**Quality Assurance & Control Audit Reports**

**Project:** Odoo ERP Integration for Safaricom Telecom  
**Version:** 1.0  
**Date:** [Insert Date]

**A. Purpose**

To ensure that the project deliverables conform to agreed-upon standards, meet functional and technical specifications, and are validated through planned quality control and audit processes.

**B. Quality Assurance vs. Quality Control**

| **Type** | **Description** | **Responsible Party** | **Tools Used** |
| --- | --- | --- | --- |
| Quality Assurance | Proactive activities to prevent defects | QA Lead, PMO | Process audits, checklists |
| Quality Control | Reactive inspections to detect defects in deliverables | QA/Test Team | Test cases, defect tracking |

**C. Quality Audit Report Components**

| **Section** | **Description** |
| --- | --- |
| **Audit Objective** | Validate compliance with PMO, organizational, and telecom industry standards |
| **Scope of Audit** | Modules audited (Billing, CRM, Mobile Money, etc.) |
| **Methodology** | Documentation review, interviews, artifact inspection |
| **Findings Summary** | List of non-conformities and observations |
| **Root Cause Analysis** | Analysis of why the non-conformities occurred |
| **Recommendations** | Corrective/preventive actions |
| **Audit Score** | Grading (e.g., % compliance) |
| **Sign-Off** | QA Lead and Project Sponsor approvals |

**D. Sample QA Metrics**

| **Metric** | **Target** | **Actual (Example)** | **Status** |
| --- | --- | --- | --- |
| Requirements Traceability | 100% | 97% | At Risk |
| Test Coverage (UAT) | ≥ 95% | 98% | On Track |
| Defect Closure Rate | ≥ 90% within SLA | 85% | Monitor |
| Code Review Compliance | 100% | 100% | Achieved |

**E. Audit Frequency**

* Major phase completion (Design, Development, UAT, Go-Live)
* Trigger-based (e.g., critical defect, change requests surge)
* Monthly baseline quality audits