TMMi; process improvement for digital transformation

MTP's relationship with the TMMi model

7 years have gone by since MTP was certified for the first time at a TMMi maturity level. It was level 3!! That process was long, complex, full of doubts, and without any certainty that it would in fact be useful as we were the first in the world.

We started from a position of extensive technical knowledge and a lot of experience in test tools and activities, but we lacked of organisation, method and, above all, a defined process. This level entailed the definition of multitude of processes, the implementation of templates and tools and a major cultural change.

A year later, and with all level 3 requirements implemented and institutionalised, we focused on TMMi level 4. Unlike levels 2 and 3, this level required less processes definition, but entailed greater automation of activities and use of indicators. This is why we defined a set of metrics to measure the product quality and test process and materialised it into a dashboard at project, service and organisation levels. This allowed us to measure the quality level of the products we delivered and the effectiveness and efficiency our testing process.

Once we were certified at level 4, we decided to go further and approach the maximum maturity in software testing process: TMMi level 5. This level is characterised by decision-making based on statistical methods and defect prevention. This entailed a change of mentality in the organisation: our goal would not only be to detect the greatest number of defects, but also to prevent them from occurring!! In the end, we got certified in June 2013 and recertified 3 years later.

Our journey through the different TMMi maturity levels has been nothing but advantageous; we have an optimised test process based on statistical analysis. This has allowed us to improve factors such as increasing the productivity of our test designers by 15% or the executors by 25%. It has also allowed us to increase the defect detection ratio by 12% and the defect prevention ratio by 8%. In addition, it

has allowed us to mature at organisational level and to have a team of people with an incredibly high degree of technical knowledge in the different SQA activities.

In spite of having achieved level 5 4 years ago, we have been continuously improving since then. Although there are no further maturity levels, the reality is that our process has nothing to do with the one we had 4 years ago. For example, we now have a metrics dashboard that automatically generates indicators and charts online showing important aspects such as:
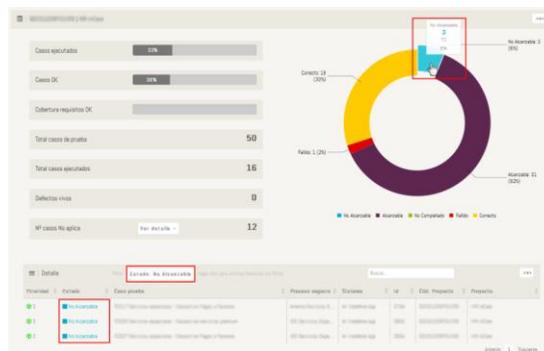
- Release progress
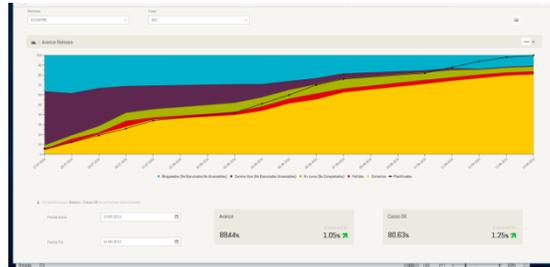
- Test project progress
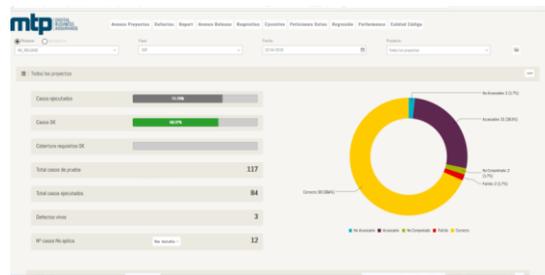
- Volumetry of cases
  designed vs executed

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- Regression efficiency

In addition, we have incorporated new test activities and services in order to be able to offer our clients a global quality assurance of their systems. This includes all testing levels, test automation, code analysis, cybersecurity and user experience assurance.

We can now say that we not only assure the software quality, but also the digital business, as we cover all aspects that influence our clients' digital transformation.

Returning to the start of the article, 7 years have gone by since we committed to TMMi, and we can now say with absolute confidence that this model has helped us not only to improve our test process, but also to understand software quality in the broadest sense of the word.

7 years later, we can be happy with the path we have taken, being a benchmark in digital business assurance.

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