



WEBINARS 2019

Increased customer satisfaction through improved requirements understanding

Tuesday, 05 March 2019

Presenters' profile

- ▶ Christer Fröling
 - ▶ CEO, Reuse Scandinavia AB



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- ▶ Cecilia Karlsson
 - ▶ Marketing & Communication



Cecilia Karlsson
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Introduction: Webinar rules

- Webinar rules:
 - The Webinar will start in few minutes
 - You'll be muted all along the Webinar
 - There's a chatting box to ask your questions or send your comments when you want
 - Please address these comments and questions to the user "The REUSE Company" and not to the presenter directly
CAKE19\$Reqs\$CAKE19
 - If you have any technical issue please use this chatting box, or mail us at: support@reusecompany.com
 - The Webinar will be recorded. A link to the recording will be sent to you in few days

- Description of The Reuse Company
- What do we mean when we talk about **customer satisfaction**?
- What are the different components of **human understanding**?
- The concept of **requirement quality** and how are these three interlinked?
- Q&A

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The REUSE Company – TRC Worldwide

- Local partners: France, Germany, Italy, Spain and Japan
- Customers in different countries along United States, Europe and Asia
- TRC Headquarters is based on Madrid (Spain)
- United Kingdom TRC office
- Scandinavian TRC office (Sweden)



TRC WEBINARS 2019

The REUSE Company (TRC)

Tools and solutions for knowledge Traceability, Reuse and Quality management

Specialized in the application of **Semantic Analysis Technologies** to a wide range of industries (Aerospace, Defense, Automotive, Railway, Energy...)

Focus: System/Software **Reuse, Traceability and Quality**. Integration of tools and technology from **The REUSE Company** facilitates the representation, analysis and exploitation of knowledge and enables a knowledge-centric systems engineering approach.

Mission: promoting system/software and knowledge reuse within any organization, by offering **processes, methods, tools** and **services**. Technology fully integrated within the organization production chain.



REVaMP²



Innovative technologies applied to
Knowledge Reuse

Christer Fröling



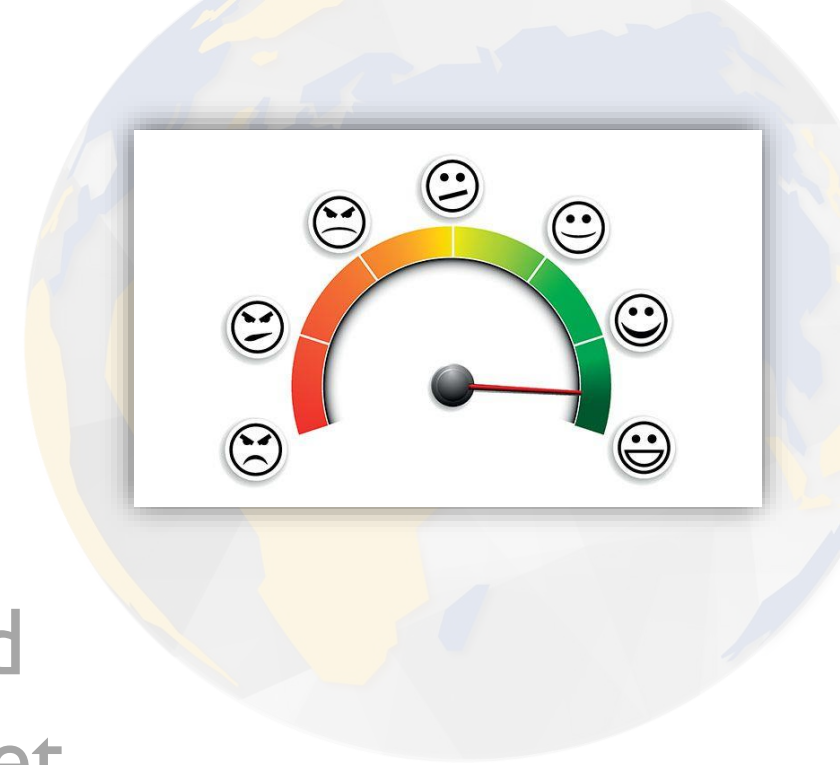
- Christer worked in the Medical and Defence sectors at either industrial organisations or as business entrepreneur for over 20 years at various operational and management levels.
- Currently he is the CEO of REUSE Scandinavia in Sweden which specializes in requirements quality services and tools within the Scandinavian region.
- Christer is a driven change facilitator and has successfully adopted and implemented international process frameworks and standards within industry.
- He has in recent years specialised in organisational learning, change management, process improvements, LEAN and Systems Engineering (SE) and Requirements Engineering (RE). The requirements definition and formulation parts of RE connected to the concept of understanding has been of special interest.

- › Description of The Reuse Company
- › **What do we mean when we talk about customer satisfaction?**
- › What are the different components of human understanding?
- › The concept of requirement quality and how are these three interlinked?
- › Q&A

Customer Satisfaction

Customer satisfaction is a term frequently used in marketing. It is a measure of how products and services supplied by a company meet or surpass customer expectation.

Source: Wikipedia

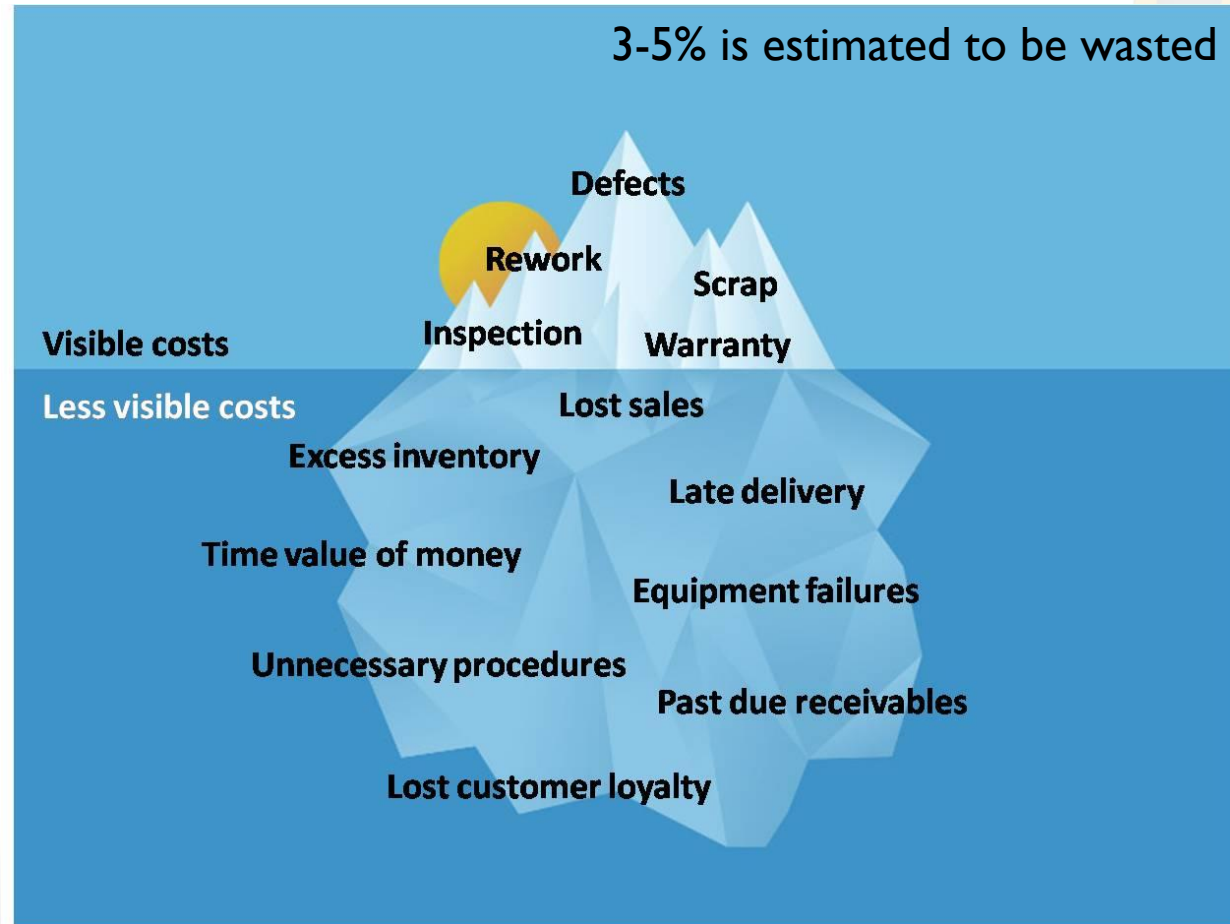


Quality is the totality of features and characteristics of a system or service that bears its ability to satisfy stated or implied needs.

