

# INFO5990

# Professional Practice in IT

School of Information Technologies  
University of Sydney

## Lecture 03B Quality Assurance

# **COMMONWEALTH OF AUSTRALIA**

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# Agenda

## Quality Assurance Concepts and Techniques

- Definition
- Key Concepts
- QA standards
- Final Comment

# Definition

Quality assurance (QA) is a **process-centered approach** to ensuring that a company or organization is providing the best possible products or services.

It is **related to quality control**, which focuses on the end result, such as testing a sample of items from a batch after production. Although these terms are sometimes used interchangeably,

**Quality assurance focuses on enhancing and improving the process that is used to create the end result, rather than focusing on the result itself.**

Among the parts of the process that are considered in QA are planning, design, development, production and service.

Source: <http://www.wisegeek.com/what-is-quality-assurance.htm>

# Or simply

Quality assurance systems emphasize catching defects before they get into the final product.



# Basic Quality Concepts

It is a proven management concept

- “Consistently do things right, the first time”
- “Continuous improvement”
- Avoiding mistakes and defects
- Examples of pioneers in this approach ?





Which company do you associate with  
quality products and services ?

# Examples of this



**Which global organisations have led the world in this ?**



Who else – has a perception of quality & why ?



# Key Concepts

- General view about quality systems is that although people makes mistakes, most errors stem from faulty processes or systems, and training of people ?

Do you agree?



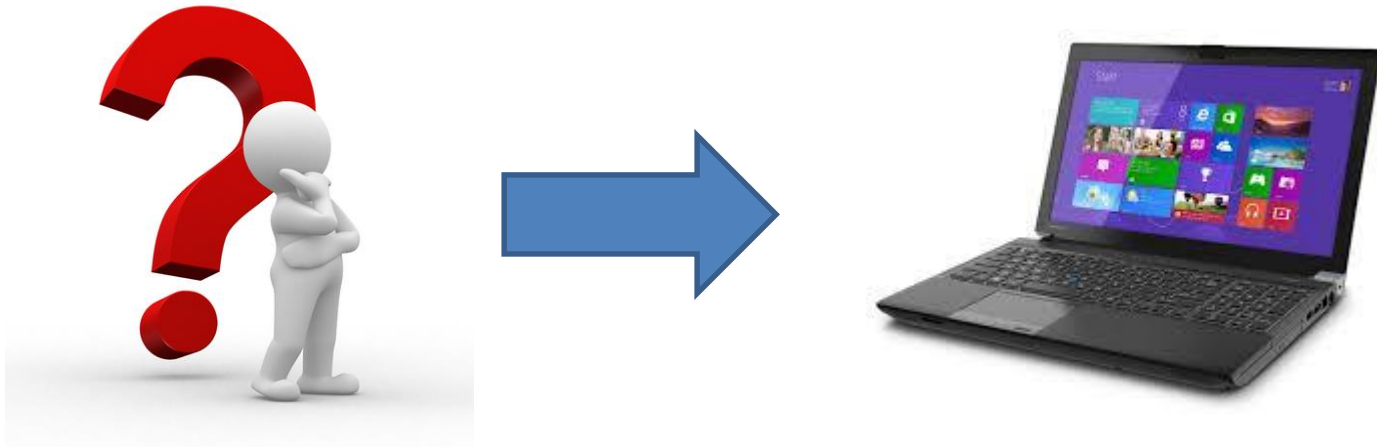
# Key Concepts

- Implementing quality systems require integrity ethics, training, trust, leadership, teamwork, communication and recognition to be present in an organisation.

Why?



# How does QA relate to IT?



# QA Standards

QA Standards are a set of standards that a company chooses to implement to show to their customers they are committed to delivering quality products and services to their customers.

Do you know of any standards?



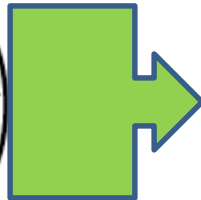
# QA Standards

- ISO 9000 is a series of standards developed and published by International Organisation for Standardisation (ISO)
- Each industry will have its own ISO 9000 standard
- ISO Standards get reviewed regularly. Current standard is version ISO 9001:2008. Next update expected ISO 9001:2015



# Certification

- It can take anywhere from 6 to 18 months for an organisation to go through its certification process
- Costs can be up towards hundreds of thousands of dollars to millions again, depending on the size and complexity of the organisation



# Certification



- Why do it?
  - Customers require it
  - Powerful marketing tool
  - Reap improvements as a result of meeting the standards
  - An organisation needs to determine if ISO is “for them”
  - Get more work ?

# Advantages of a Quality System

- Companies strive for a total quality systems because quality is what the customer demands.
- Ensure that products and services provided meet customer requirements.
- Ensure consistency in the day to day operations.
- Ensure that processes are repeatable and predictable.
- Allow the company to create and retain satisfied customers
- Improve the efficiency, reduce operating cost and minimize unproductive time. All of these features are important in having a competitive company.



# Tip's for the day

- Remember your readings
- They are not there to pad the course
- Those who do not read them now struggle later in the course !
- I cant force you to pass !
- Also – you need to contribute in the tutorial's  
– discussion and dialogue is an important learning method

