Experimentus
excellence in software quality management

Case Study

Métodos y Tecnología (MTP)
Test Maturity Model Integration (TMMi) Level 5 Certification

Introduction

Since 1997, MTP has grown to become the leading independent Spanish consulting firm specialising in Quality Assurance throughout the Software Development Lifecycle. This experience of delivering certified services from Requirements through to Test is now delivered from offices in Madrid, Mexico DF and São Paulo.

MTP organises its service operations according to industry sectors, which means clients will have access to professionals who are experts in the different functional areas. These industry sectors include: Banking, Insurance, Telecommunications, Public Administration and Manufacturing.

The company's specialist knowledge and its independence, coupled with a team of 400 that have all undergone a high degree of technical training, are the pillars that support MTP's business strategy.

The Challenge

Initially the company offered its services in a Technical Assistance way, moving specialised consultants to the client's offices or executing large projects in their own offices.

In 2007, MTP started to develop its own Testing Factory as a way of providing services based on high performance centers specialised in Testing and Software Quality Assurance. This enabled MTP to taking on large workloads at a competitive price, guaranteeing the quality of the results.

The result of introducing this new service, together with the growth of new clients and projects, contributed to the following reasons for starting a Process Improvement Program based on TMMi model:

- Different testing methodologies for each client
- Different deliveries depending on the Project Manager or client
- Processes and procedures not documented
- Different indicators in each project, making it impossible to compare them
- Lack of artefacts reusability (templates, reports…)
- Difficulty for resources to move between projects
- Different ways of managing projects
- Lack of training as processes are not documented

Because of these reasons and MTP´s interest in improving the services provided to the clients, the Company decided to optimize the processes, aligning them with the TMMi model.

"Experimentus was invaluable in guiding us to achieve an efficient and effective test process which resulted in TMMi level 5 certification."

Mamdouh El Cuera. *Director of Operations*

Our Solution

Experimentus conducted an initial assessment of the MTP Factory, comprising of:

1. A TMMi e-Survey – an on-line survey providing an initial view of software quality management and testing practices across the whole software development lifecycle.
2. Detailed interviews on the gaps and weaker areas identified in the TMMi e-Survey together with reviews of supporting documentation.
3. A process improvement workshop to confirm and prioritise improvement activities, resources and time frame.

The resulting Process Improvement Plan ensured that recommendations were aligned to good practices which were fit for purpose, and achieved the objectives of the test factory management in industrialising their processes in line with achieving TMMi level 3 certification in 2010 and subsequently optimisation at level 5 in 2013.

During this period Experimentus provided health checks, advising on implementing improvements and validating the improvements as fit for purpose. In addition providing mentoring and guidance when required to assist in overcoming any resistance to change.

Key Results
- An industrialised test factory, with fully managed operations delivering more for less together with a culture of self improvement by motivated staff
- An integrated tools set providing metrics for better visibility of projects, not only for the project managers but for staff members as well
- Clients satisfaction feedback has improved resulting in additional business

The Benefits

These are just some of the many benefits derived from implementing improvements based on the TMMi model:

Key Business Benefits
- Increased customers / revenue
- Better competitiveness not only because they do things better but also certification at level 5, gives strength to their client message
- Greatly reduced penalty payments from SLA agreements

Key Operational Benefits
- Flexibility of using resources between projects
- Satisfaction and motivation of employees

Key Test operations Benefits
- Better accuracy of estimations
- Increase capacity of detecting defects by 15%
- 7% more defect are found in the early stage of the lifecycle
- Effort spent in doing test cases reduced by 4%
- Effort executing test cases has reduced by 8%
- Development has improved deliveries by 6%
- Project management time have 8% more time available

Experimentus solutions provided

Consulting Solutions
- Assessment and Certification
- Trusted Advisory & Delivery
- Process Improvement
- Metrication

For further information on how Experimentus can help you optimise your Software Quality Management and Test processes, please contact us:

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