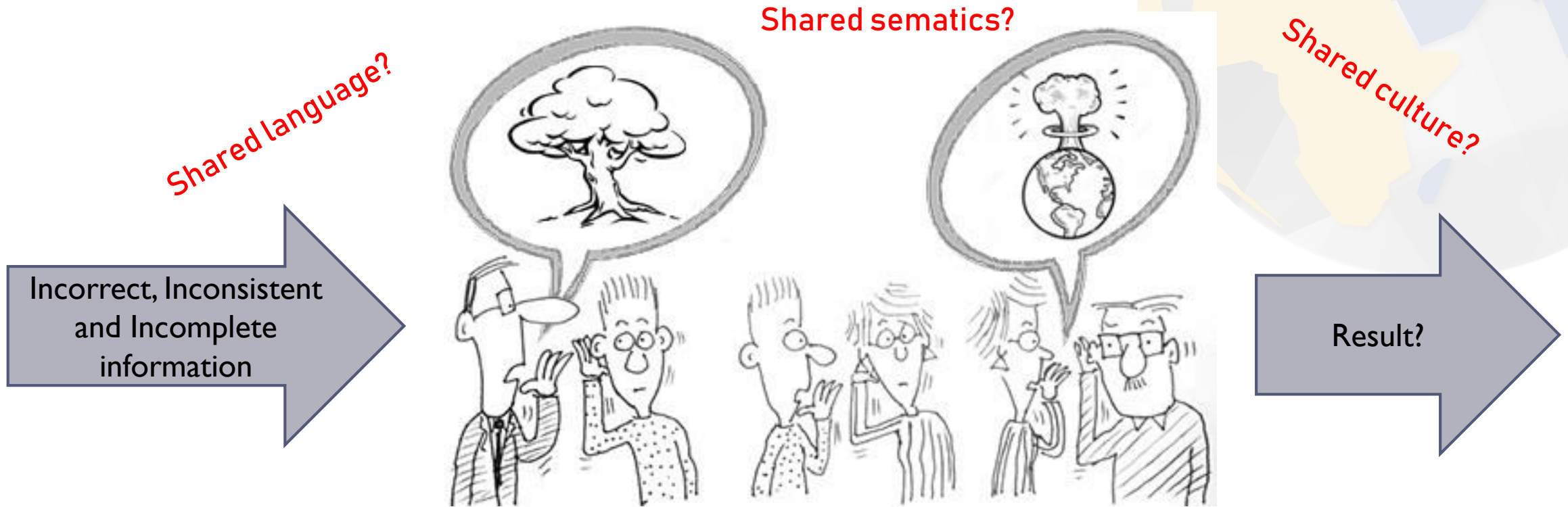
Adapted from ISO 9000:2014



Result of poor quality=Waste

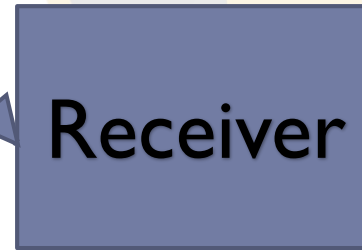
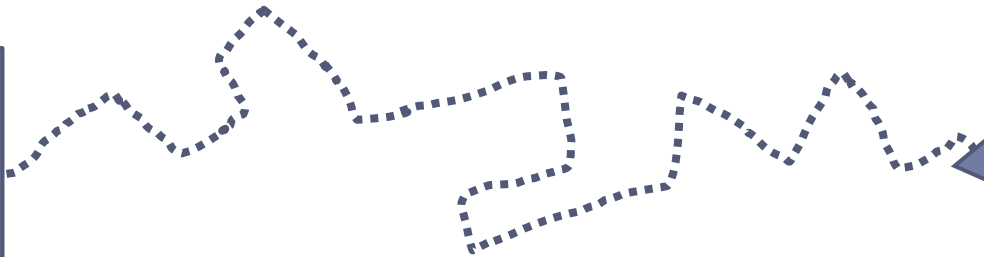


The art of (miss) communication – The root cause to poor quality?



- › Description of The Reuse Company
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Requirements are used to capture and describe a need



This is regardless of development practice:

- Water fall
- Iterative
- Test driven
- Agile
- Scrum
-



Development team X



You will not get what you asked for...

You will get what the receiver **THINK** you asked for

Brain Test no #1

- You might not realize it, but your brain is a code-cracking machine...

For example, it doesn't matter in what order the letters in a word appear, the only important thing is that the first and last letter are in the right place.

The rest can be a total mess and you can still read it without huge problems



Brain Test no #2

- You might not realize it, but you react, think and behave based on information, history and knowledge..

When you are at the store get 2 litres of milk. If they have cheap eggs, take 4.

If not, skip it.

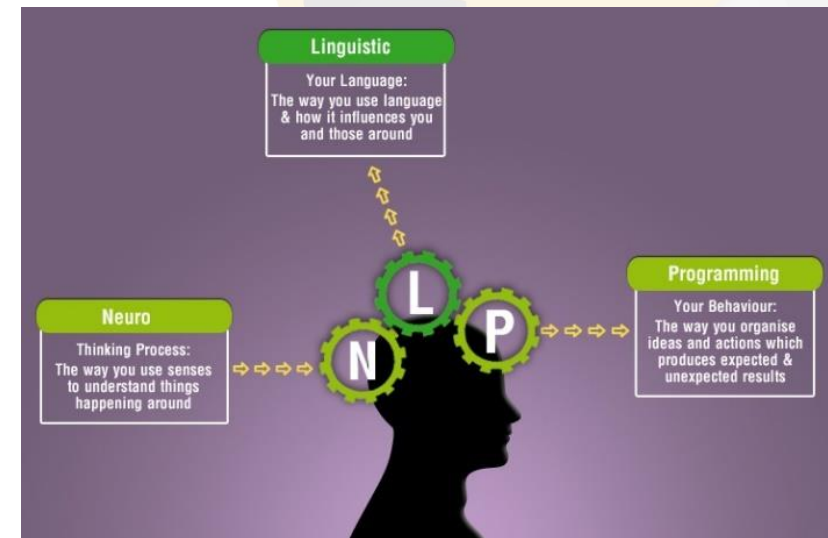


RESULT?

Why focusing on information quality?

- Because communication among **humans** is not always that easy and we fool ourselves and others

[Deletion] [Conclusions]
[Generalization]
[Distortion] [Language / Culture]



Source: https://en.wikipedia.org/wiki/Neuro-linguistic_programming

Verify quality of the requirements

- Practice in facilitating reviews to avoid common mistakes like:
 - Doing the requirements walk-through **too early** in the design process
 - Reviewers are **not prepared** (reviewing on the meeting)
 - **Not involving the right people** (stakeholders).
 - No one says a word (being **silent is NOT acceptance**)
 - **One strong party** sets the complete scene
 - **Feedback is centered around typos**, not meaningful content (missing completeness and consistency)
 - It develops into a **design meeting**

- 2.4.7 Consideration should be given to designing rolling stock with provision for retrofit of energy storage equipment (if cost effective and practicable).
- 2.4.8 In order to compare proposed train designs and identify the most energy efficient proposal, manufacturers should be required to provide energy consumption data for a representative diagram over representative routes.
- 2.4.9 Consideration should be given for some means to measure levels in fuel tanks of diesel engine trains and to measure consumption rates.

2.5 Auxiliary Power

- 2.5.1 Auxiliary power supplies shall be designed at the outset to provide sufficient spare capacity for the life of the rolling stock to allow the flexibility for the future installation of ERTMS (see 5.3) and additional equipment that may be required to support future business needs.

Note: Historically a figure of 10% spare capacity has been used and is viewed as appropriate.

2.6 Pneumatic air supply

- 2.6.1 Air supplied by the train shall be clean, dry and free of oil to slow deterioration of components and limit the likelihood of freezing in cold weather.

2.7 Transposition of EMF (Electromagnetic Field) Directive

- 2.7.1 This Directive, 2013/35/EU, is transposed into UK law in July 2016 and must be complied with from then.
- 2.7.2 RSSB are to produce a guidance note "GLGN1620: Guidance on the Application of the Control of Electromagnetic Fields at Work Regulations" which will be published in mid-2016.

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Requirements Review Meeting!?

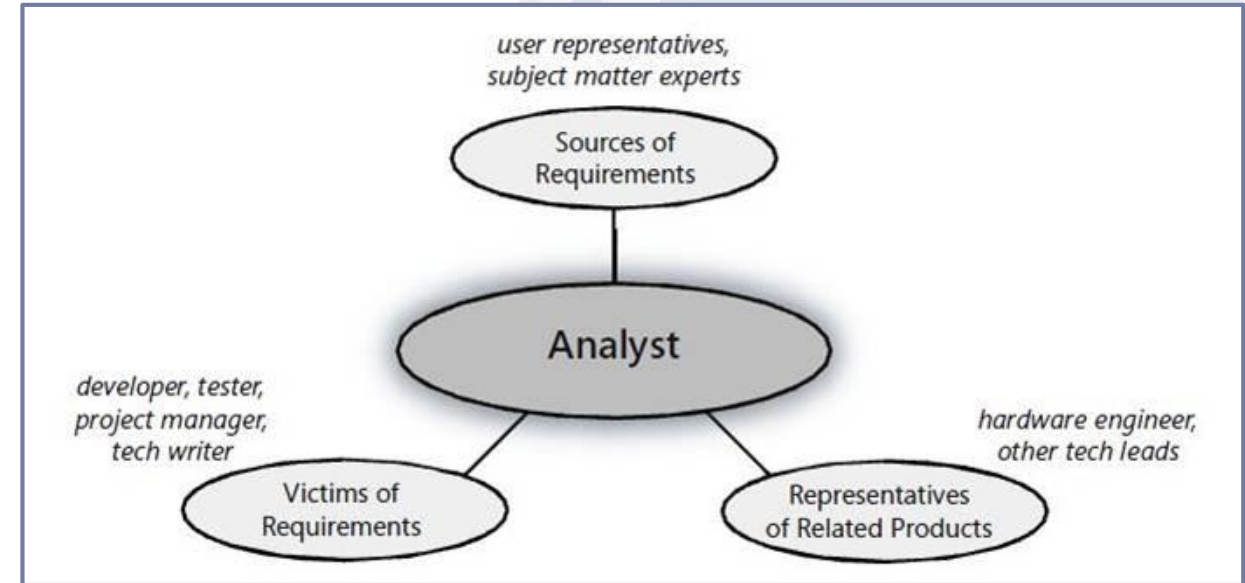
- Would you refer to be able to confirm the quality of your Customer's Requirements
 - to your standards or
 - to their standards or
 - or to a standard agreed, controlled and enforceable by both of you?
- Would you refer to be able to confirm the quality of your Supplier's Requirements
 - or to a standard agreed, controlled and enforceable by both of you?
- What work products / information items would you like to objectively assess the correctness, completeness and consistency of?



