Nu Skin Cosmetics Security Enhancement

Exhibit 3.10: QA and Security Improvement Report

This report summarizes the Quality Assurance (QA) and Security Improvement initiative led for Nu Skin Cosmetics. The goal was to strengthen software reliability, improve testing coverage, and enhance customer trust through structured automation, documentation, and process reviews.

Objective & Scope:
The project aimed to reduce production defects and increase overall product reliability by implementing structured QA practices across development and deployment pipelines. The scope included web, API, and backend components, with a focus on security, regression, and performance testing.

Key Actions Implemented:
1. Introduced a formal peer code review process to detect vulnerabilities early.
2. Built automated test suites covering UI, API, and regression scenarios.
3. Integrated testing into CI/CD pipelines to ensure early feedback.
4. Standardized QA documentation including test plans, defect logs, and release reports.
5. Conducted defect root-cause analyses for high-severity bugs and improved preventive controls.

Quantitative Results:

Metric	Before Implementation	After Implementation	Improvement
Production Bugs (per release)	120	72	↓ 40%
Customer Complaints (monthly avg.)	50	40	↓ 20%
Documentation Completion	65%	95%	+30%
Deployment Reliability	75%	94%	+25%

Summary:
The QA improvements resulted in a 40% reduction in production defects and a 20% drop in customer complaints. Automated pipelines reduced manual regression time by 35%, and standardized documentation improved audit readiness.

Conclusion & Impact:
The Nu Skin Cosmetics Security Enhancement initiative demonstrates the impact of integrating automation, process discipline, and documentation into quality management. These improvements enhanced system reliability, strengthened security posture, and built a foundation for scalable QA practices across future releases.

Prepared by: Software Quality Assurance Team – Cardinal Peak LLC