The Quality Mark

The Newsletter for the Kitchener-Waterloo Software Quality Association

Welcome to the First Issue of the All-New KWSQA Newsletter!

Hello and welcome to the first newsletter of the Kitchener-Waterloo Software Quality Association (KWSQA). The KWSQA first came together as a group in 1997 to form a community of Software Quality professionals from firms in the Waterloo Region (Ontario, Canada). We are interested in the investigation and discussion of software quality topics, with emphasis on providing local software professionals with a means of sharing their knowledge and experiences.

This newsletter, *The Quality Mark*, will be an extension of that goal: an alternate means to reach a wider audience, to communicate the knowledge and information shared, and to provide current event information of interest to software quality professionals. *TQM* will be published quarterly (seasonally) this year, and will be automatically distributed to our members. Electronic copies will be made available on our web site.
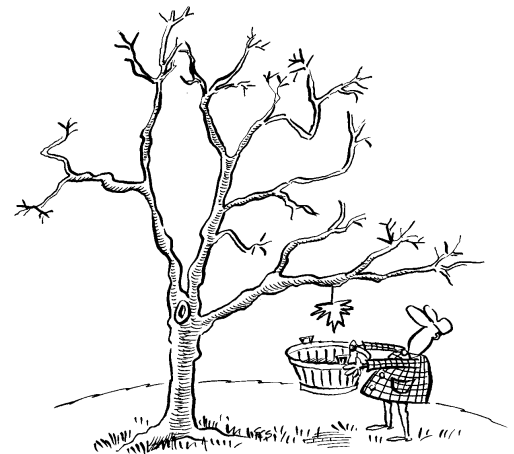
Regular features may include:

- Letters from the KWSQA executive, members and other contributors
- Meeting information: topic previews & schedules, minutes, highlights, reviews
- Profiles of local companies, organizations or individuals
- Puzzles, quotes, trivia, anecdotes
- Events calendar: notices of upcoming KWSQA and other local events of interest
- Tips & tricks: useful advice on how to make the right and *wrong* tools work for you
- Articles & reviews: standards and quality models, books, WWW sites and other resources, testing tools, courses, workshops, etc.
- Something completely different. ☺

All readers are welcome to contribute short articles, letters, and other interesting items relevant to Software Quality. Please send your items to the editor by the date indicated on the Events Calendar. Your ideas, comments, questions and feedback will help make this newsletter, so open up and let's see where we go next.

Cheers,

Paul Carvalho

TQM Editor

INSIDE THIS ISSUE...

1ST COLLECTOR'S ITEM ISSUE!

ANNOUNCING

The 2000 ~ 2001 KWSQA Executive . . .

Meet Our President, Mechelle Gittens

Greetings Kitchener-Waterloo Software Quality Association!

As the President of the association for the 2000/2001 year, I am very excited about working with all of you to build our knowledge of Software Quality Assurance (SQA) and raise awareness of our group within the Southwestern Ontario region. I would like to thank and commend those who have worked on the preceding executives to bring the group to its current level of development.

My background in the area of Software Quality has been centered on the development and implementation of strategies that provide proven and systematic methods to deliver software products on time, on budget, and conforming to customer requirements. I therefore approach SQA in a holistic manner, examining and seeking to use methods that are systematic and effective - from the requirements phase of software development, through the development phase and on to the testing and maintenance phases. My interests have led me to be involved in projects that required me to:

- Design software;
- Implement software components;
- Produce and/or analyze project management methods for software development;
- Innovate testing technologies;
- Test software products; and
- Teach others about all of these software development processes.

