

Independent QA Team Setup

Customer

The customer is a software development company.

"We needed a mobile, flexible and independent QA team. And we have found it! Many thanks to A1QA."

CEO of the customer company

Country	<i>USA</i>
Business Domain	<i>Web applications development</i>
Services Used	<i>Independent QA team setup, QA Consulting</i>
Duration	<i>2 month for team setup</i>

Project

The main objective of the customer was to set up a QA team to ensure the quality of the developed software. The team would also have to make the corrections in the current QA process where necessary.

Peculiarities of the customer's business:

- A great number of projects
- Rapidly changing deadlines, requirements, and priorities
- Focus on e-commerce website development
- Established QA processes

Challenge and Result

The implementation of the tasks was carried out in the following stages:

1. Collecting information (2 weeks):

- a. Customer's quality assurance process
- b. Requirements for the team

Result:

- Dedicated QA team model based on the customer's HR resources was chosen as the most suitable one.
- Recommendations for the corrections of the QA process have been worked out, taking into account the chosen model and the initial requirements.

2. Specifying and coordinating the interaction scheme (2 weeks):

Result:

- Interaction interface between QA and Development teams has been documented.
- Quality assurance process has been documented according to the recommendations made during the 1st stage of the project.

3. Team training and adaptation (1,5 months):

- QA team was created and comprised of 5 testers and 1 manager.
- 65% of the team was formed from the current employees of the customer company.
- 2 employees were hired additionally (specific expertise was demanded).
- Training process was organized for the team.

4. Employee assessment:

- With the help of a questionnaire, motivational characteristics of the QA team were defined.
- According to the results of the assessment, additional training was organized for employees.

Advantages

- The choice of the employees with the required qualifications and the initial training allowed the team to start the testing process as soon as possible.
- Activities of the formed team were integrated into the current processes of the customer company.
- Effective distribution of the activities inside the QA team allowed for testing a great number of projects.
- The customer received the results of the employee assessment and survey, which confirmed the fulfilment of the initial requirements.
- The chosen resource base allowed the customer to ease both the employment process and the process of interaction between the QA team and developers.