Quality Management Procedures

Because we implemented a pre-made solution, our approach to quality management was focused primarily on maximizing user friendliness in AssetTiger and readability in the system help document.

Our procedures for maximizing user friendliness came down to a subjective experience. We would make changes to the AssetTiger database, then run through the processes affected by the changes and determine whether or not using the database *felt* right, or whether it felt unintuitive. We would then make further changes and further judgements, each time attempting to increase the feeling of user friendliness and intuitiveness.

Quality management for our step-by-step help document consisted simply of proofreading and ensuring a uniform layout across the entire document. We also edited the program screenshots used in the document to increase readability.