Most of you know that I am the Londoner in the group, but I intend to be there on our selected Wednesdays in all weather (except the snow storms)! I hope that we can continue to teach each other, and advance our participation in Software Quality. I look forward to learning with you!
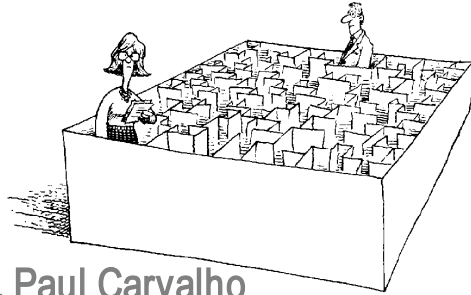
Mechelle Gittens

Meet Our Vice President, Janet Kennedy

At Waterloo Maple, I am responsible for all aspects of Software Quality Assurance from requirements reviews through to release of internal and commercial software. Prior to joining Waterloo Maple in 1998, I worked in various roles at The Mutual Group (now known as Clarica). During my 12-year tenure I had many roles as a software developer. As a Senior Technical Trainer, I developed and delivered courses on many technical topics, including Software Testing.

I am a UW alumna (BSc, MSc) and live near Elmira with my husband, 2 children, 2 dogs, and 2 airplanes. For the KWSQA, I look forward to working with Paul and Mechelle to develop a full slate of interesting and useful topics that will leave our members eagerly awaiting the next meeting.

Janet Kennedy

Meet Our Secretary/Treasurer, Paul Carvalho

If you had asked me as a child what I wanted to be when I grew up, I probably would have told you that I wanted to be a Fireman. Yessiree Bob, I wanted the red fire truck, cool fire pole, baggy fireproof outfit and to rescue people in distress - the whole nine yards. Little did I realise that some 20 odd years later "firefighting" would actually become a career path - but without all the cool gear.

While working on my undergrad [Physics mostly] science degree at UW, I had the opportunity to program, do tech support, and test hardware and software for various companies across Southwestern Ontario. I also had some teaching/tutoring experiences thrown in the mix, so after UW I trekked off to Queen's for my teaching degree (B.Ed., High School Physics and Chem).

Wanting to avoid the politics currently associated with Teaching in Ontario right now, I thought that I would go into a more politics-free software development environment and decided to pursue a career in QA. Ha! (er, sorry, clearing my throat.) I love testing. It's cool. Then I discovered that there's also a Science to it, and it suddenly became cooler.

I am now a part of the Quality Management team at Mitra where I finally have the opportunity to practice real QA. Currently, I am the acting team lead for the SQA (testing) team for the next six months (covering for maternity leave), so I am finally a professional "Fire Fighter" as I always wanted to be. ☺

I am looking forward to working with Janet and Mechelle to help raise the visibility and awareness of the KWSQA and QA in general. See you at the monthly meetings!

Cheers,
Paul C.

TQM

KWSQA Logo Contest!

Would-be artists, read on... We need your talents to design a logo for the KWSQA.

Entries must be able to be reproduced in colour or black and white. Remember, logos must be suitable for reproduction in various sizes on envelopes and stationary, on the Web, and so on. If the entry is not created on a computer, it must be able to be scanned for use electronically.

Send your design in electronic format by Oct. 24 to Paul Carvalho at pcarval@mitra.com or bring a hard copy to the October KWSQA meeting. We will post all entries on the KWSQA eGroups bulletin board and have a voting poll of your favourites. The winning design will be announced in the winter issue of *TQM*. So artists - start your engines!
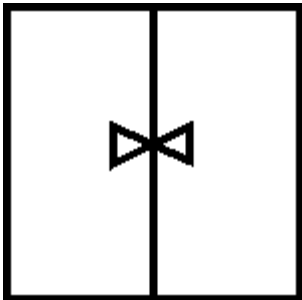
Droodles

What's a *Droodle*?

A droodle is a doodle riddle. Or a riddle doodle. It's a scribble that a friend might make up. It doesn't look like anything but you have to guess what it is.

Here's a classic droodle. Is it a butterfly climbing up a piece of string? Or a vain triangle kissing its reflection in a mirror?

A man wearing a bowtie entered a crowded elevator and the doors closed on his tie.

