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Abstract

Existence of defects during software development process is basically attributable to the intrinsic complex nature of software. Hence, various defect management techniques are adopted in software industries in order to enhance the level of confidence during software development process such that the end product is deployed with as minimal defects as possible. Nevertheless, there still reside defects which escape the production system and gets deployed onsite as defect leaks. However, it is not just the defect leak which is matter of concern, but the type of defect that had escaped from quality assurance team. This paper thus aims to provide a comprehensive examination of defect leak and its root cause analysis. The

study is carried out in one of the leading product based software industry where projects for investigation comprise of non-critical applications. The inferences throw light on the possible root causes for occurrence of P1 type of pre-production defects.

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