PROCESS IMPROVEMENT FOR SOFTWARE LOCALIZATION

Competition in mobile industry is tougher than ever, forcing mobile manufacturers to fight for their market share. In this challenging environment, companies must release new software at a high pace and frequency. This Thesis focuses on the process improvement for software localization inside of the case company localization team.

Software localization is the process of adapting software to a certain culture and language. When a product is created and subsequently sold in other countries, all localization activities should be carefully planned and considered beforehand. This Thesis proposes a framework for process improvement in software localization for IT professionals, especially those working with the Agile Mode or using SCRUM. In most companies, localization is still a part of the software process which is performed at the end of the cycle. This proposed improvement will allow the company to release software faster, since all localization is performed in small pieces, producing less error and unneeded effort, and making it possible to save a considerable amount of money and improve the quality of localization.

This Thesis starts with the current state analysis of the existing localization process in the case company, which, at the time of the analysis, took a time period of five weeks. The Thesis proposed a scheme to reduce this time to three weeks, while simultaneously keeping the number of error to a minimum. The goal is to create a new framework with a three-week localization period, fully aligned with the work of the engineering team, and with a pass rate of higher than 98%. This pass rate is the usual pass rate for the software released by the case company, and the new process needed to adhere to the same standards.

In order to have accurate results, different methodologies of process improvement were analyzed, such as Six Sigma and Lean. The study described several actions which could be performed in order to improve the localization process, such as improving communication, reducing process and identifying other issues in the localization process. This study revealed that addressing issues inside the localization process results in increased quality and reduced spending.

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