There really isn't any one right answer. Your guess might even be funnier.

Got a good droodle? Send it to us as an email attachment (see back cover for email address).
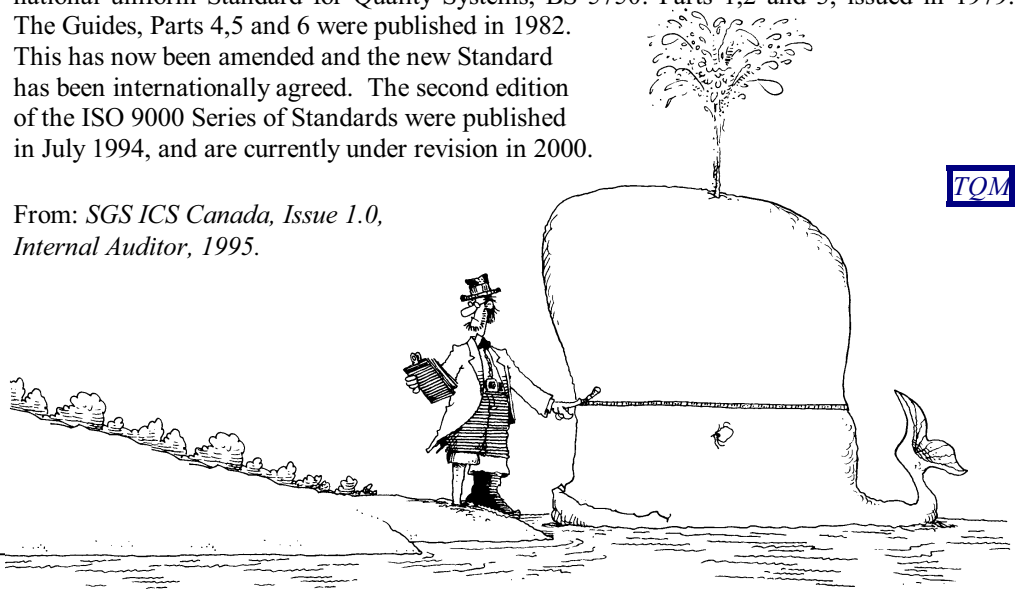
Quality Article

The Evolution of Quality Assurance

Quality Assurance has undergone five major stages of evolution, i.e. Operator Control, Supervisor Quality Control, Inspection Quality Control, Statistical Quality Control and finally Total Quality Control or Quality Assurance.
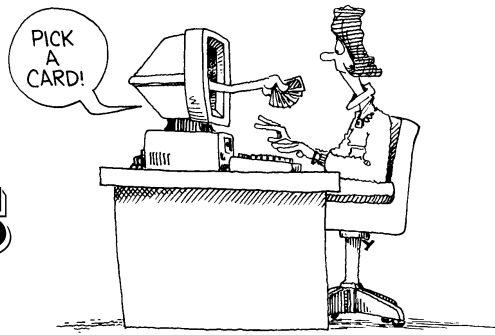
Operator Quality Control lasted to the end of the nineteenth century while the Craftsman manufactured, inspected and passed his own products. With the advent of the modern factory concept in the early 1900's, tasks were grouped together and the Group Foreman assumed responsibility for the quality of their work. The manufacturing requirements of World War I onwards required the first full time Inspectors, while the acceleration of mass production requirements for World War II induced the transition to Statistical Quality Control. Though only an extension of inspection, Statistical Quality Control eliminated the need for 100 percent inspection by using Statistical tools, viz.: sampling and control charts. By the 1960's the advance of technology and the increase in complexity of manufacturing processes and competition heralded the need for an all embracing system of Total Quality Control that would get to grips with the major quality problems as Business Management saw them.

