



Mobile App Quality - Stephen Janaway

Definition of Quality

- 19% of online retail on mobile in 2014
- 15% on mobile 2015
- Challenges going global
 - Localisation
 - Varying market needs
 - Regulatory environment
- Not just about bugs
- Broken functionality
- Handovers, dependencies, transactions
- Performance, reliability
- Error handling
- Edge cases
 - Balance across multiple currencies
- Unintuitive flows
- Visuals
 - Content
- Quality at the beginning
- Consistency across platforms
- Customer viewpoint
- Market specific
- Cross project quality roles
 - More like a 'Fire Safety Officer'
 - Currently 5 roles, across Paypal

Mobile Presence

Mobile Challenges

'Classical' QA process doesn't solve things

- Mobile Presence
 - App
 - Wallet
 - Transactions
 - Check in
 - Offline payments
 - Architecture
 - Mobile Checkout
 - Mobile SDK
 - Merchant integration
- Mobile Challenges
 - Mobile web vs native app
 - Fragmentation
 - OS
 - Device
 - Network dependencies
 - Offline
 - Power consumption
 - Test Environments
 - Testing in production
 - Sometimes inevitable
- 'Classical' QA process doesn't solve things
 - Problems found too late
 - No time to fix
 - Longer time to fix
 - Potential negative exposure
 - Image loss
 - Business interruptions
 - Ruin merchant sales
 - Too Expensive