

Quality Assurance Performance Metrics Report

Date: [Insert Date]

To: [Recipient's Name]

From: [Your Name]

Subject: Quality Assurance Performance Metrics Overview

Dear [Recipient's Name],

We are pleased to provide you with an overview of the Quality Assurance performance metrics for the [insert time period]. The following key areas have been analyzed:

1. Defect Rates

Overall defect rate: [Insert Percentage]%

Critical defects: [Insert Number]

Minor defects: [Insert Number]

2. Test Coverage

Test cases executed: [Insert Number]

Total test cases: [Insert Number]

Coverage percentage: [Insert Percentage]%

3. Customer Satisfaction

Customer feedback score: [Insert Score]/10

Positive feedback: [Insert Percentage]%

Area for improvement: [Insert Area]

4. Time to Resolution

Average resolution time: [Insert Time Period]

Resolved tickets: [Insert Number]

Open tickets: [Insert Number]

We continue to strive for excellence in quality assurance and appreciate your ongoing support. Should you have any questions or require further details, please feel free to reach out.

Best regards,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]