





Conclusions

- ❖ Defects can tell us a lot...
 - ❖ About projects
 - ❖ About products
 - ❖ About processes
- ❖ Be careful not to misinterpret what your defects are telling you
- ❖ Listening to your defects can help you optimize outcomes across a range of activities
- ❖ Strike up a conversation with some bugs when you get back to work!



To Contact RBCS

For almost twenty years, RBCS has delivered consulting, outsourcing and training services for software and hardware testing and quality. Employing the industry's most experienced and recognized consultants, RBCS conducts product testing, builds and improves testing groups and hires testing staff for hundreds of clients worldwide. Ranging from Fortune 20 companies to start-ups, RBCS clients save time and money through improved product development, decreased tech support calls, improved corporate reputation and more. To learn more about RBCS, visit www.rbc-us.com.

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