

Cars R' Us - Competency Training

Purpose

It's that time of year again! It's time for our required yearly competency training in order to maintain our CMM Level 3 certification. ALL TESTING TEAM EMPLOYEES are required to attend.



Testing Team Mission Statement

CarsR'Us is dedicated to producing top-quality self-driving cars. We are dedicated to the safety of our customers and also our employees. Thorough and systematic testing regiments ensure we are always producing the best quality of product possible. We hope to meet and exceed all safety standards when it comes to self-driving cars.

Quality Assurance Advantages & Opportunities

"QA is a process of making sure that your business results stay in line with your business goals" [3].

Through Quality Assurance, we can ensure our product is meeting our standards. This ensures safety standards are being met, we meet our customer's needs and desires, and more. "Companies with excellent Quality Assurance programs received a positive CSAT review 99 % of the time. ... What's more, positive customer experience can help you to increase revenue by as much as 24%" [3]

How QA mitigates the risk

In recent news, there was a vehicle produced by another company that saved a family from a 250 ft fall off of a cliff [1]. After a driver error resulted in a deadly fall, the Tesla car's safety features saved all four passengers from death. Not only were all passengers alive but the two adults in the front seats did not receive any mortal wounds, and the two children in the back were unharmed. This is the sort of outcome we strive for. We want our customers to make it home safe no matter what occurs on their journey.

Through this story, we can see how quality assurance mitigates risks. By ensuring we achieve our standards of safety and follow our proper testing protocols, we can produce better, safer, and more reliable products. "Quality Analysis offers ... complete quality assurance for the entire [vehicle]" [2].



Citations

- [1] "Unlikely Survival of Family That Plunged off 250-Foot California Cliff Credited to Luck, Tesla's Design."
NBC News, www.nbcnews.com/news/us-news/luck-tesla-family-plunged-cliff-rcna64547.
Accessed 6 Jan. 2023.
- [2] "Quality Assurance in the Automotive Industry." [Www.qa-Group.com](https://www.qa-group.com),
www.qa-group.com/en/application/automotive/. Accessed 6 Jan. 2023.
- [3] "8 Benefits of Quality Assurance That Will Enhance Support Team Performance - CloudTalk."
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