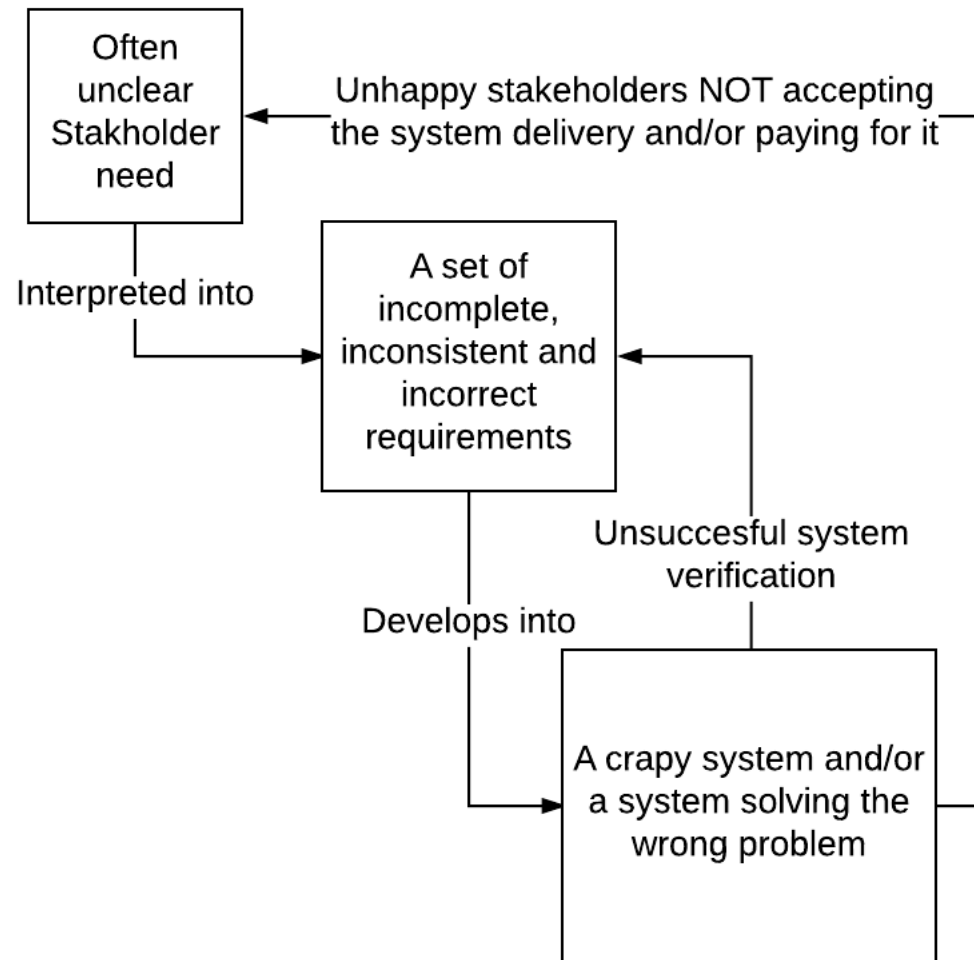
This Photo by Unknown Author is licensed under [CC BY-NC-SA](https://creativecommons.org/licenses/by-nc-sa/4.0/)

The quality of a peer-review?

- The process is "unjust, unaccountable ... often insulting, usually ignorant, occasionally foolish, and frequently wrong." **We are correcting minors and missing majors..**
- *Richard Horton*
- Fixing typographical and grammatical errors is useful because any changes that enhance effective communication are valuable. However, this should be done **before** sending out the document out for broad review. Otherwise, **reviewers can trip on these superficial errors and fail to spot the big defects that lie underneath** – *Carl Wiegiers*

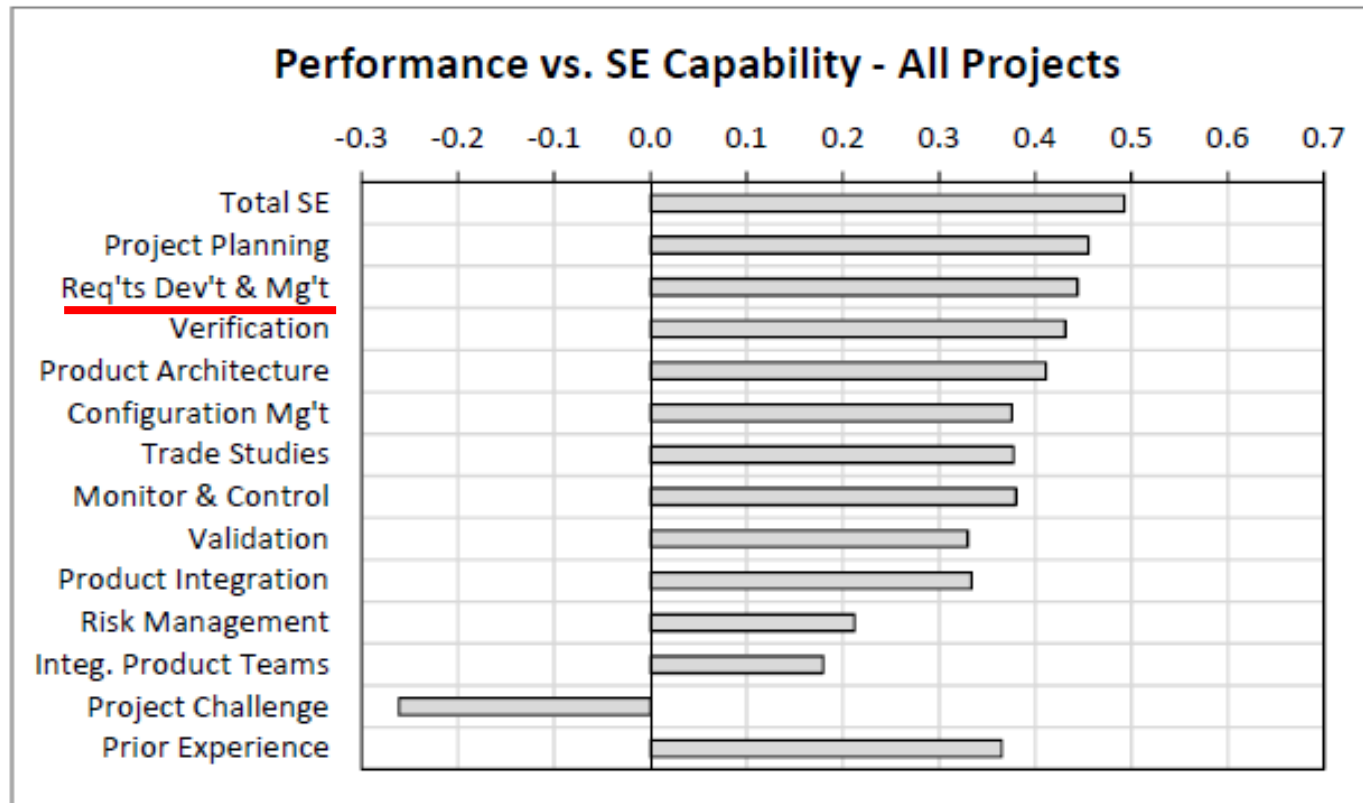


The death spiral

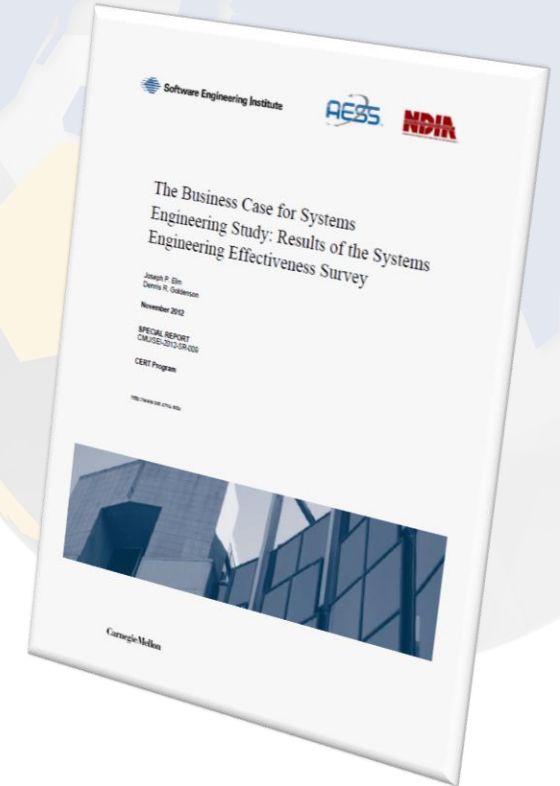


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Why projects SUCCEED?



Source: *The Business Case for Systems Engineering Study: Results of the Systems Engineering Effectiveness Survey, 2012*



