Case Study 4: Assessment

Many clients and particularly CIOs have a feeling that Quality Assurance and Quality Control is not quite right. Testing as a bottleneck is listed as a concern by 70% of CIOs. But few people know how to address the problem. Quality Assurance and Quality Control lurch from Project to Project being completed in the same fashion with the same results. There is a saying for this: *Insanity Is Doing the Same Thing Over and Over Again and Expecting Different Results.* If we continue to do QA and QC the same way we can expect the same results and no improvement.

NVP encountered this problem at a major Media company where we were asked to complete an assessment. There was dissatisfaction on the part of Management and on the part of the customers of Quality Assurance.

We talked to representatives of all the major stakeholders and all the Quality Assurance/Quality Control personnel.

We were looking for answers to two major questions:

1. What was expected from Quality Assurance by their customers?
2. What did Quality Assurance think they had to provide?

There were subsidiary questions related to organisation of the Quality Assurance role, how work was prioritized, training, and project communications but the main two questions above provided a lot of the initial answers and the roots of the problem.

There was almost a 100% disconnect between what Quality Assurance thought they had to supply and what the stakeholders wanted. There was also a substantial disconnect in communication (which made the first problem worse). Once we had articulated those problems to all the stakeholders they realised that there was a lot of issues that were easily solved. Make sure we are all speaking the same language, have the same expectations and keep in constant communication.

Clearly this did not completely solve the problems since some of the subsidiary questions raised some other internal issues that impacted the ability of Quality Assurance to deal with the larger problems but at least we had a handle on it.

[Contact us now](#) for the Software Quality Assurance Assessment if it is not progressing the way you want.