Impact of Poor Software Quality

- 1996, European Space Agency: > Ariane 5 rocket destroyed after takeoff. US$1 billion
- Nov. 2000, Panama City: radiation therapy device kills 8 patients, another 20 receive overdoses.
- 2002 NIST report: > software bugs cost U.S. economy ~$60 billion annually
- 1985-1987, Therac-25: medical radiation therapy device killed 5 patients with lethal doses, others are seriously injured.
- 2003 North American blackout
- Airline flight delays
- Electronic game ‘glitches’
- Stock Exchange outages
- Electronic documents, data lost
- Oct. 2007, South Africa: Robot cannon kills 9 and wounds 14
Nature of the Problem

**Quality Paradox?!**

Same code... different results

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An Experiment in Relativity

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It’s Obvious, right??

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Congruence

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So What Is Quality?

Quality is value to some person(s) (at some time)

~ Gerald M. Weinberg

Quality: Collaborate, Deliver, Inspect & Adapt

(Plan – Do – Check – Act)

Make assumptions & ideas about Quality explicit within your team!
Activity: How will you apply this? #Agile

Thank You!

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