**Quality Assurance Audit Reports for Transactions & System Availability**

**Overview:**  
These reports focus on validating the accuracy and reliability of transactions, especially mobile money payments, and overall system uptime to maintain service quality.

**Contents:**

* **Transaction Accuracy Audits:** Sampling and testing of mobile money transactions to confirm data integrity, successful processing, and error handling.
* **Error Rate Analysis:** Categorization and frequency of transaction failures or anomalies.
* **System Availability Metrics:** Uptime, downtime, and scheduled maintenance windows with impact assessments.
* **QA Process Adherence:** Verification that QA procedures (automated and manual testing) were followed throughout development and deployment.
* **Root Cause Analysis:** Investigation of failures affecting transactions or availability, with corrective actions.
* **Improvement Recommendations:** Steps to enhance transaction processing and system stability based on audit findings.

**Tools Used:** Test automation tools (Postman, Selenium), logging and monitoring systems (ELK Stack, Splunk), uptime monitoring services (Pingdom).  
**Purpose:** To ensure a high level of customer trust and operational excellence by proactively identifying and addressing quality issues.