"COMPANY LOGO HERE"

QUALITY ASSURANCE MANUAL

MEng Year 3

Department of Electronics

University of York

SWEng Group Project

"COMPANY NAME HERE"

Total no. of pages: …….

REVISION PAGE

REVISION LETTER	PAGES AFFECTED	DATE
A	Title page, 1, 2, 3, 6-8	10 November, 2021
B	Title page, 4, 7, 11-15	25 December, 2021

and so on….

TABLE OF CONTENTS

Paragraph	Title	Page

1. INTRODUCTION

The purpose of this manual is to document the company's quality system, instruct and guide employees whose actions affect product quality, and inform the customers what controls are implemented to assure product quality.

The Quality Policy of {COMPANY NAME} is based on customer satisfaction. We strive for continuous improvement in our quality and meeting the objectives of our company:

- Delivering products that meet or exceed our client's requirements
- Providing a service which results in client satisfaction
- Constant development of our products

We are dedicated to continuous improvement in quality and the assessment of our quality system. This lets us assure its suitability to meet both the requirements of our client and company.

By meeting the goals defined within this manual, we will be able to:

1. Provide customer satisfaction by:
    - Being on time with our deadlines and deliveries
    - Meeting all of the contract requirements
    - Delivering outstanding service and product quality

2. Work efficiently by following agile methodologies within our organisation

1.1 Company Profile

{COMPANY NAME} was originally set up as a provider of professionally made applications targeted towards Android systems. Our design specifications follow strict industry standards, as we put most of the emphasis on innovative solutions, while at the same time providing exceptional product support.

1.2 Scope

This Quality Assurance Manual applies to every employee of {COMPANY NAME}.

1.3 Company Vision

- Provide the public with information on existing wildlife on campus
- Create a comfortable and easy-to-use system which appeals to the customer
- Provide the customers with a seamless ability to import their wildlife into the app

1.4 Revision Control and Review

The Quality Assurance team will review this manual if any employee raises any concerns about or suggests amendments to its contents and revise said contents if appropriate. These changes will be included **{Insert wherever we decide}**, detailing the revisions made to the manual, the pages affected by those revisions, the date those revisions were made as well as the employee who approved said revisions. **{Either the QA Manager or the Project manager, not sure}**

2. MANAGEMENT POLICIES & OBJECTIVES OF MAJOR FUNCTIONAL GROUPS

Insert a detailed description of what each major team's jobs are and what their responsibilities are…….

2.1 Finance

2.2 Marketing

2.3 Documentation & Communication

2.4 Design & Media

2.5 Software

2.6 Quality Assurance

3. ORGANISATION, RESPONSIBILITIES AND AUTHORITIES

3.1   Organizational Structure
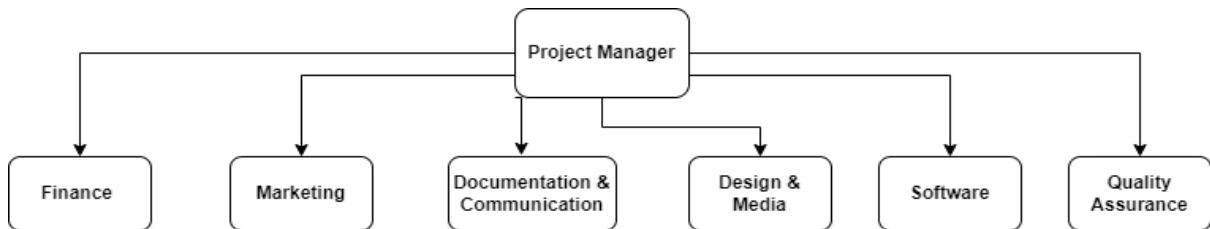
Insert description here…

Figure 1: The Structural organisation of project group

3.2   Project Manager

3.2.1 Role Description

The Project Manager of {COMPANY NAME} has overall responsibility and authority for the corporate Quality Assurance criteria and for ensuring that all operations are carried out in compliance with the Quality Assurance policies, rules, guidelines and standards.

Responsible for organising the working of the team toward the desired goals. Accountable for making sure that the workflow of their team runs smoothly during the project life cycle, up until the final deadline.

Insert a list of bullet points of necessary responsibilities…

3.2.2 Risk Management

Insert a table of possible risks which are unique to this role, and provide a possible solution to mitigate the chances of such risk…

3.2.3 QA Metrics

Insert a table of possible metrics that could be measured (e.g. documents delivered vs expected documents delivered etc.) and how they're measured…

3.3   Finance Manager

3.4   Marketing Manager

3.5   Documentations Manager

3.6   Design & Media Manager

3.7   Software Manager

3.8   QA Manager

4. DELIVERABLES

The table below refers to all the expected deliverables of this project.