Requirements Development & Management

RM Tool

Requirements Management (RM) - Governance

Create structure for requirements & verification data

Create **Traceability**

Change Management

Requirements validation

Review of Requirements

Rules for Requirements creation

Create understanding and engagement

Identify inconsistency and contradictions

Identify, formulate and decide on requirements

Requirements Development (RD) - Development

RD Tool



Sweden, Japan, Spain, Germany, USA, UK, France

Microsoft SQL Server
MySQL
ORACLE

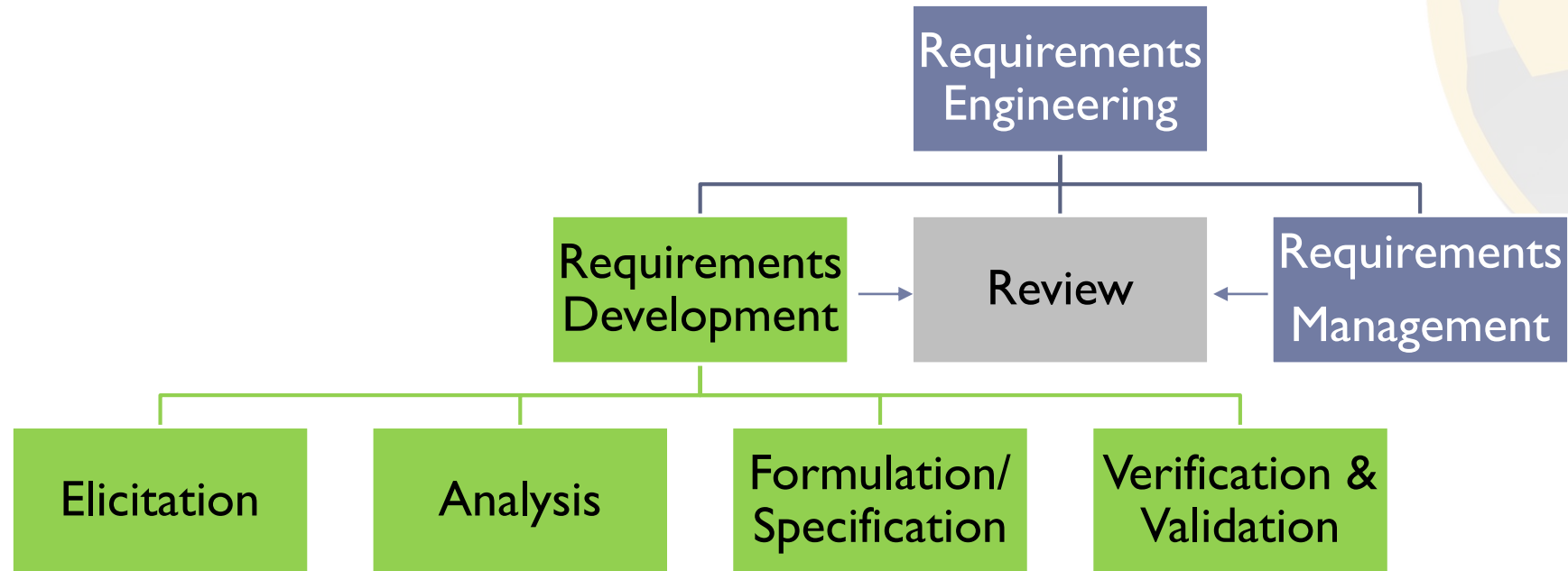
Lastly, with the Knowledge Interfaces the SKM can connect to more than 25 most common tools to develop system documentation. And many more are yet to come! Even SKM users can develop their own new connectors to different tools with our APIs

IBM Rational, PDF, X, W, XML, ADELARD, fmi, UNIFIED MODELING LANGUAGE

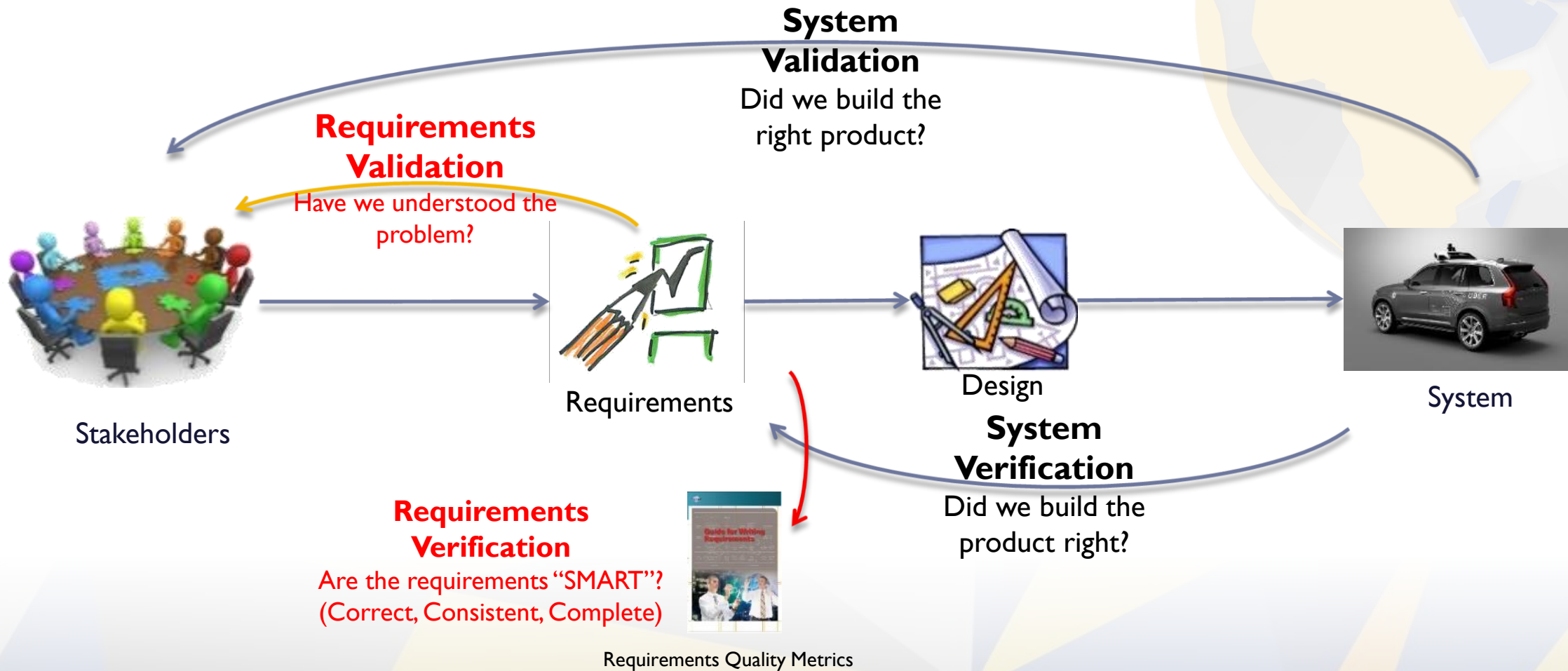
OSLC, integrity, Microsoft SQL Server, ReqIF, FUNCTIONAL MOCK-UP INTERFACE

protégé, MATLAB & SIMULINK, pure::variants, MODELICA, R D F

High quality Requirement Engineering

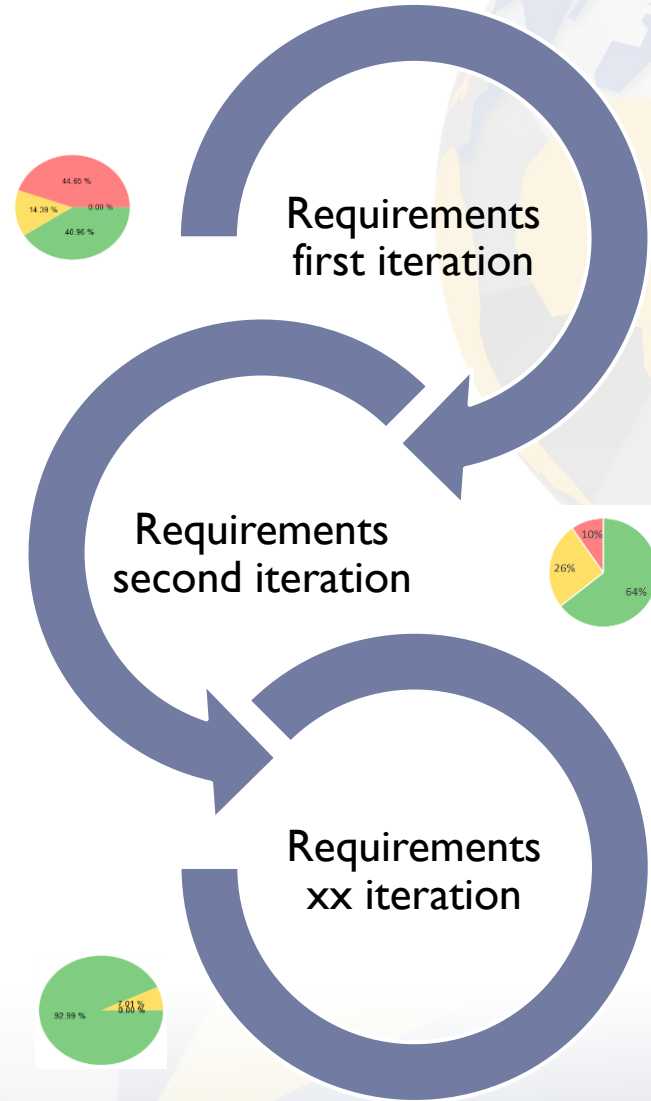
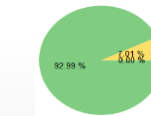
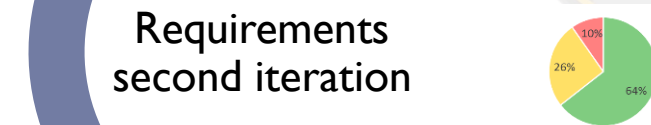
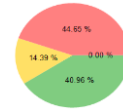


Evolution of the Verification and Validation with focus on requirements quality



Iterative requirements process

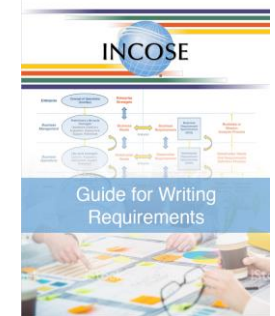
- Increased quality over time when project and system matures
- Start of with basic Sematic quality:
 - Basic Correctness
 - Some Completeness
 - No Consistency
- End of with high Semantics and Syntax quality:
 - Mature Correctness
 - Defined Completeness
 - Defined Consistency



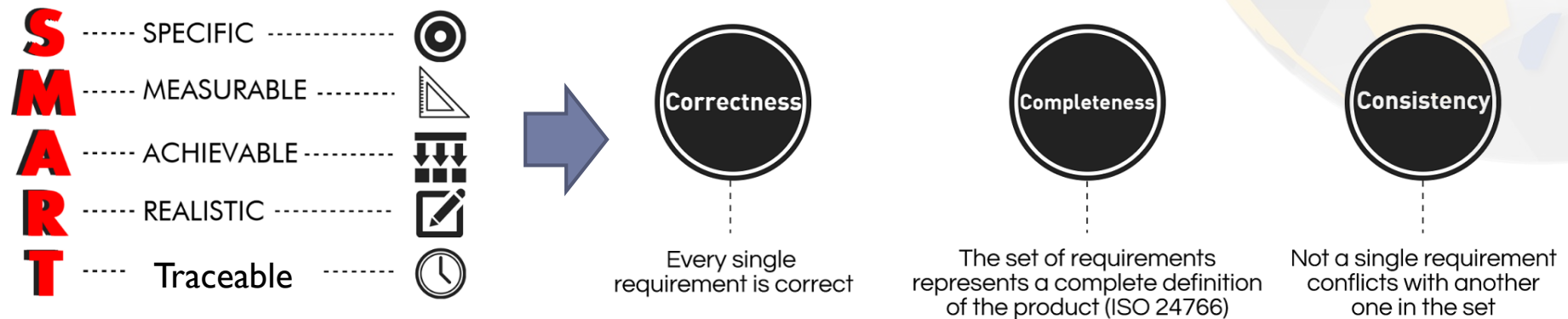
"Systemspecar_20181026.xlsx" workbook quality report

