



World Quality Report

2020-21 | TWELFTH EDITION

In association with:



World Quality Report 2020-21

150,000+

Unique data points on quality assurance and software testing

6 >

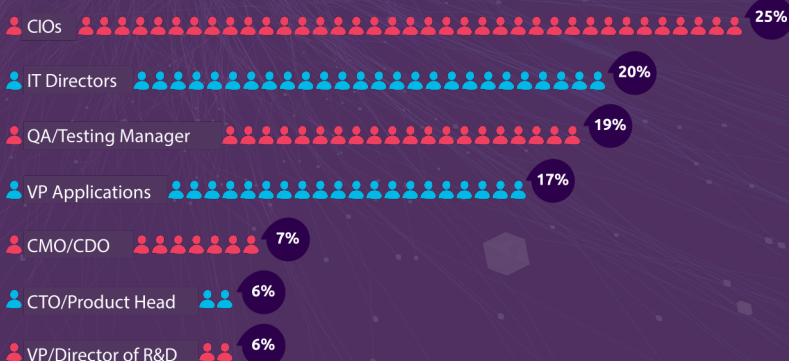
Content themes aligned with market trends

Featured Themes

- QA orchestration in agile & DevOps
- AI & ML in QA
- Test Automation
- Test Environments & Test Data
- Budgets and cost containment
- Impact of COVID-19 on QA

1,750

Participants from
32 countries
10 sectors
7 respondent groups



Executive Summary

World Quality Report 2020-21



Sathish Natarajan

Group Vice President
Head of Digital Assurance
and Quality Engineering
Capgemini North America



Kyle Abraham

Director
Head of Digital Assurance
and Quality Engineering
Capgemini Heartland Division

This has been a year of steady and encouraging progress. Acceleration in QA transformation is visible, and we think that also contributed to a great extent in the resilience shown by the QA and IT teams in the face of the COVID crisis.

The adoption of agile and DevOps continues to grow. The uptake of artificial intelligence (AI) and machine learning (ML) in QA has been growing gradually, with some of the use cases maturing and others getting evaluated. Test automation is moving forward too, and is becoming more intelligent and comprehensive. In some cases, the pace of change has been hampered by legacy practices, budget constraints, and skills gaps, nonetheless, the momentum has been encouraging.

Quality is now being assured by following better engineering practices, yet the testing mindset remains as relevant as before.

Where to Download Full Copy of WQR?

Please visit our Website

<https://www.capgemini.com/research/world-quality-report-wqr-20-21/>

Molly will share the URL!



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Part of the Capgemini Group, Sogeti operates in more than 100 locations globally. Working closely with clients and partners to take full advantage of the opportunities of technology, Sogeti combines agility and speed of implementation to tailor innovative future-focused solutions in Digital Assurance and Testing, Cloud and Cybersecurity, all fueled by AI and automation. With its hands-on 'value in the making' approach and passion for technology, Sogeti helps organizations implement their digital journeys at speed.

www.capgemini.com

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