

# SCRIPT – GLOBAL BEST PRACTICES IN QUALITY ASSURANCE

## Cover Page – Slide 1

I welcome you all to this exciting session on Global Best Practices in Quality Assurance.

## Learning Outcomes – Slide 2

At the end of this session, it is my belief that we would have achieved the following Learning Outcomes:

- Explain the concept of best practices in Quality Assurance.
- State the benefits of adopting best practices in your business, and,
- Discuss the best practices in Quality Assurance.

## Concept of Best Practices – Slide 3

***Best practices are a set of guidelines, ethics, or ideas that represent the most efficient or prudent course of action in each business situation.***

***Best practices serve as a roadmap for a company on how to do business and provide the best way to deal with problems and issues that arise.***

Best practices serve as a general framework for a variety of situations. For instance, in businesses that produce physical products, best practices that highlight efficient ways to complete tasks might be given to employees. Best practices lists may also outline safety procedures to minimize employee injuries.

Best practices may be established by authorities, such as regulators, self-regulatory organizations, or other governing bodies, or they may be internally decreed by a company's management team.

## Benefits of Best Practices – Slide 4

What are the benefits to my business?

A best practice strategy can help your business to:

- become more competitive.
- increase sales and develop new markets.
- reduce costs and become more efficient.
- improve the skills of your workforce.
- use technology more effectively.
- reduce waste and improve quality, and,
- respond more quickly to innovations in your sector.

## **Best Practices in Quality Assurance – Slide 5**

Every team in every organization is (or should be) focused on quality assurance. Whether someone's work primarily impacts their fellow team members or a company's customers, making sure a job's done right the first time saves money, time and frustration.

To truly be effective, quality assurance must be the job and commitment of every member of an organization's team—no one can be on the sidelines.

The following are the major best practices in quality assurance:

1. Ensure It's a Top-Down Effort
2. Define Clear Processes for The Team
3. Start the Process Early
4. Set Up Quality Gates at Each Project Phase
5. Prioritize Transparency
6. Leverage Automation
7. Enable Cross-Functional Collaboration
8. Be as Objective as Possible About Your Own Work
9. Set Up a System Of Continuous, Integrated Quality Control
10. Test Across Multiple Devices
11. Put A Mandatory Peer Review Policy in Place
12. Rotate Team Members Through Deployments
13. Document and Test Every 'Fix'
14. Integrate a Robust ERP system with Quality Assurance Capabilities

We will now look at each of the listed items in details.

### **Ensure It's a Top-Down Effort – Slide 6**

Quality assurance is mission critical. The CEO and board must send the message that the QA process is a priority of the company. Good QA practices and culture are not an accident; they are intentionally built and monitored.

### **Define Clear Processes for The Team – Slide 7**

Quality assurance is the principle of building "in-process verification points" to ensure the desired product quality.

### **Start the Process Early – Slide 8**

It is essential to begin the quality assurance process early in a project life cycle. QA is too often pushed to the end of a project; when the team inevitably realizes they need more time to "test," project timelines are unnecessarily extended.

### **Set Up Quality Gates at Each Project Phase – Slide 9**

Specifically in enterprise technology, establishing quality gates at each phase—during discovery, preparation, exploration, realization, deployment and the run phase—is important. The earlier the phase, the more stringent should be the quality gate; this will lead to lower costs in the later phases.

### **Prioritize Transparency – Slide 10**

Organizations that deliver the highest-quality offerings prioritize transparency. This is especially true for smart-product manufacturers who must account for numerous interconnected components. When teams are empowered to share emerging challenges in real time, decision makers can swiftly develop solutions that prevent quality-affecting issues from being baked into the final product.

### **Leverage Automation – Slide 11**

With QA more focused on automated testing, tech leads should identify needs for automation in their testing process and implement automation practices that will effectively reduce QA time. Identifying skilled resources, tools and capabilities and effectively leveraging automation will go a long way toward increasing the productivity of QA teams and reducing defects.

### **Enable Cross-Functional Collaboration – Slide 12**

Collaboration is an important piece of quality assurance that is often ignored. Engaged, cross-functional teams can help you and each other, all while creating quality assurance champions across your organization.

### **Be as Objective as Possible About Your Own Work – Slide 13**

Make sure that the lead developer of a given task conducts quality assurance on that task in as non-biased a manner as possible. For the best QA, it's important to think outside of the box about the problem and task at hand and to be as unbiased as possible. More often than not, people close to a project cannot see the trees through the grass because they are so heavily involved.

### **Set Up a System of Continuous, Integrated Quality Control – Slide 14**

The days of having separate development and QA teams are long behind us. A modern QA approach favors continuous quality control.

### **Test Across Multiple Devices – Slide 15**

The key to running a successful quality assurance team is to test your new product, service or website on a multitude of devices. You don't want to end up in a position where your site loads fine for Android users, but iPhone users see an infinite loading screen. When you check how things work across all popular devices, you're more likely to get positive feedback and engagement from your audience.

### **Put A Mandatory Peer Review Policy in Place – Slide 16**

The simplest thing that can be done is to put a policy in place across all departments that no single individual can push their deliverable to production or in front of a customer without it being approved by another peer. Two sets of eyes are always better than one.

### **Rotate Team Members Through Deployments – Slide 17**

Peer review is a highly effective QA practice. It involves the continuous rotation of each team member through multiple deployments, ensuring iterative reviews throughout the deployment life cycle. Leveraging this practice provides fair and rigorous reviews, which validate that the product has met user requirements and market standards.

### Document and Test Every 'Fix' – Slide 18

Document every fix that's made, at least in a ticketing system, to make sure it gets tested. Well-meaning developers may see odd behavior in the code and create “stealth fixes” to change behavior that is actually correct. By documenting the changes, QA can test the scenarios and make sure they were truly broken before the change was made. Small changes can have huge unintended consequences.

### Integrate a Robust ERP system with Quality Assurance Capabilities – Slide 19

Enterprise Resource Planning (ERP) solutions provide the tools needed to effectively manage quality assurance objectives at every point in the supply chain, from initial evaluation to finished product to distribution.

ERP systems also enable QA teams to monitor all of the systems and sub-systems in the production cycle for errors or defects so that the finished products are consistently of the highest quality, as well as safe and effective.

### Conclusion – Slide 14

Hey, so in the past few minutes, we have been able to look at:

- Concept of Best Practices
- Benefits of Best Practices, and,
- Best Practices in Quality Assurance.

*I would like to conclude this session by stating that “ **Best practices are those practices that generally produce the best results or minimize risk**”*

Thank you and Stay Safe.

