

## Case Study 11: Mentoring

Frequently organizations encounter a roadblock on their Quality Assurance Processes. Most tasks are progressing well but there is a hitch or a stumble somewhere. The problem is not large enough to warrant a full consulting contract but it needs to be resolved. This is where Mentoring helps.

### Issue

A client, who creates websites for government departments and high profile clients was having trouble with their Quality Assurance process. It did not seem that the QA person was identifying the correct testing and, as a result, the amount and thoroughness of testing was not trusted both internally and externally. Positive or Happy Path testing was occurring but there was no consideration of the other types of testing or the negative items that might occur.



### NVP Solution:

NVP's solution was to mentor the CEO with a process to bring some structure and consistency to the test case generation process along with a list of potential Quality Factors that might need to be considered. Along with this, we involved some of the other personnel on the project in the testcase identification.

With minimal effort a large number of test objectives consisting of statements like:

1. Verify that the system does...
2. Confirm that the system does...
3. Test the system does...

were generated. These were compared against what the tester had been previously executing. With the aid of a structured indexing process, it was soon discovered what was lacking and where the problems were. The augmented testing that resulted lead to a much higher level of confidence in the product and a higher degree of confidence from the final client.

This did not require a huge amount of time from the consultant. All the client needed was a recommendation about how to solve the problem and a little mentoring on the process.

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