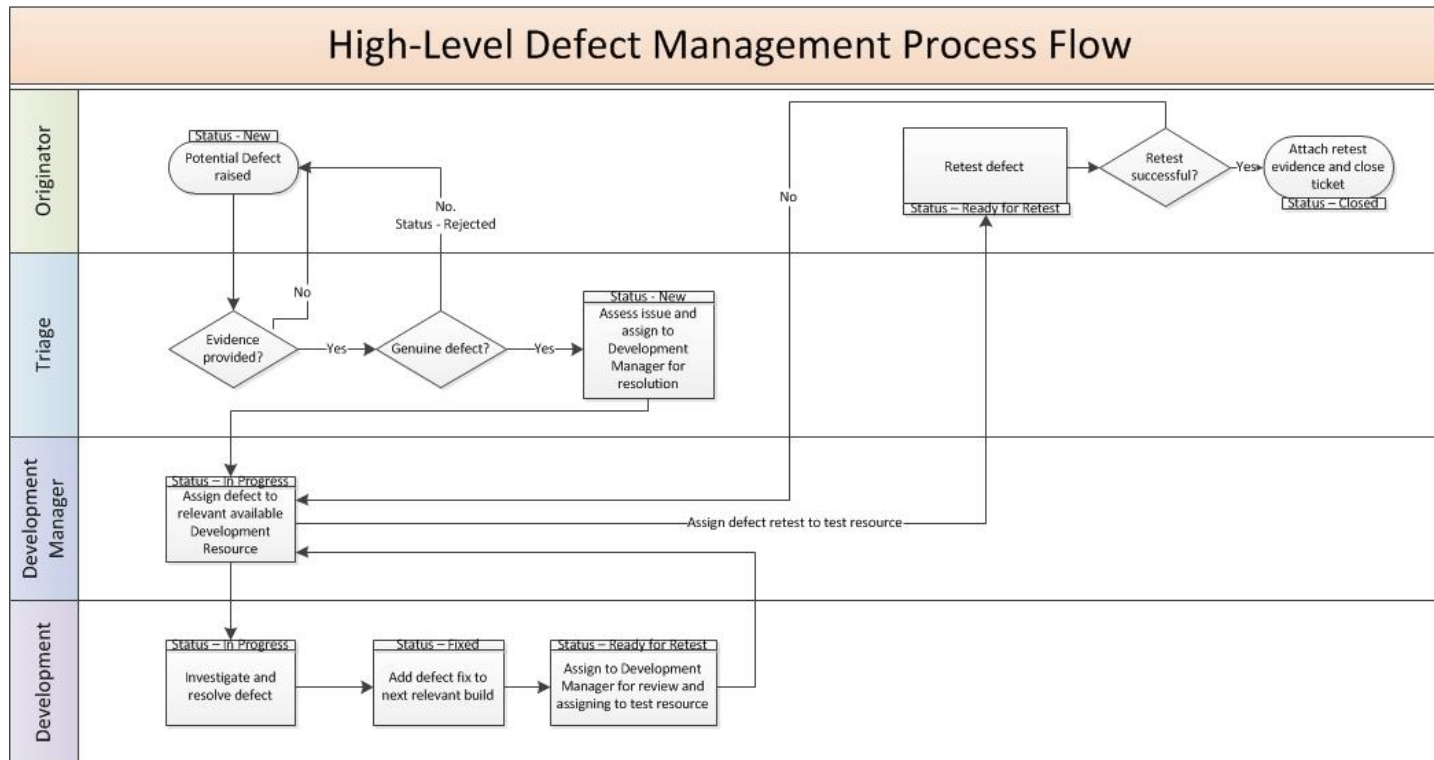


# 1 DEFECT MANAGEMENT PROCESS – MAT



The example above shows the logical defect management process. Depending upon the chosen defect tracking tool, the status of the defects may differ, but the process will be the same:

- Tester raises a defect
- Triage point assesses validity and either rejects it or assigns it to the development manager
- The development manager assesses which development resource is best-placed to investigate and resolve the defect
- The defect is fixed and assigned back to the development manager to ensure the correct status is recorded, evidence of fix is attached, and then it is assigned back to the tester who raised the defect
- The tester then tests the defect fix and reports the success / failure (with the process beginning again if the fix has failed).