

QA Consulting

“It is professionalism that distinguishes A1QA from other companies—and it ensures exceptional results too.”

Head of Itransition QA Department

Customer

The Customer is a software development company from Austin, TX.

Company	<i>Itransition</i>
Country	<i>Austin, USA</i>
Business Domain	<i>Custom Software Development</i>
Services Used	✓ <i>QA Consulting</i> ✓ <i>Complex Testing</i>

Project

The Customer has decided to set up the quality assurance department in the company in order to provide a more comprehensive service to its customers. Such decision was triggered by several facts:

- Growing number of development projects was causing a significant increase in demand for testing, which was rather hard to meet by outsourcing the QA functions to other companies
- Frequent problems with assuring the quality of end products (non-obvious bugs and issues were hard to discover)

Itransition has previously worked with us on a number of QA and testing projects and was highly impressed with the level of A1QA's processes maturity and the effectiveness of work. That's why Itransition didn't have any doubts as to whom to trust with the establishment of their internal quality assurance and testing unit. They chose A1QA for the professionalism, experience and integrity.

Solution

After the thorough analysis of the stated issues, the A1QA consultant presented recommendations on how to overcome them:

1. To set up a QA department and make it independent from the developers.
2. To adopt quantitative indices on quality (the quality formula, based on the project size and the number of defects, etc.).
3. To formalize certain processes (we suggested the following variants):
 - a. quality assurance for all projects;
 - b. testing the next version of the system;
 - c. bug tracking.
4. To create templates for test documentation and reporting (we suggested using a multi-level reporting system).
5. To separate the test environment.

Cooperation

The major goals of the A1QA's consultant were:

- To analyze the current QA situation
- To work out recommendations on processes implementation
- To work out recommendations on the necessary software for the quality assurance process
- To supervise and correct the recommendations implementation process

The following aspects of the quality assurance processes were analyzed in the customer's company:

1. Business goals (in relation to the quality of the released products).
2. The current QA situation:

- a. distribution of responsibility and the relations between QA specialists, developers and clients;
 - b. artifacts of QA activities;
 - c. assessment methodology of the product quality.
3. Success and failure cases in the customer's history, as well as cases with average results.
 4. Program infrastructure for QA.
 5. The structure of the test environment.

A number of specialists with different qualifications and responsibility levels performed the research.

Recommended Infrastructure

A1QA experts recommended to use the following software solutions for the SQA process:

1. Bug tracking: Rational Clear Quest, Bugzilla.
2. Test documentation: Microsoft Excel, Test Link.
3. Test reporting: Microsoft InfoPath/Excel, Email.
4. Planning: Microsoft Project.

Results

All the elaborated recommendations were approved by the customer and implemented afterwards.

The A1QA's consultant was involved in the process of implementation of the recommendations, which allowed to avoid typical mistakes and to achieve positive results in short terms.

The adopted quantitative indices on quality resulted in improvements of the current and final quality of developed products in just six months.

The QA process became more manageable due to the formalization of the processes and creation of a separate testing infrastructure.