

COMPANY LOGO

QUALITY ASSURANCE MANUAL

DEPARTMENT OF ELECTRONIC ENGINEERING

UNIVERSITY OF YORK

MENG YEAR 3

SOFTWARE ENGINEERING GROUP PROJECT

COMPANY NAME

DATE

Version Control

Version	Date	Pages Affected	Modified By	Notes
2.0	22 Nov 2022	All	Ethan C	Reorganised document structure and adjusted format to fit documentation standards

Table of Contents

- 1. Introduction**
 - 1.1. Company Profile
 - 1.2. Company Vision
 - 1.3. Quality Policy
 - 1.4. Scope
 - 1.5. Purpose
- 2. Revision Control & Review**
- 3. Organisational Structure**
- 4. Objectives of Major Functional Groups**
 - 4.1. Finance
 - 4.2. Marketing
 - 4.3. Documentation & Communication
 - 4.4. Design & Media
 - 4.5. Software
 - 4.6. Quality Assurance
- 5. Management Responsibilities**
 - 5.1. Project Manager**
 - 5.1.1. Role Description
 - 5.1.2. Risk Management
 - 5.1.3. QA Metrics
 - 5.2. Finance Manager**
 - 5.2.1. Role Description
 - 5.2.2. Risk Management
 - 5.2.3. QA Metrics
 - 5.3. Marketing Manager**
 - 5.3.1. Role Description
 - 5.3.2. Risk Management
 - 5.3.3. QA Metrics
 - 5.4. Documentation & Communication Manager**
 - 5.4.1. Role Description
 - 5.4.2. Risk Management
 - 5.4.3. QA Metrics
 - 5.5. Design Manager**
 - 5.5.1. Role Description
 - 5.5.2. Risk Management
 - 5.5.3. QA Metrics
 - 5.6. Media Manager**
 - 5.6.1. Role Description
 - 5.6.2. Risk Management
 - 5.6.3. QA Metrics
 - 5.7. Software Manager/Lead Developer**
 - 5.7.1. Role Description
 - 5.7.2. Risk Management
 - 5.7.3. QA Metrics
 - 5.8. Quality Assurance Manager**
 - 5.8.1. Role Description
 - 5.8.2. Risk Management
 - 5.8.3. QA Metrics

- 6. Deliverables**
- 7. Project Management Methodology**
- 8. Product Realisation**
 - 8.1. Customer related processes**
 - 8.1.1. Customer Requirements
 - 8.1.2. Review of Customer Requirements
 - 8.1.3. Customer Communication
 - 8.2. Planning**
 - 8.2.1. Expand here
 - 8.3. Design**
 - 8.3.1. Expand here
 - 8.4. Development & Implementation**
 - 8.4.1. Expand here
 - 8.5. Testing**
 - 8.5.1. Expand here

1. Introduction

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.

1.1. 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

1.2. Quality Policy

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:

- Provide customer satisfaction by:
 - Being on time with our deadlines and deliveries
 - Meeting all of the contract requirements
 - Delivering outstanding service and product quality
- Work efficiently by following agile methodologies within our organisation

1.3. Scope

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

1.4. Purpose

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.

2. Revision Control & Review

The Quality Assurance team will review this manual if any employee raises concerns about or suggests amendments to its contents and revise said contents if appropriate. These changes will be documented, 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. These revisions will correspond to the version of this document, noted in the header in the top right corner of each page.

3. Organisational Structure

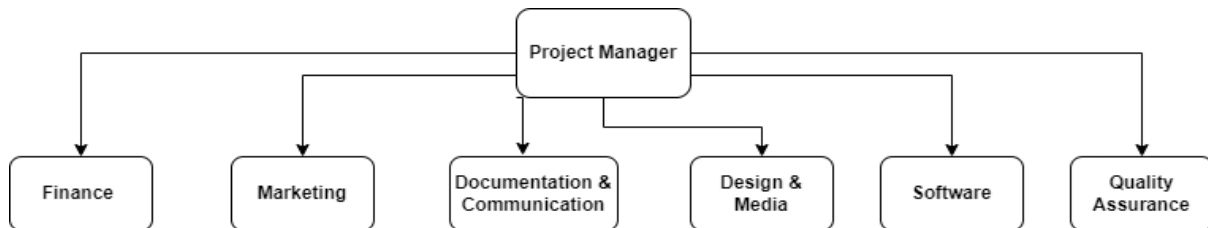


Figure 1: The Structural organisation of project group

4. Objectives of Major Functional Groups

4.1. Finance

4.2. Marketing

4.3. Documentation & Communication

4.4. Design & Media

4.5. Software

4.6. Quality Assurance

5. Management Responsibilities

5.1. Project Manager

5.1.1. Role Description

5.1.2. 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...

5.1.3. 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...

