

Case Study 6: Coaching

Frequently organizations encounter a need for Quality Assurance Processes. They have a fairly good idea of what needs to be done but they are not quite sure of how to get there from where they are now. This is where Coaching helps.

Issue

A client, wanted to improve their processes but had no idea how to get there or what was involved. They were also hampered by a lack of knowledge of how other departments worked or what they did before the applications reached QA or after they left.



NVP Solution:

NVP's solution was to bring some structure and consistency to the internal QA processes (starting small) using a model. While the QA processes were evolving, we started marketing to the other groups.

This is still in progress (Process evolution is not a short process) but the executives are onside and the other groups are asking for information.

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 coaching on the process.

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