



# Quality Assurance

Why? What? How?

# Quality Assurance: Why?

- Quality assurance impacts the user experience: when things don't work, users question their understanding and develop superstitions and inefficient workarounds.



# What is Quality Assurance?

The maintenance of a desired level of quality in a service or product, especially by means of attention to every stage of the process of delivery or production.

Can be for department, company, product, software, programs, website and much more.

# What is Quality Control?

A system of maintaining standards in manufactured products by testing a sample of the output against the specification.

**Quality Assurance:** maintenance of a desired level of quality in a service or product. More concerned with the process than the output.



# What will we Discuss Today?



**Review**



**Walk-through**



**Inspection**

# Quality Assurance Review (QAR)

A Quality Assurance Review (QAR) is a strategic assessment of an internal audit function, including its infrastructure, staff experience, and performance relative to business goals, "best practices", and applicable standards.

# What are the Criteria?

- Performs an effective role in the organization's overall control environment
- Focuses the right people on the right issues
- Is appropriately risk oriented
- Uses technology effectively
- Provides value-added results
- Adheres to appropriate internal audit standards and industry practices.

# Quality Assurance Walk-through

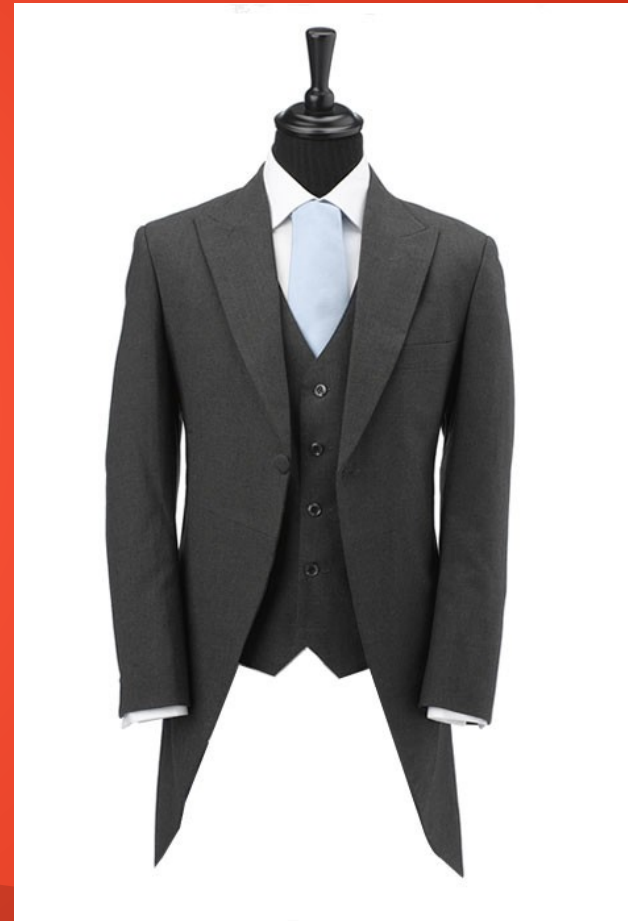
- Informal review or meeting.
- Held at regular time intervals in the development process.





# Quality Assurance Inspection

- Formal review or meeting.
- Requires careful consideration by any organization concerned with the quality of the product they ship



We can see that Walk-through and Inspection are closely related. Both are carried out periodically and both are focused on QA through continuous evaluation and checking. There are differences though!

# Comparison

## **WALK-THROUGH**

- Both for testing and coding
- People involved are fellow developer/tester

## **INSPECTION**

- Job of QC (Quality Control)
- People involved can be reader, writer, moderator

# Comparison

## **WALK- THROUGH**

- No fixed Schedule or agenda is required

## **INSPECTION**

- A fixed time, place and an agenda is set by the QC and QA

# Walk-through: Objectives

- To solve a specific set of problems
- To clarify the situation which surrounds the problems
- To communicate with colleagues prior to agreeing a future course of action
- To record outstanding problems



# Walk-through: Procedure

- No formal procedure or notice is required
- Peers/colleagues can meet and decide issues by themselves
- Keeping records of walk-through is necessary
- Most major discussions about future course of actions should be done in a walk-through

# Inspection: Objectives

- To maintain Analyst/user contact throughout the project
- To actively involve the users, and other staff in the design process
- To identify errors, misunderstandings, omissions as early as possible
- To obtain agreement on the work completed
- To gain approval to continue

# Inspection: Procedure

- Inform participants well in advance about: Objective, Start time, Location and Duration
  - Distribute copies of required Documentation, including the topics to be discussed
  - Do not allow irrelevant or undecided topics to be discussed
  - Appoint: a Chairperson, a Presenter and a Secretary
- \* these are outlines, details may vary with companies

# Who does what?

- The presenter runs the Inspection and is responsible for providing all relevant documentation, either in advance or at the meeting
- The chairman controls the meeting and ensures the agenda is followed and all relevant decisions are reached
- The secretary records the minutes: points of agreement and disagreement, agreed actions to be taken in future.

\* these are outlines, details may vary with companies

# So basically.....

- Walk-through is meeting with your work-group
- Inspections is like mid-term, trimester evaluation





# Conclusions

- Review is focused on a department evaluation based on several criteria to decide whether its existence is meaningful for the project/company
- Walk-through is focused on peer and colleague communication and fulfillment of small/informal agendas
- Inspection is focused on solving big issues and discussion of future decisions and compromises

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