TVB-4274	Entreprenören ska beskriva sambandet mellan LCCA och RAME.	Correctness: ★★☆☆	Consistency: ★☆☆☆
TVB-4275	För design av genomgång mellan olika konfigurationer av ballastfria spår ska SS-EN 15432-1:2017 punkt 5.5 och SS-EN 15432-2:2017 4.2 följas.	Correctness: ★★☆☆	Consistency: ★☆☆☆
TVB-4276	Ballastfria spårsystem ska utvecklas och byggas enligt SS-EN 15432-2:2017 kap 5.4.4.2.	Correctness: ★★☆☆	Consistency: ★☆☆☆
TVB-4277	Uppbyggnad av pavement. Juxtill 10 i SS-EN15432-2:2017, ska ska enligt multi-typer för diverse fall.	Correctness: ★★☆☆	Consistency: ★☆☆☆
TVB-4284	Nivån på vibrationer orsakade av Tvärbans Kistagrenen ska vara mindre än eller lika med 0.4 mm/s i befästa och tillkommande byggnader.	Correctness: ★★☆☆	Consistency: ★☆☆☆
TVB-4285	Störrelseutvärdering. Regler ska utvecklas för att reducera störningar från exempelvis krypskador och infästningar för trafiklinjer mellan banor, för att storsluta ska underlätta naturvärdeutvärdering riktlinjer för buller och vibrationer.	Correctness: ★☆☆☆	Consistency: ★☆☆☆
TVB-4133	Tvärbans Kistagrenen ska utföras med en marginal om minst 5 cm(A) till Naturvärdeutvärdering riktlinjer för buller och vibrationer. Utöver detta ska även tillägg utvärdering av utrustning inreliabilitet invid bana vid nybyggnation av spårstrukturer och Regler i befästa i befästa, förutsatt att inte avvika medges i gällande skiljakt och eventuella planeringsplaner.	Correctness: ★☆☆☆	Consistency: ★☆☆☆

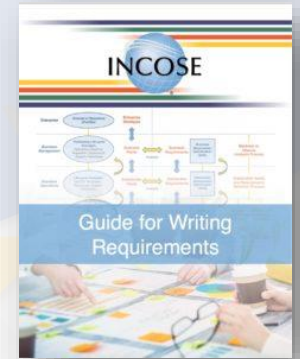
VERIFICATION Studio 11/7/2019 11:39:02 AM Page 4 of 8



Requirements Quality vs. Information Quality

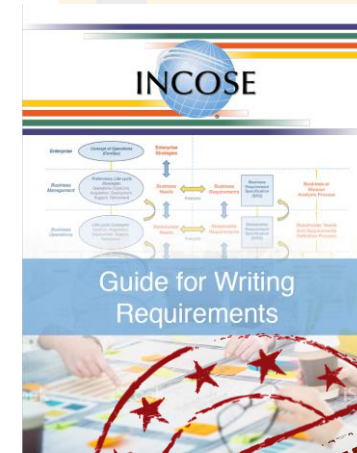
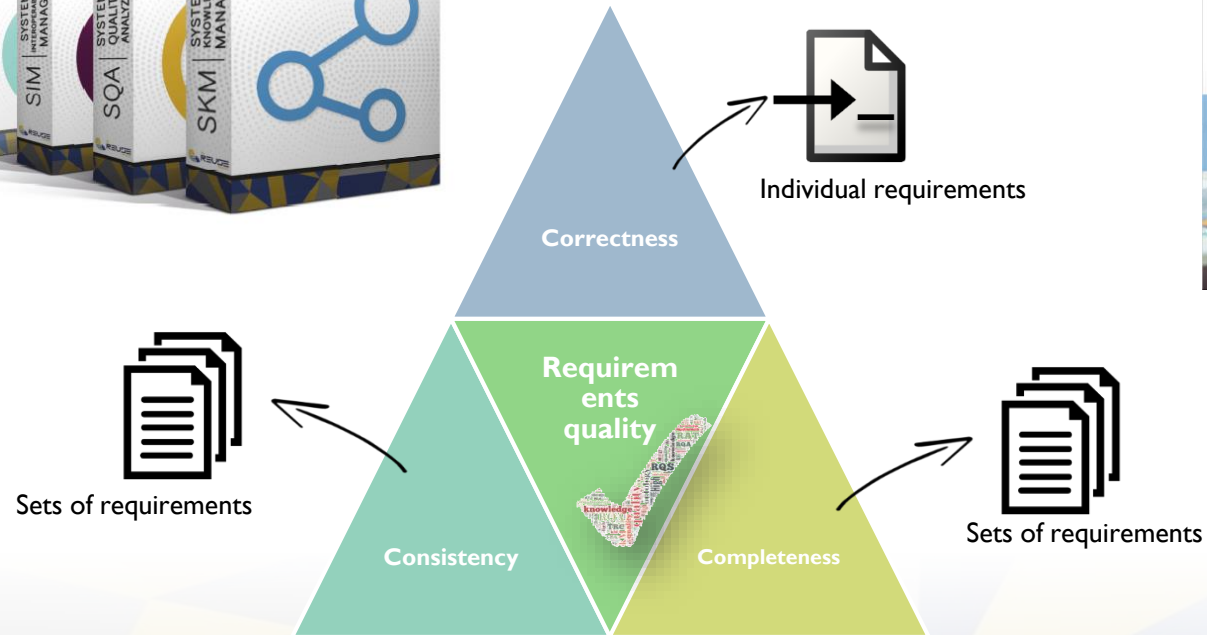


Characteristic	IEEE 830	IEEE 29148	IEEE 1233	ISO 24766	ESA PSS	NASA ARM	INCOSE Guide	Wieggers
Correct	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Unambiguous/Clear	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Complete	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Consistent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ranked/Prioritized	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Verifiable	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Modifiable/Configurable	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Traceable	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Necessary		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Appropriate							<input checked="" type="checkbox"/>	
Singular/Atomic		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
Feasible/Affordable		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Conforming							<input checked="" type="checkbox"/>	
Accurate					<input checked="" type="checkbox"/>			
Abstract/implementation free		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					
Bounded/Scoped		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
Granular/Abstraction			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
Conciseness				<input checked="" type="checkbox"/>				
Stability				<input checked="" type="checkbox"/>				
Modularity				<input checked="" type="checkbox"/>				



Requirements quality metrics

- The CCC* approach



*CCC – Correctness, Consistency and Completeness

Requirements Quality characteristics

▶ **Correct:**

- ▶ The requirement accurately copes with the corresponding needs
- ▶ There are no conflicts with any possible higher level requirements
- ▶ If it includes facts, these facts must be true





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Requirements Quality characteristics

- ▶ **Complete** (for individual requirements):
 - ▶ The requirement includes **all** the needed information so that the reader can fully understand it.
 - ▶ Reader: customer, tester, designer, developer...



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Requirements Quality characteristics

- ▶ **Complete** (for sets of requirements)
 - ▶ Describes **all** the desired capabilities and the proper responses to all possible situations
 - ▶ All meta data or attributes need to be present
 - ▶ Missing links (traces)
 - ▶ All different viewpoints must be considered:
 - ▶ System Characteristics
 - ▶ Architectural: interfaces, system composition
 - ▶ Safety: hazards and failure conditions
 - ▶ Operational environment
 - ▶ Regulatory

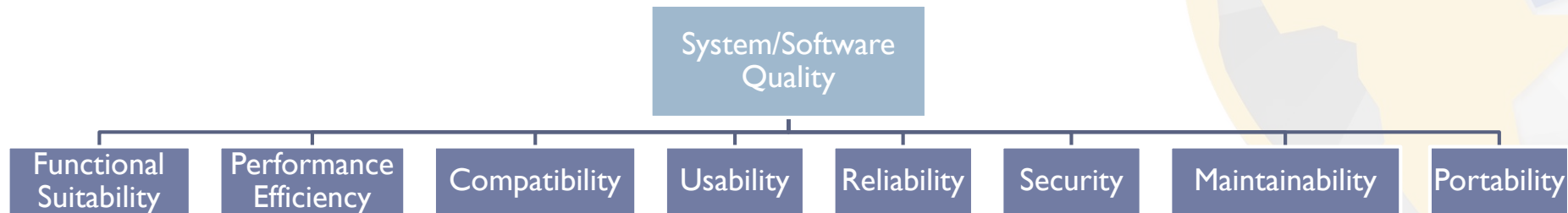
Requirements Quality characteristics

▶ **Consistent:**

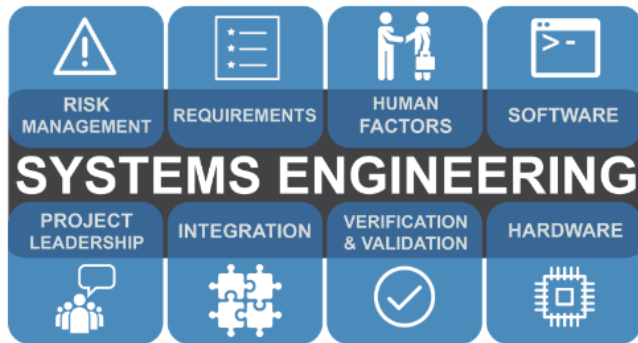
- ▶ Consistent vocabulary, writing style...
- ▶ Contradicting requirements: at the same level or between linked requirements in higher levels
- ▶ Redundancy: the same need expressed twice (duplicated requirements)
- ▶ Inconsistent measurement units (...inch/mm)



Quality of the Requirements = Quality of the System?