With the development of Total Quality Control/Quality Assurance, an evolution in Quality Systems Specifications began. This evolution, like so many of the above stages, was triggered by military needs with the appearance of the Allied Quality Assurance Publications (AQAP's)/NATO Standards. In Britain this led to the development of the Ministry of Defence Standards which were followed in 1973 by proposals for British Standards. These British Standards were issued only as a guide. Also, major procurement bodies developed their own Standards. All these had a similar basis and were reasonably compatible. This situation gave rise to the Warner Report in 1977 and its recommendations resulted in a national uniform Standard for Quality Systems, BS 5750: Parts 1,2 and 3, issued in 1979. The Guides, Parts 4,5 and 6 were published in 1982. This has now been amended and the new Standard has been internationally agreed. The second edition of the ISO 9000 Series of Standards were published in July 1994, and are currently under revision in 2000.

From: *SGS ICS Canada, Issue 1.0, Internal Auditor, 1995.*

TQM

TIPS & TRICKS

This space will be reserved to provide you with useful advice on how to make the right and *wrong* tools work for you in your daily routine. This may include: keyboard shortcuts for commonly used applications (e.g. web browsers, MS Office, etc.); useful commands and shortcuts for working with different operating systems; testing tips, methods and traps to avoid; and anything else that you might want to share with your peers that has helped you save time and effort. Please submit your tips to the Editor (see email on address back cover).

To start, here are some testing tips from "Testing Computer Software, 2nd Ed." by Cem Kaner *et al*, 1993:

1. If you expect the same result from two tests, they belong to the same class - use only one of them.
2. The best test cases are at the boundaries of a class.
3. When you choose representatives of a class for testing, always pick the ones you think the program is most likely to fail.
4. Always write down what you do and what happens when you run exploratory tests.
5. Submit one problem report for each error.

"The best tester isn't the one who finds the most bugs or who embarrasses the most programmers. The best tester is the one who gets the most bugs fixed."
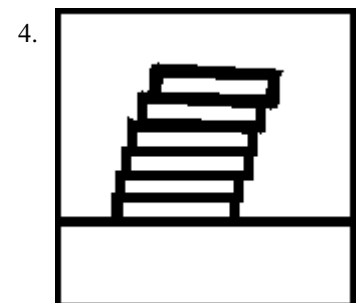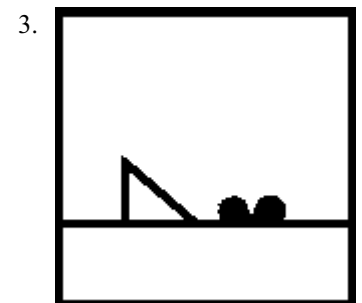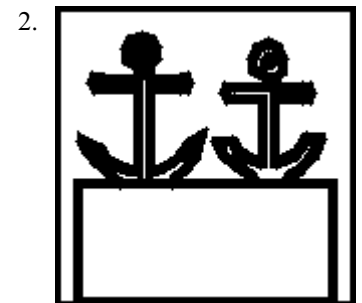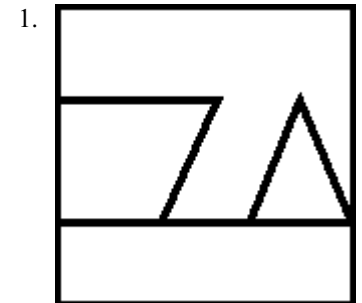-- Cem Kaner

Resources on the W³

Site	Strengths
Testing Foundations: http://www.testing.com/	Brian Marick's web site devoted to Software Testing. Includes a link to the article "Classic Testing Mistakes" (in the "Writings" section) which is a must for all newcomers.
Satisfice, Inc.: http://www.satisfice.com/	James Bach's web site with lots of good papers, presentations and practical information.
Cem Kaner: http://www.kaner.com/	Cem Kaner is the senior author of *Testing Computer Software*, the best-selling book in the field, and is also a practicing lawyer.
comp.software.testing FAQ: http://www.rstcorp.com/c.s.t.faq.html	This is the Frequently Asked Questions list for comp.software.testing.
Quality Techniques Newsletter: http://www.soft.com/News/QTN-Online/	E-mailed monthly to subscribers worldwide to support the greater Software Research, Inc., and TestWorks user community and to provide information of general use to the world's software testing and quality control community.