Deliverables	Maker	Recipient	Due date
QA Manual	QA/Software/Finance/ Design Teams	All company employees	Company establishment
Project requirements	The client	Project/QA/Design/Software manager	Start of project
Project schedule	Project manager	Project team	End of project
Etc….			

5. ELEMENTS OF PROJECT MANAGEMENT

Insert description of said methodology and possibly why it's effective…
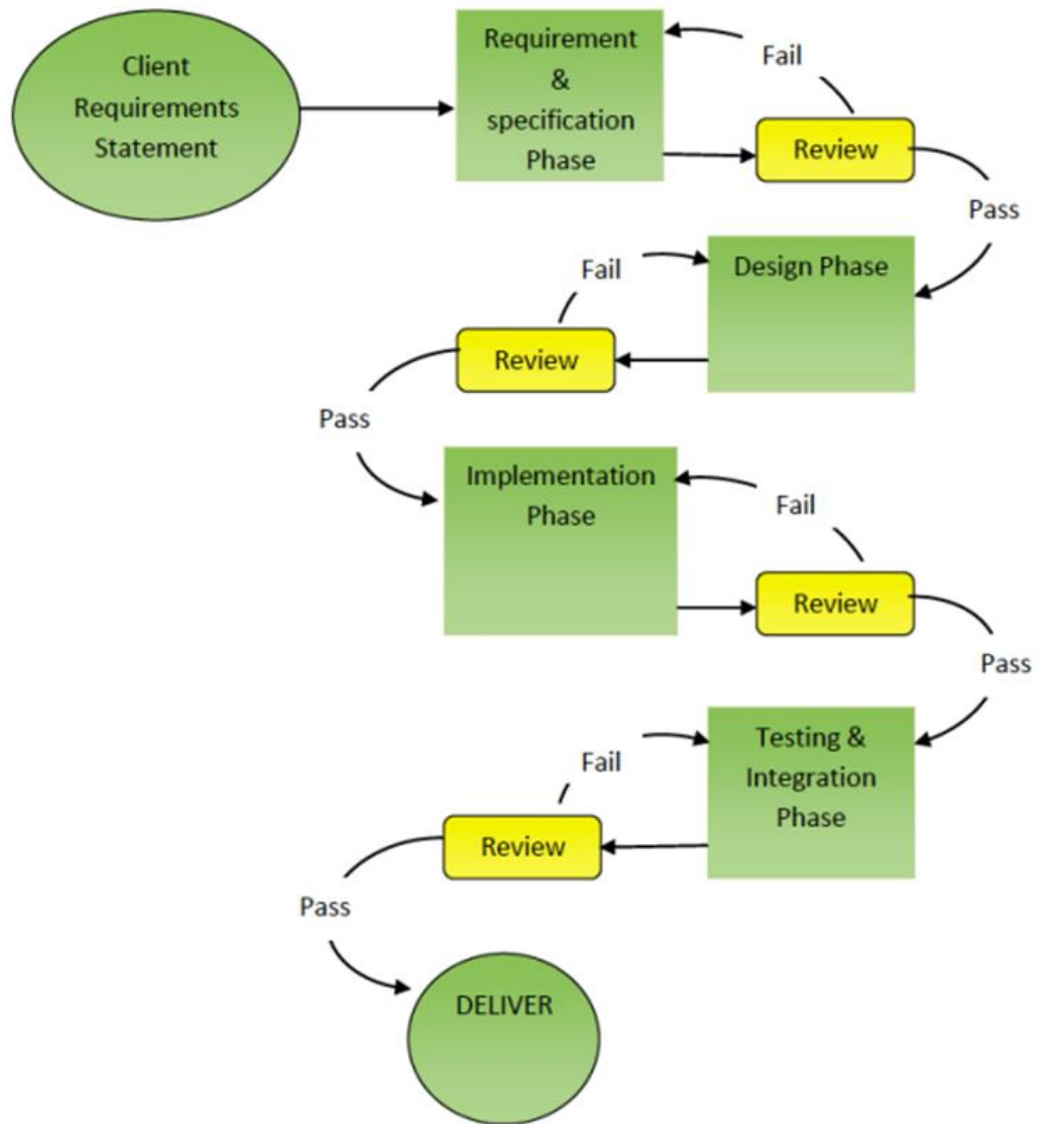
Sample methodology for now, provided by Stuart. NEED TO DECIDE ON A PROPER ONE.

5.1 Requirements and Specifications

We at {COMPANY NAME}, will follow a thorough requirements capture analysis in order to outline all the important needs presented by the client. Any inconsistencies or imprecisions between the functional specification and requirements will be identified and discussed with the client.

- The client should provide a statement to {COMPANY NAME} of what they require the product to do
- *Further expand on this…*

5.2 Design Phase

5.3 Implementation Phase

5.4 Testing Phase