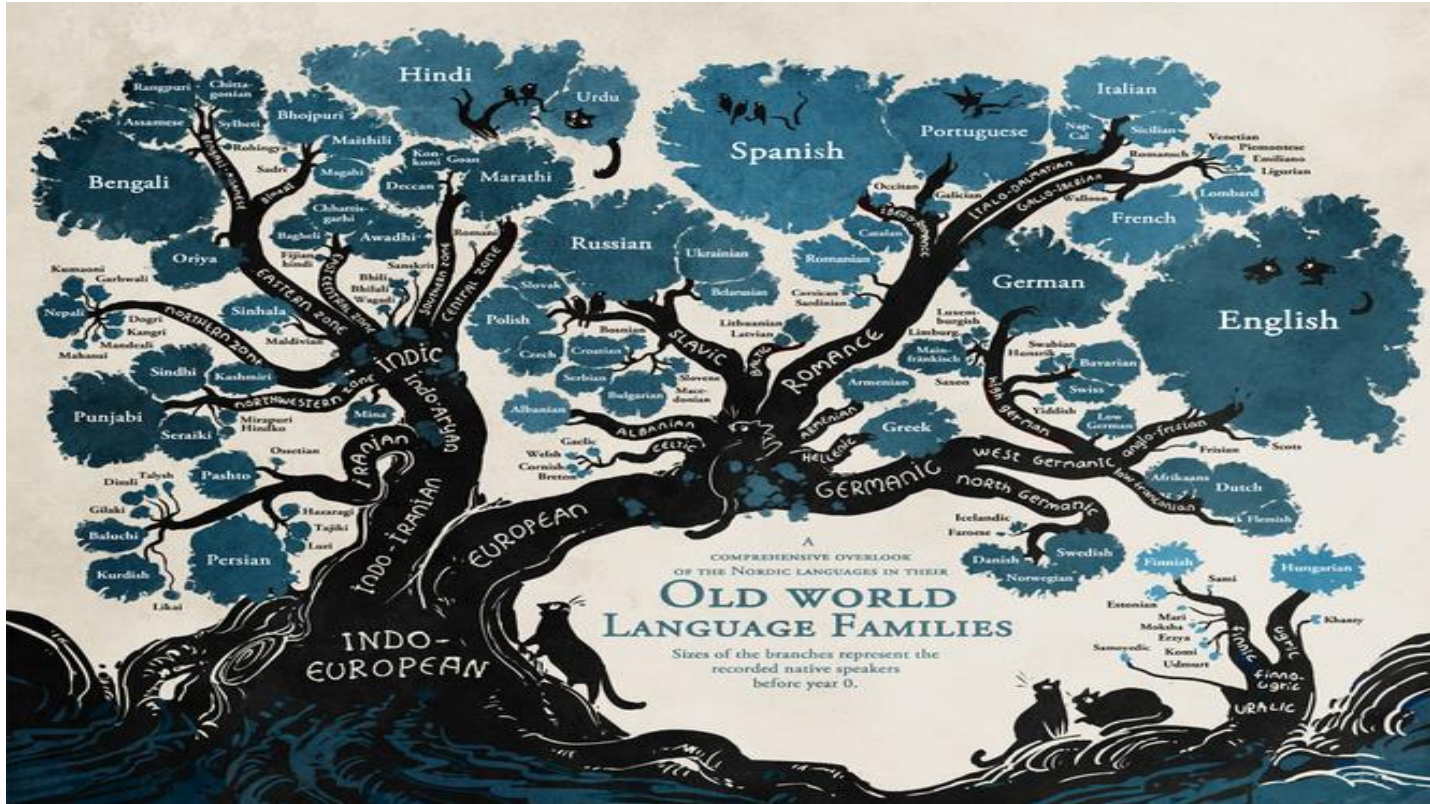
Source: ISO 25010:2011










We are all in agreement then.



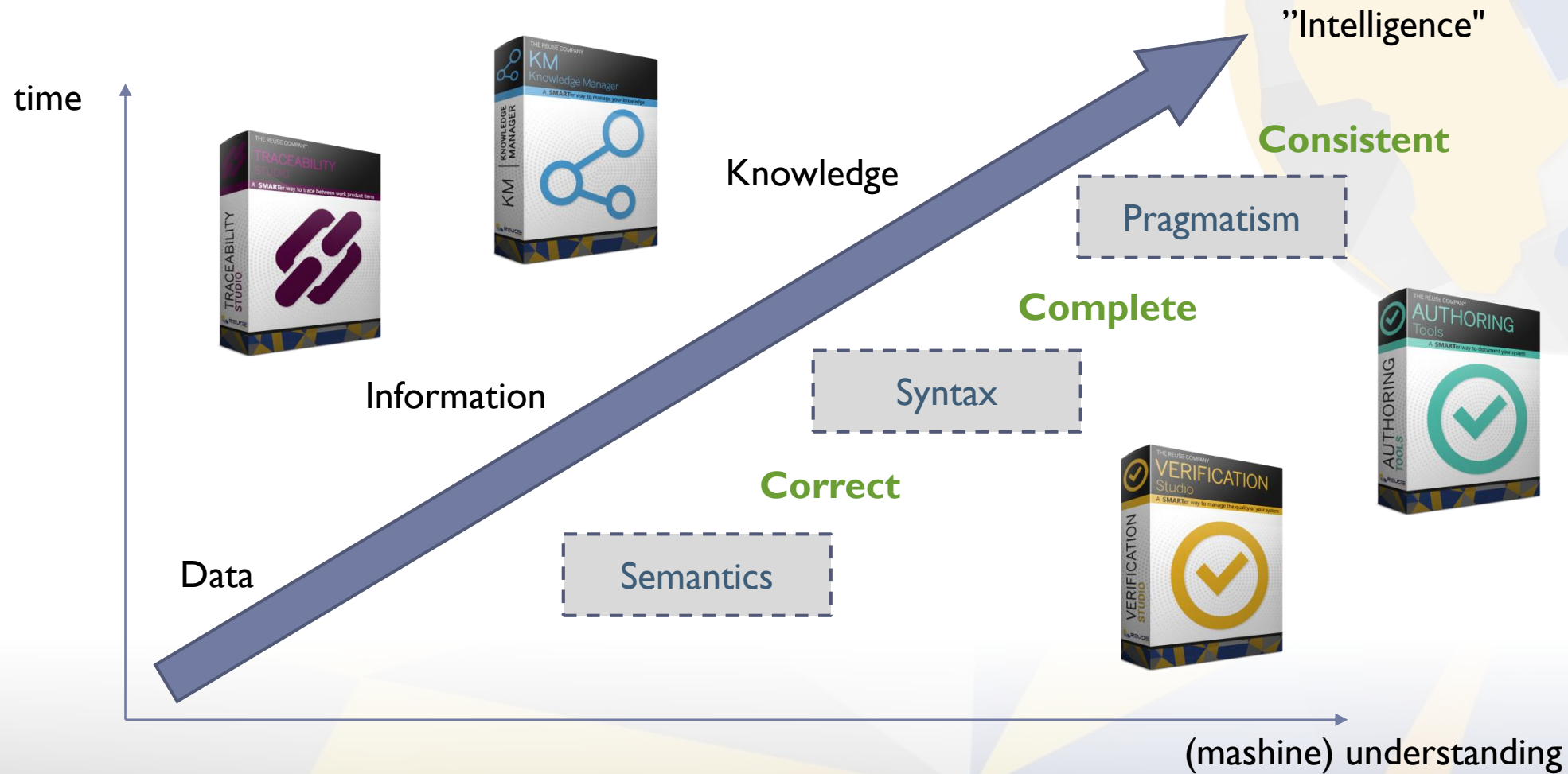
Knowledge Centric Engineering – Part of Artificial Intelligence (AI)



Goals of Artificial Intelligence

-  Reasoning
-  Automated Learning & Scheduling
-  Machine Learning
-  Natural Language Processing
-  Computer Vision
-  Robotics
-  General Intelligence

Natural language processing – The key to knowledge



01

Vocabulary

Controlled Organizational and Project Vocabulary for a common understanding among stakeholders



02

Conceptual Models

Recreate and capture the system architectures represented in views and models. Stablish relationships among system and system elements

03

Patterns

Represent requirements similarities and enable formal representation, automatic recognition and aid authors

05

Reasoning

A combination of rules, tasks and groups to infer information from valuable assets



04

Formalization

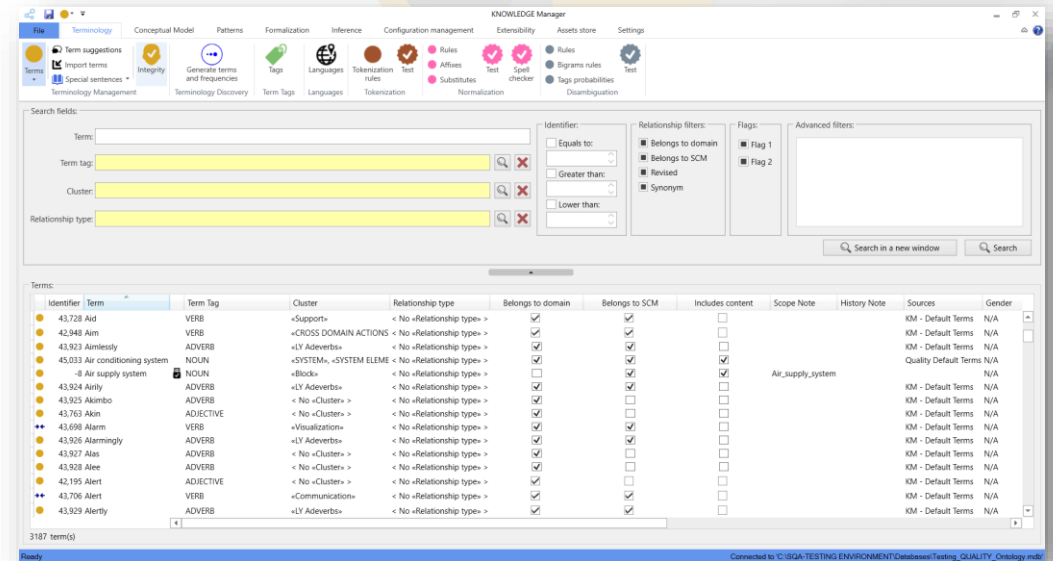
Representation of assets semantic through SRL – System Representation Language