Droodles

Take your best shot at the following droodles... answers may be found elsewhere in this issue. Good Luck!

1.

2.

3.

4.

QUIZZES & CHALLENGES

It seems that everyone enjoys a good puzzle. In our line of quality work, we are often presented with situations where we have to try and figure out problems of one technical nature or another. As with any other skill, the best way to stay sharp is through practice. With that in mind, *TQM* will always try to provide an assortment of puzzles, enigmas and conundrums in each issue to challenge and annoy you. ☺

Whenever possible, the puzzles will have star ratings to indicate the approximate level of difficulty. Such ratings can only be subjective and approximate, but they are often found to be helpful. Here is what they indicate:

☆	Very Easy
☆☆	Easy
☆☆☆	Average
☆☆☆☆	Difficult

Solutions will be made available in subsequent issues. Enjoy!

1. The Mule and theDonkey   ☆

According to legend, Euclid was the author of this puzzle. 'A mule and a donkey were carrying a load of sacks. The donkey groaned, so the mule said to him: "Why are you complaining? If you gave me one sack, I would have twice as many as you; and if I gave you one of my sacks, then we would have equal loads." '

How many sacks was each carrying?

2. Two Cyclists   ☆☆

Two cyclists, twenty miles apart, start at the same instant and ride towards each other along a straight road at a speed of ten miles per hour. At the same instant a fly on the forehead of one of the cyclists starts to fly at fifteen miles per hour directly towards the other cyclist, lands on his forehead, and then flies back and forth over the continuously decreasing distance between the two cyclists until it is finally squashed as the foreheads of the two cyclists bump together.

How far has the fly flown, when all his journeys are added together?

3. Weight Lifters   ☆☆☆

Boris, Sergei, Tam and Viktor are weight lifters. Viktor can outlift Tam, but Sergei can outlift Viktor. Tam can outlift Boris, but Sergei can outlift Tam. Therefore:
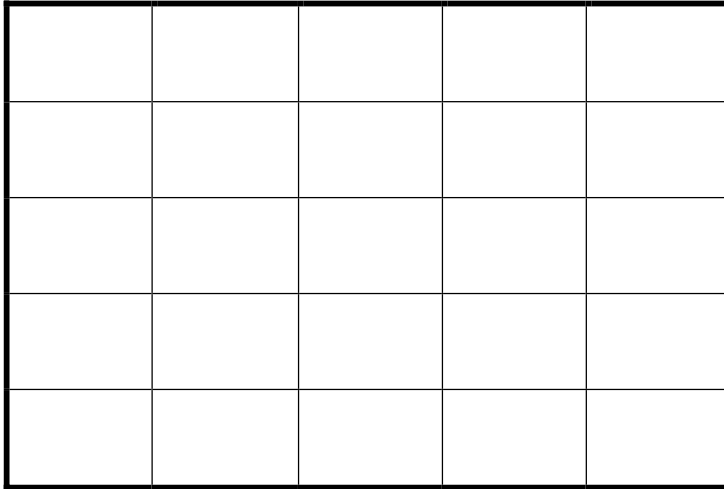
(a) Both Boris and Sergei can outlift Viktor.
(b) Viktor can outlift Boris but can't outlift Tam.
(c) Viktor can outlift Boris by more than he can outlift Tam.
(d) None of the above.

Which of these is correct?

4. Wolves vs. Sheep ☆☆☆☆

Place 5 wolves and 3 sheep in the grid in such a way that no wolf can get to (and eat) any of the sheep. A wolf can move in a straight line any number of squares up or down, left or right, or diagonally.

