

s o f i a

QA Metrics

End of First Iteration

Document Control

| Editor | Date | Update |
|-----------------------|-------------------|-------------------------|
| Calum Armstong | 11/03/2015 | Document Created |

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1.0 Contracts and Documentation Manager - Calum Armstrong

| Metric | Measurement |
|--|--|
| Successful contracts | Number of proposals vs number of successful contract |
| Review <i>4 Contracts were successfully agreed upon for the buy and sell of 4 media handlers with a single company.</i> <i>An offer from a second company was made to buy 2 further media handlers from us which fell through due to price negotiations. We were unable to offer them the lowest price due to their restricted demands.</i> | |
| Documentation availability | Number of requests for documents / updated documents |
| Review <i>In general this has been achieved; however there were times where minutes and payroll summaries have had to have been requested. When they have been requested however, they were able to be provided the same day.</i> <i>In the case of minutes, requests should not have to be made and more of an effort should be made to ensure they are uploaded on the same day as the meeting.</i> <i>In the case of payroll summaries, delays have in all cases been the result of timesheets not being handed in on time. This was addressed in meetings and was improved upon last week.</i> | |
| Timesheet management | Number of timesheet summaries provided to finance by mid-day Tuesday |
| Review <i>This has rarely been the case due to late hand in of timesheets. The issue has been discussed as mentioned above and should improve over the coming weeks.</i> | |

2.0 Project Manager – Alex Cash

| Metric | Measurement |
|---|--|
| Team is content with their work and feel confident they know what their tasks are. | Continue to organise regular group meetings but ask the group if they feel well organised, content, and know their tasks. If not, how it can be improved. |
| Review <i>From asking team members I feel like this has been a success, but there is room for improvement. With the help of our development manager it has been relatively straightforward to assign tasks to individuals, but there have been occasions where a team member has completed their task but is not sure what is needed next. More thorough planning needs to be in place, breaking down large chunks of work into smaller tasks.</i> | |
| All deliverable deadlines met with work of a good standard. | Ensure all documents/deliverables are submitted as per the deadline, ensuring beforehand that the whole team is happy with the quality of the work that is being submitted. |
| Review <i>To date, all deadlines have been met and all deliverables handed in on time – in this respect this metric can be considered passed. However, we have yet to receive a huge amount of feedback, only for one task; the tender presentation. The feedback for the tender presentation was good overall but could definitely have been better however I am in the process of discussing this assessment with the university as the team feels the assessment was entirely fair. Other than this, I feel that all of the handed in work has been of a good or excellent standard, and consider this QA metric passed.</i> | |
| Final product is at least representative of the initial plan (not required to be exactly the same) and is of a high standard. | After completion, compare the finished product with the initial product plan to see if we have met our initial requirements. Also, gather opinions of others (outside of the team) on whether the product is of a high standard. |
| Review <i>cannot be assessed until the end of the project</i> | |
| Final product delivered on time. | Ensure product is in a finished stage when it is submitted to the customer on the deadline. This will be dependent on the team's confidence that the product has met our requirements. |
| Review <i>cannot be assessed until the end of the project</i> | |