01

Vocabulary

Controlled Organizational and Project Vocabulary for a common understanding among stakeholders





02

Conceptual Models

Recreate and capture the system architectures represented in views and models. Establish relationships among system and system elements



03

Patterns

Represent requirements similarities and enable formal representation, automatic recognition and aid authors



Name: [METRIC - System Component Definition (Completeness & Consistency)]

Description: N/A

Pattern group(s):

- METRIC - System Component Definition Requirements (Completeness & Consistency) (150)

Example: N/A

Indexable: Yes **Enabled:** Yes **Weight:** 1,200

Syntax:

DEFINITE ARTICLE + «SYSTEM ELEMENT» + «MODAL COMPULSORY» + VERB TO HAVE + NUMBER + «SYSTEM ELEMENT»

or

«SYSTEM ELEMENT» MODAL VERB

Editing CoRS_001 - REQUIREMENTS ENGINEERING Studio

File View Log

Authoring with pattern 'METRIC - System physical characteristic (Completeness & Consistency)'

METRIC - System physical requirements (Completeness & Consistency) (2) METRIC - System physical characteristic (Completeness & Consistency)

The power consumption of the

- Accumulator
- Air conditioning system
- Auxiliary electric system
- Auxiliary systems
- Battery
- Braking system
- Cabinet
- Cabling
- Car body
- Car body fittings

Matching patterns elements:

Example

37 terms

Show numbers

Show optional terms

Weight Pattern name

1100 METRIC - System physical characteristic (Completeness...

Correctness metrics summary:

High Quality 0.63

Metric Value

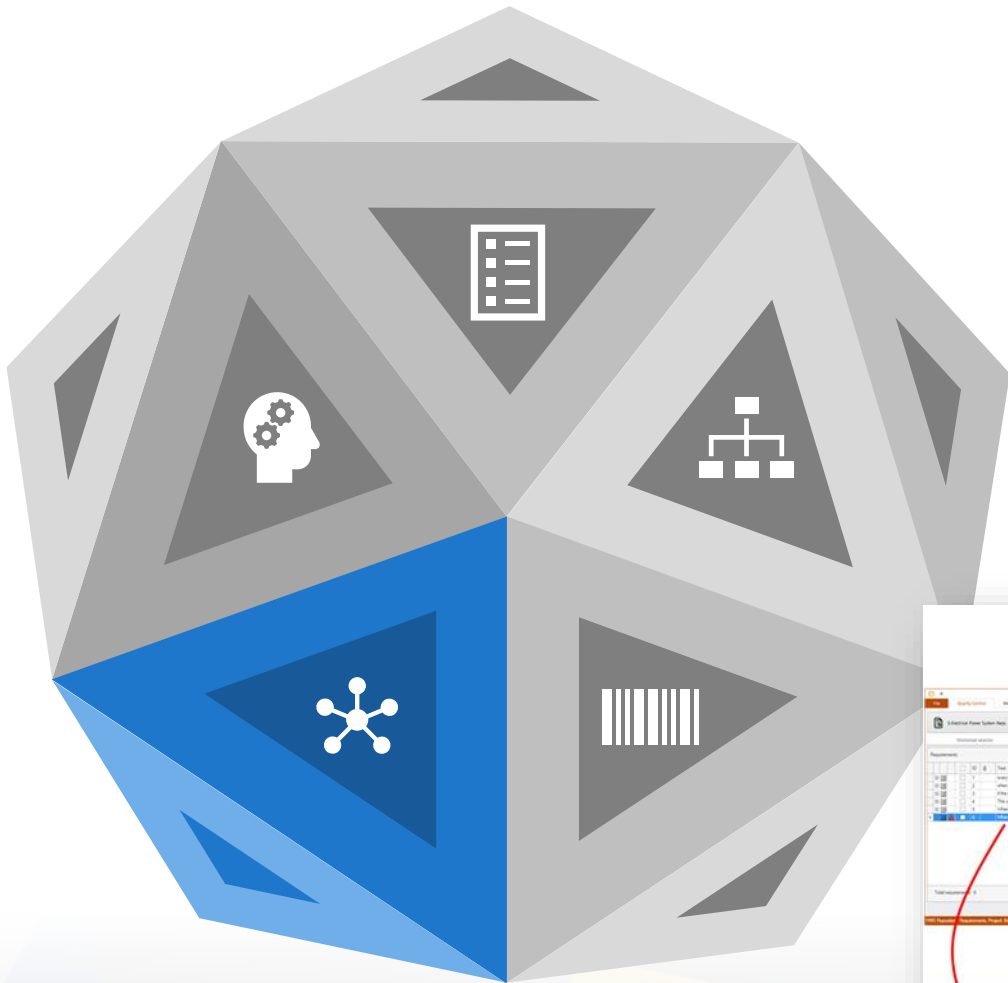
✓ R02 Precision - TRC - Imperative mode (Enforce) 0

[Suggest manual assessment](#) Ready

04

Formalization

Representation of assets semantic through SRL – System Representation Language



Pattern - Formalization - Properties

Pattern fields:

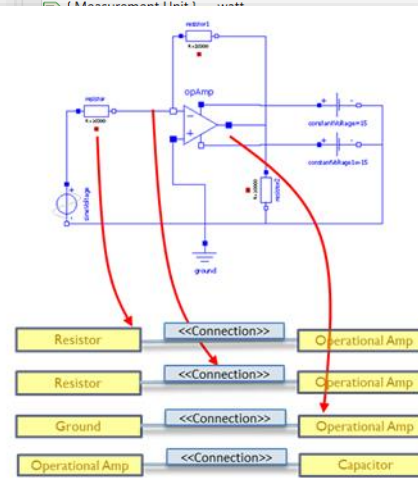
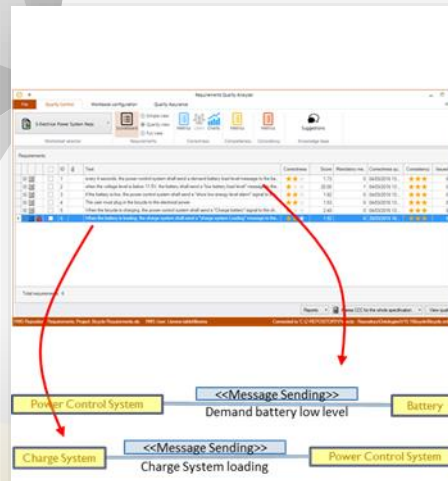
Identifier: 1,103 Name: METRIC - System physical characteristic (Completeness & Consistency)

Original example: the Maximum power consumption of the fan shall be lower than 5 watt

Current example: the Maximum power consumption of the fan shall be lower than 5 watt

Properties:

- Attribute type
- { fan } { air conditioning system } { power consumption } <= 5 { watt }
- (Element) = fan



Relationship

Valid

new verb side by here a word or

Add Term

Repetitive Group Repetitive Cartesian

component component

Expected rel. side from subpattern: Expected rel. side from subpattern:

Type: Empty Type: Empty

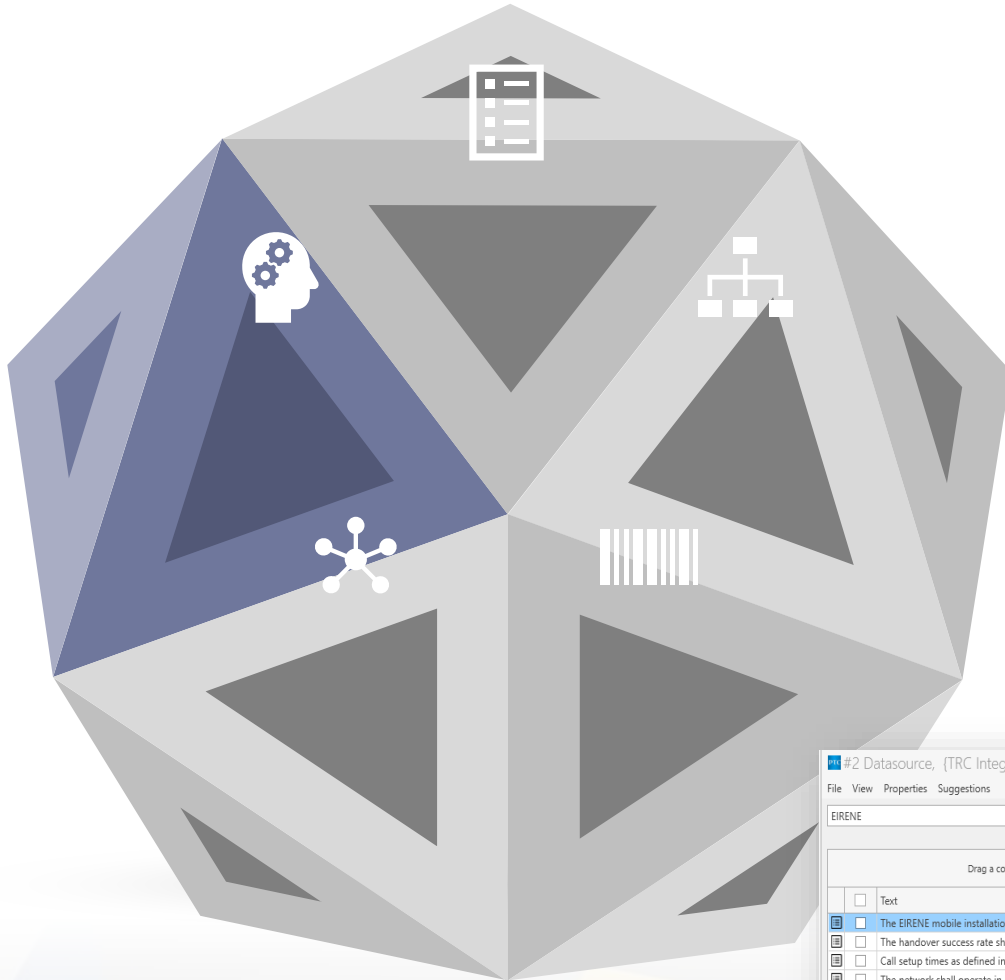
shall have 1 component

Have 1 Component

05

Reasoning

A combination of rules, tasks and groups to infer information from valuable assets



```
Source Code Editor
Task (Generate traceability based on PBS), custom-code
61
62
63
64
65
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79
80
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82
83
84
85
86
87
88
89
90
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93
94
95
96
97
98
99
100

if(token.InputTerm != null && termsVslWorkproducts.TryGetValue(token.InputTerm, out
current.Add(wp);
}
}
}
}
}

if(traceabilityAPI != null){
traceabilityAPI.ConfigureAPI(invokerAPI);
SemanticItem semanticRelationship = traceabilityAPI.GetCurrentConfiguredSemantics().FirstOrDefault();
HashSet<Tuple<IWorkproductInformation, IWorkproductInformation, SemanticItem>> workproductsToTrace =
List<IWorkproductInformation> sourceWP = new List<IWorkproductInformation>();
List<IWorkproductInformation> targetWP = new List<IWorkproductInformation>();

HashSet<IWorkproductInformation> kvp in termsVslWorkproducts){
} _WorkaroundBaseClass
-> _AppDomain
Abc
Accessibility
AccessViolationExcepti
Action
ActionForRelationships
ActivationContext
Activator
AdminUserBL
Affix
AfterBlockSaveEventAr
AfterBlockSaveHandler
} && kvp.Value.Count > 0){
IctInformation Iwp in kvp.Value){
Iwp.sourceBlock(){
Add(Iwp);
} block == targetBlock){
Add(Iwp);
} && targetWP.Count > 0){
IctInformation sWP in sourceWP){
productInformation tWP in targetWP){
tsToTrace.Add(new Tuple<IWorkproductInformation, IWorkproductInformation, Sem
```

#2 Datasource, (TRC Integrity)

EIRENE

Drag a column header here to group by that column

<input type="checkbox"/>	Text
<input checked="" type="checkbox"/>	The EIRENE mobile installation shall be designed to operate in a network meeting the criteria in...
<input type="checkbox"/>	The handover success rate should be at least 99.5% over train routes under design load condi...
<input type="checkbox"/>	Call setup times as defined in the EIRENE FRS shall be achieved with authentication and cipher...
<input type="checkbox"/>	The network shall operate in a sub-band, or combination of sub-bands, of the R-GSM band as...
<input type="checkbox"/>	The carrier frequency is designated by the absolute radio frequency channel number (ARFCN)...
<input type="checkbox"/>	The network shall terminate the ongoing VGCS/VBS call if it receives the 3-digit sequence "****...
<input type="checkbox"/>	In order to minimise the discomfort caused by the DTMF tone added in the voice channel, the...
<input type="checkbox"/>	The muting and unmuting for VGCS shall be in line with [EN 301 515, Index [4]].
<input type="checkbox"/>	'loudspeaker and telephone systems in ric coaches - standard technical characteristics', uic fich...
<input type="checkbox"/>	The network shall send the SET-PARAMETER message with the attribute "D-ATT =T1" [EN 301 5...
<input type="checkbox"/>	When the network has detected the 3-digit DTMF sequence "###" transmitted via DTMF from a...
<input type="checkbox"/>	The network shall send the SET-PARAMETER message with the attribute "D-ATT = F3" [EN 301...

#1 Reasoning manager

Tasks Configuration

Run configuration:

Datasources configuration:

Source Dataset: #2 Datasource, (TRC Integrity), Module: EIRENE [Select]

Target Dataset: #3 Datasource, (TRC Integrity), Module: TRC Training [Select]

Selected Task: Generate traceability based on PBS

Run configuration: [Load default configuration] [Save as default configuration]

Element as Cake.Engine.SemanticItem PBS Relationship type '+PBS'

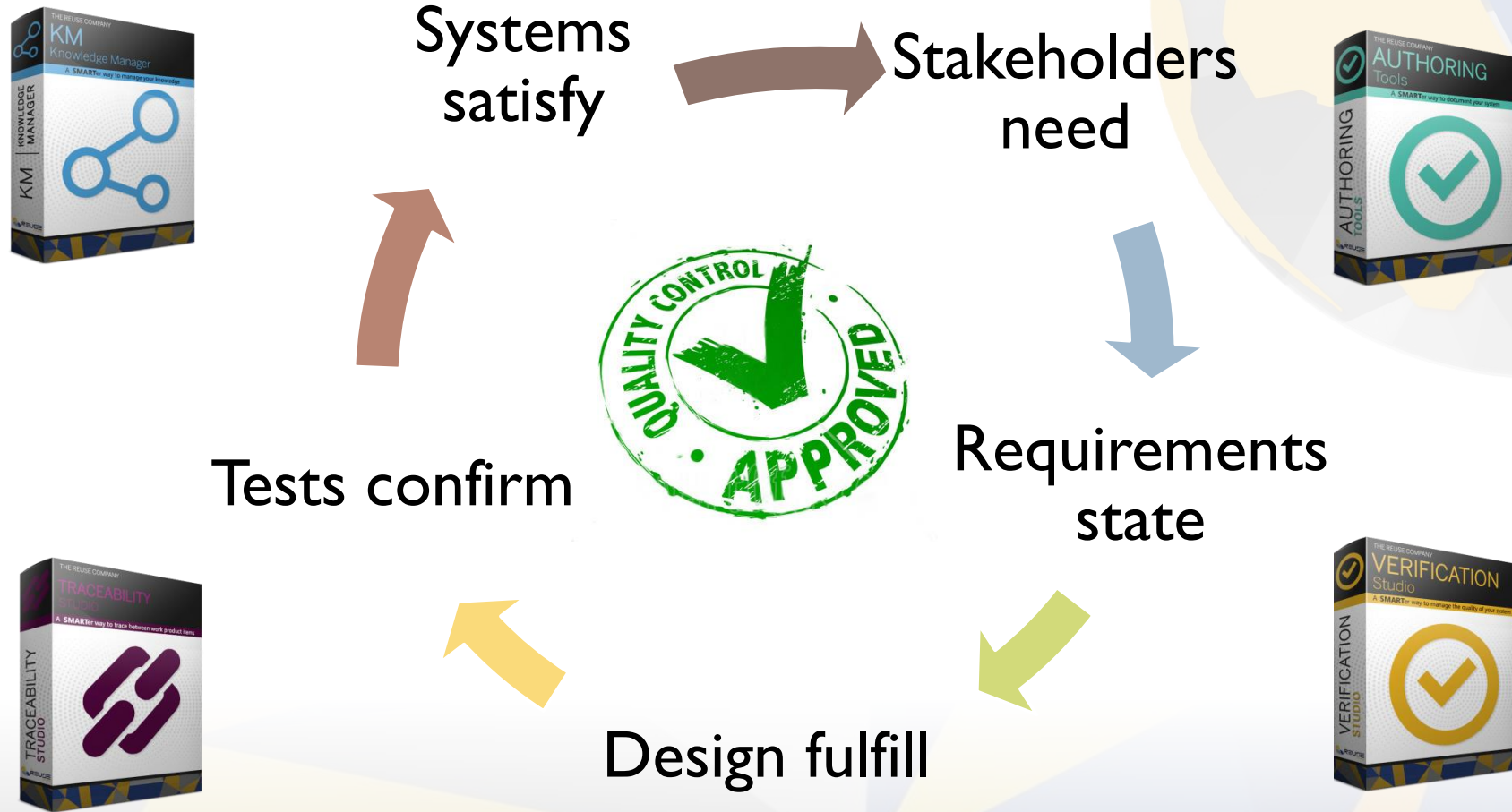
#3 Datasource, (TRC Integrity)

TRC Training

Drag a column header here to group by that column

<input type="checkbox"/>	Text
<input checked="" type="checkbox"/>	TRC Project X Requirements
<input type="checkbox"/>	Power consumption requirements
<input type="checkbox"/>	The power consumption of the fan shall be 5w
<input type="checkbox"/>	The compressor power consumption shall not exceed 15w
<input type="checkbox"/>	The heater power consumption shall not exceed 10w
<input type="checkbox"/>	The fan blade shall have a power consumption of 4w
<input type="checkbox"/>	Introduction
<input type="checkbox"/>	This document introduces a sample set of requirements. Usabe of the ger...
<input type="checkbox"/>	System requirements
<input type="checkbox"/>	System shall provide drag for flying up to 20 km
<input type="checkbox"/>	The length of the fuel tank should be around 23 liters
<input type="checkbox"/>	System shall provide aerodynamic control

Requirements Quality circle



TRC WEBINARS 2019

Time to choose path – Its NO reason to look back!



TRC WEBINARS 2019

Next webinar and other events

> **Topic:**

> **Automatic Traceability Discovery for Systems Engineering**

- > Traceability is a core activity within the System Development Lifecycle, although a tedious and time consuming task. With TRACEABILITY Studio you will discover how traceability issues can be reduced by controlling the quality of the traces. Furthermore, help users to do traceability tasks by suggesting automatic traces based on the organization and system knowledge.

> **Dates:**

- > 2nd and 4th of April

> **Other Events:**



- › Description of The Reuse Company
- › What do we mean when we talk about customer satisfaction?
- › What are the different components of human understanding?
- › The concept of requirement quality and how are these three interlinked?
- › **Q&A**





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