Note: You must have exactly 5 Wolves and 3 Sheep

Sheep:

Wolves:

Tip: Photocopy, cut out these pieces, and move them on the grid to help you solve this puzzle.

KWSQA Mailing List Information

The KWSQA offers a *free* mailing list to provide the means for software quality professionals to share information, ask questions, provide links to other Internet resources, and more. The mailing list is maintained using the eGroups.com web server, which provides such features as:

- Archive of past messages
- Files area to hold sample templates, presentation files, etc.
- Links to QA and Testing resources on the internet
- Online Polling feature for quick surveys
- Calendar of events
- and more!

To find out more about this networking resource, visit the site at:
   http://www.egroups.com/group/kwsqa

To subscribe, send an email to:
   kwsqa-subscribe@egroups.com

If you have any questions or comments, please send them to:
   kwsqa-owner@egroups.com

Please note that this is a mailing list for sharing information only, and that NO job postings or solicitations are allowed.

Droodle Answers

1. A ship arriving too late to save a drowning Witch.

2. Anchor and co-anchor behind a news desk.

3. A shark returning from a Disneyworld vacation.

4. Leaning tower of pizza delivery boxes.

F.Y.I.

Roger Price, a comedy writer, created Droodles. His books, "Droodles", "Classic Droodles" were first published in the 1950's and were reprinted every few years. (They are currently out of print.) Together with his good friend, Leonard Stern, they also created Mad Libs, a mixed-up story-telling game.

Droodles were so popular that they became the subject of a 50's TV game show. In addition to their entertainment value, Droodles are also used in cognitive research and for building creativity. Parents and educators are encouraged to use Droodles as a tool to build young creative minds.

We Want You!

If you are interested in helping out with the next issue of *TQM* please drop me an email at the above address. Previous experience would be an asset but it's not required. Levity, imagination, and a desire to help create a useful professional resource for the local high-tech community are what I'm looking for. Please let me know if you wish to help in any way.

Thanks,
Paul "The Editor" Carvalho

Mark Your Calendar

For updates, visit: http://www.sentex.net/~kwsqa/

The KWSQA Meetings occur on the last Wednesday of each month (except in December, July and August), and are held in the Communitech building on King Street in Waterloo, unless otherwise indicated in the mailing list.

SEPTEMBER	4 - Labour Day	22 - First day of Autumn
	12 - STC General Meeting	26 - TASSQ Dinner Meeting
	20 - Communitech Luncheon	27 - **First KWSQA General Meeting**
OCTOBER	3 - STC General Meeting	18 - 20 - QAI Conference in Toronto
	6 - 14 - (KW) Oktoberfest	23 - Communitech Annual General Meeting
	7 - (KW) Oktoberfest Breakfast *(Waterloo Town Square Courtyard)*	25 - **KWSQA Meeting**
	9 - Thanksgiving Day K-W Thanksgiving Day Parade	29 - Daylight Savings Time Ends
	11 - Communitech TechTalk Breakfast Seminar	31 - Halloween - TASSQ Dinner Meeting
NOVEMBER	7 - STC General Meeting	25 – (KW) Wonders of Winter Festival of Lights opens (*Waterloo Park* until Jan. 02, 2001)
	8 - Communitech TechTalk Breakfast Seminar	28 - TASSQ Dinner Meeting
	11 - Remembrance Day	29 - **KWSQA Meeting**
	15 - Deadline for *TQM* Submissions	

For more information on the above events, check out their corresponding web sites:

- Local (KW) community events: http://www.kw-visitor.on.ca/
- Oktoberfest information: http://www.oktoberfest.ca/
- Communitech seminars: http://www.communitech.org/
- Society for Technical Communication (STC): http://www.stc.waterloo.on.ca/
- TASSQ events (in Toronto): http://www.tassq.org/
- QAI events: http://www.qaicanada.com/

Know of any other groups whose events we should add to our calendar? Let us know!