

Product Demo Review

Our product was reviewed on **26.05.2017**. The auditors gave the following comments :

1. The auditors informed us that they had heard about similar models adopted by NGOs wherein the donors and NGO were interlinked through an application or a website, to which we responded that **such a model has not become fully operational in Kolkata**.
2. The auditors saw our application and were **satisfied with the UI and functioning of the apps**.
3. The auditors asked about how collection unit would contact the donors. We responded by saying that **the contact numbers of all donors are visible to the collection unit, through which they can contact them**.

Process Audit Review

The Process Audit took place on **27.05.2017**. The auditors asked us about the following :

1. Have we taken care of any risk in our app development process. To this, we responded by saying that, **since we followed CMMI level 2, in which risk is handled reactively, whenever any risk was encountered, the project manager made new task allocations**.
2. Have our project undergone any changes ? To this we responded by saying that **we have stuck with the initial plan and have made no changes, however we know that to make any change, we need to fill a change request form and get it approved**.
3. The auditors went through our SRS.
4. The auditors asked if we had done any peer review : **To this we responded by saying that we had given our applications for trial to our friends**, but we do not have any written correspondence of the same, which they later said was not mandatory for peer review.
5. The auditors asked if we have any written correspondence (handwritten or an email) to show that our SRS was approved. We said that record of the same would be kept by Prof. Wong. **They advised us that a written proof of customer approval of the requirements is very important, so that the customer cannot change his/her requirements at a later stage**. They said that although changes to the requirements are "inevitable", but still a written correspondence is important.

Overall, the auditors seemed satisfied with the process followed by the team during this project.