in your entries to "qualitimes@qualitreeinc.com" with the subject "Word Puzzle"  
The first correct entry wins a gift of \$10.00