

# **A Collaborative Tool for Improving the Quality of Defect Reporting in Localization Testing**

Chia-Ling Chang<sup>1</sup>, Wei-Yu Tai<sup>2</sup>

<sup>1</sup>Department of Computer Sciences, University of Tampere  
Kanslerinrinne 1, FIN-33014 University of Tampere, Finland  
Chia-Ling.Chang@uta.fi

<sup>2</sup> Lionbridge Testing Service Oy  
Hermiankatu 3 A, FI-33720 Tampere, Finland  
Wei-Yu.Tai@lionbridge.com

## **Abstract**

This paper introduces the implementation of a collaborative tool for improving the quality and process of defect reporting in a localization testing subcontractor. By presenting “Reporter”, a tool designed to support defect report writing, information sharing, and the prevention of information overload, this paper presents the idea that the process of defect reporting and supporting tools in a subcontractor could impact software quality. We found that implementing such a collaborative tool internally helped increase the quality of defect reports, the efficiency of testing, and the reporting process as a whole.