

Case Study 7: Consulting

Frequently organizations grow concerned about their Quality Assurance Processes. They are not sure if they are using the best processes for their testing. Everything has been internally built with little input from outside the organization. Over time the isolation may lead to inefficient processes. There may not be an awareness of what has changed and how it might impact their work habits.

Issue

A client provides IT services for a unique organization as an internal development, testing, and support team. There is only one organization like this in the country and their needs are unique. It was unlikely that they could buy a system to solve all their needs. While they wanted to determine if they were using best practices it was going to be hard to get a conversation going with people who had been testing in the same way for many years.



NVP Solution:

NVP's solution was to bring a training course onboard with some recent standards and processes for testing BUT leaving a much larger than usual amount of time for discussion and questions.

In the initial introductions and "What do you expect from the course?" very little came out except for standard introductions and some explanations of how things work.

However, after some comments on the fundamentals of testing and what was currently being done in the industry in terms of recent changes, the discussion took off rapidly. The extra time allotted for questions and discussions turned out to be very inadequate. The class had a large discussion on how they worked in testing; what was involved and what steps were done. It turned out that there was a lot of redundancy and far too much of "It has always been done this way". People were unaware of why some items were completed and where the information they required was to be sourced.

We were able to identify several redundant processes, some repeated testing, some missed testing and some sub-optimal practices. While the overall process worked, it was cumbersome and very manual. At the end of the course, we left them with multiple ideas to put into practise. They spent the next year implementing the ideas.

See [Consulting](#) or [contact us](#) for more information.