5.2. Finance Manager

- 5.2.1. Role Description
- 5.2.2. Risk Management
- 5.2.3. QA Metrics

5.3. Marketing Manager

- 5.3.1. Role Description
- 5.3.2. Risk Management
- 5.3.3. QA Metrics

5.4. Documentation & Communication Manager

- 5.4.1. Role Description
- 5.4.2. Risk Management
- 5.4.3. QA Metrics

5.5. Design Manager

- 5.5.1. Role Description
- 5.5.2. Risk Management
- 5.5.3. QA Metrics

5.6. Media Manager

- 5.6.1. Role Description
- 5.6.2. Risk Management
- 5.6.3. QA Metrics

5.7. Lead Developer

- 5.7.1. Role Description
- 5.7.2. Risk Management
- 5.7.3. QA Metrics

5.8. Quality Assurance Manager

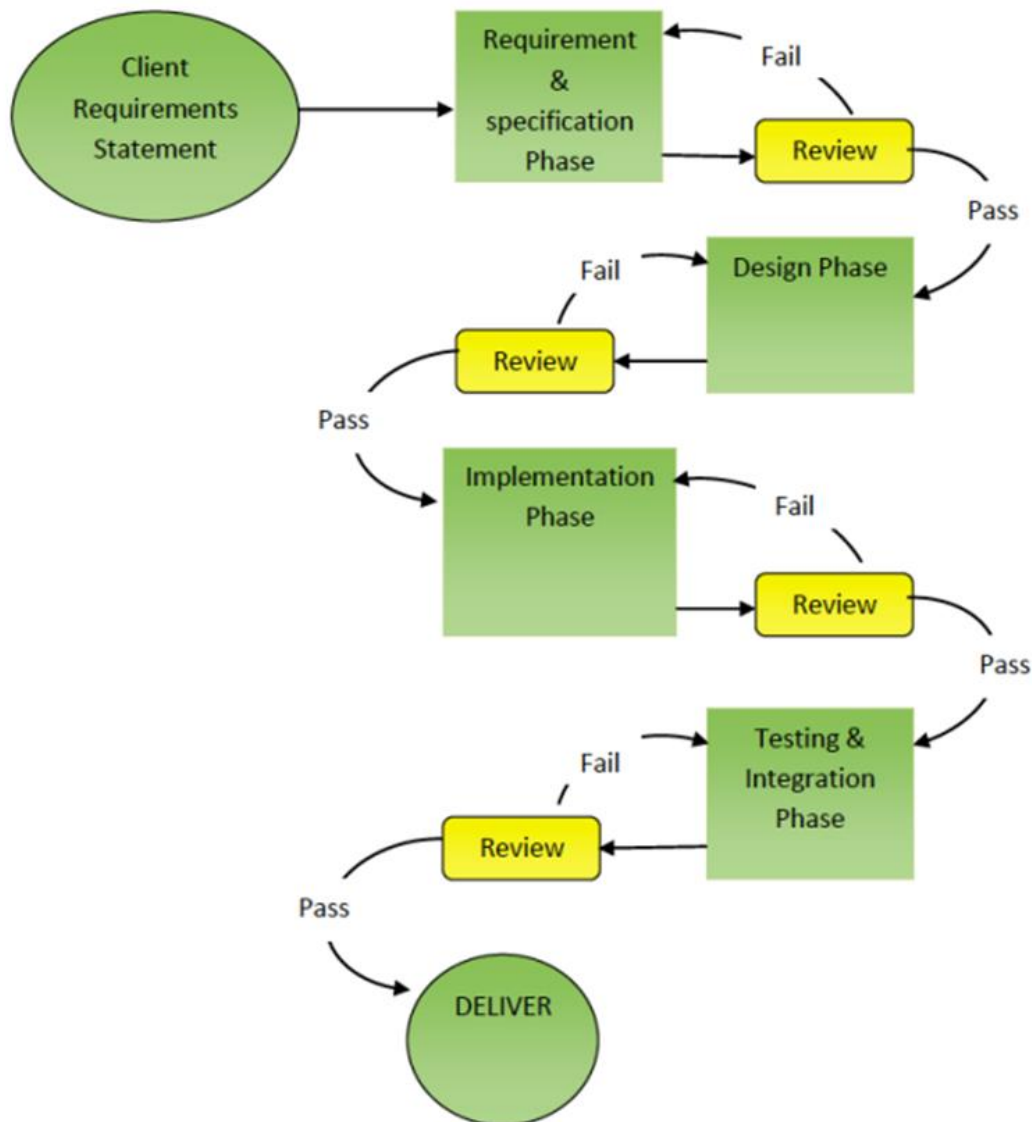
- 5.8.1. Role Description
- 5.8.2. Risk Management
- 5.8.3. QA Metrics

6. Deliverables

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

7. Project Management Methodology

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.

8. Product Realisation

8.1. Customer Related Processes

8.1.1. Customer Requirements

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...

8.1.2. Review of Customer Requirements

8.1.3. Customer Communication

8.2. Planning

8.2.1.

8.3. Design

8.3.1.

8.4. Development & Implementation

8.4.1.

8.5. Testing

8.5.1.