**What is QA?**

* QA is a systematic Process that ensure the product or services meets the specific requirements and is free of defects before its reach the end user.

**Focus:**

* Its focused on preventing defects by improving the development process.

**Importance:**

* Build the user/customer trust by delivering the high-quality software.
* Reduces costs associate with fixing defects later.
* Ensure the software is **reliable, secure and user friendly.**