David Wilson, Inc.

Software Quality Assurance Policy

Key Terms

Software Quality Assurance – This term refers to the processes of unit testing, integration testing, system testing, black box testing, glass box testing, and all other methods used to develop a profile of the reliability of a piece of software in terms of expected functionality and emergent errors.

Overview

The objective of this policy is to outline requirements for verifying and validating software produced by company development teams through formal software quality assurance (SQA) processes. Following appropriate organizational testing practices can help the company lower post-release maintenance costs, control development cycle timelines, and improve customer satisfaction. Failure to follow these policies can increase the risk of shipping delays, increase the time and money spent on post-release maintenance and bug fixes, and lower company reputation among potential future customers.

Policy

The salient aspects of this policy are as follows:

1. <u>Mandatory Project SQA:</u> Project managers shall ensure that plans for each project under their responsibility include time dedicated to at least each of the individual activities of unit testing, integration testing, and full system testing during and after each implementation workflow. They shall not submit projects for production review until the final testing phase has concluded. Project managers shall not attempt to circumvent the established testing plans or schedules to artificially cut costs or shorten project timelines.

2. <u>Dedicated SQA Staff:</u> Each project shall be assigned a unit or units of staff from the organizational SQA team. Each project manager shall ensure that testing for their project is conducted only by assigned members of the SQA team. Test plan development and execution by the SQA team shall involve participation by the project development team only if this participation is requested by the assigned SQA staff and approved by the project manager.

3. <u>Reporting and Independence:</u> Quarterly throughout each project's development cycle and again at each project's conclusion, the SQA staff assigned to that project shall coordinate to prepare a formal Software Quality Assurance Report (SQAR). They shall submit this report directly to the senior technical officer responsible for their branch. This report shall be written within a provided template and shall incorporate information about the project's status, aggregated testing results, and cooperation level between the assigned SQA staff, development team, and project manager. SQARs are considered protected information. Employees shall not share any part of a SQAR with any entity outside the assigned SQA team or relevant senior management. Senior management shall read the submitted SQARs within fourteen days of receipt.

4. <u>Performance Appraisal:</u> Senior management shall ensure that performance appraisals of each member of SQA staff are written independently of input from associated project managers or development teams. No part of any performance appraisal regarding any employee shall ever be shared outside senior management or the direct supervisor of the given employee.

5. <u>Questions and Concerns:</u> Employees should direct questions regarding this policy to the senior technical officer responsible for their branch. Employees with concerns about this policy, any application of this policy, or the independence of a SQAR or performance appraisal should direct these concerns to their supervisor or the technical officer responsible for their branch.

Revision History

Date	Name	Purpose
01/22/21	David Wilson	First Draft
01/22/21	David Wilson	Proofreading and revisions
01/24/21	David Wilson	Cleaned up logo