

American International University-Bangladesh (AIUB)

Department of Computer Science

Faculty of Science & Technology (FST)

Spring 22 23

Section: K

Software Quality Assurance and Testing

Laundry Express

A Report submitted

By

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Under the supervision of

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Software Test Plan

for

<Laundry Express>

Version 1.0 approved

Prepared by <Ishtiak Ahmed>

<AIUB>

<28/04/23>

Checked By Industry Personnel

Name: Partha Roy

Designation: Project Manager

Company: Laundry Express

Sign:

Date: 02/05/23

Table of Contents

Revision History	3
1. TEST PLAN IDENTIFIER: RS-MTP01.3	4
2. REFERENCES	4
3. INTRODUCTION	4
Background to the Problem.....	4
Solution to the Problem.....	4
4. REQUIREMENT SPECIFICATION	5
4.1 System Features	5
4.2 System Quality Attributes.....	8
4.3 System Interface.....	9
4.4 Project Requirements	11
5. FEATURES NOT TO BE TESTED.....	13
6. TESTING APPROACH.....	14
6.1 Testing Levels	14
6.2 Test Tools.....	14
6.3 Meetings.....	15
7. TEST CASES/TEST ITEMS	16
8. ITEM PASS/FAIL CRITERIA	29
9. TEST DELIVERABLES	29
10. STAFFING AND TRAINING NEEDS.....	30
11. RESPONSIBILITIES	31
12. TESTING SCHEDULE	32
13. PLANNING RISKS AND CONTINGENCIES	32
14. APPROVALS	32

Revision History

Revision	Date	Updated by	Update Comments
0.1	2023.04.29	Ishtiak Ahmed	First Draft
0.2	2023.04.30	Md. Ahsanul Mostakin	Second Draft
0.3	2023.04.30	Ifthekhar Ahmed Tanjim	Third Draft
0.4	2023.04.1	Forhad Ali Emon	Fourth Draft
0.5	2023.04.1	Forhad Ali Emon	Fifth Draft
0.6	2023.04.1	Md. Ahsanul Mostakin	Sixth Draft
0.7	2023.04.2	Ishtiak Ahmed	Final Draft
0.8	2023.04.2	Ishtiak Ahmed	Revised

1. TEST PLAN IDENTIFIER: Laundry Express1.3

2. REFERENCES

- A. S. Albader, "Ask4help Application," 2019. [Online]. Available: <https://m.mu.edu.sa/sites/default/files/content/2019/10/Final%20report.pdf>.
- R. Bandakkanavar, "Krazy Tech," 10 June 2021. [Online]. Available: <https://krazytech.com/projects/sample-software-requirements-specificationsrs-report-airline-database>.
- S. Nath, 2 November 2018. [Online]. Available: https://github.com/ProjectRecommend/docs/blob/master/design-docs/SRS_final.md.
- M. KUMWENDA, "Make use of_," 23 July 2021. [Online]. Available: <https://www.makeuseof.com/reasons-why-you-should-never-use-xampp-on-production-server/>.

3. INTRODUCTION

Background to the Problem

Laundry has been part of history since humans began to wear clothes, so the methods by which different cultures have dealt with this universal human need are of interest to several branches of scholarship. Regular washing of clothes and bedding, helps to remove any bacteria, dirt, fleas, mites and other irritants or infection. Washing of clothes and bedding can help reduce the incidence of infectious diseases, such as diarrheal disease, respiratory infections, scabies and other skin infections. That's why it is important to have a good laundry clothes. But in modern world since everyone is busy it is hard to find time an easy way to do laundry. It is pain to do laundry on own or to take to the laundry store. Most of the time the customer needs to stand in line and wait for hours to do their laundry in laundry store. Thus, this manual labor is more time consuming.

Solution to the Problem

‘Laundry Express’ is an online laundry service where the user can easily do their services through online just a few clicks. User can easily view the services that the system offers and view the

prices of each item for each service. After choosing the services and adding the items (example: clothes, bedsheets etc.) the user can confirm their order. Confirming the order the user can make payment through mobile banking, credit card. After the bill is made our delivery staff will be at the users' doorstep to collect the items.

Anyone will be able to visit the webpage in order to check and the services that it offers. But in order to enjoy the services a user must create an account. Each user will have a profile to keep track of their orders and also online payment system. The order of each user will be notified through notification system. At the end of the service users can rate the service and comment for further future improvement.

4. REQUIREMENT SPECIFICATION

4.1 System Features

For User:

1. Software login

Functional requirements:

- 1.1 System will allow users to login with their given username and password.
- 1.2 The login credentials (username and password) will be verified with database records.
- 1.3 If the login successful, the service page of the user account will be displayed.
- 1.4 If the user misses any of the box to be filled username or password it will give message to fill the box.
- 1.5 The password of the user must contain one upper case, lower case, number and special character.

Priority Level: High

Precondition: User must have valid username and password

2. Service system

Functional requirements:

- 2.1 System will allow the users to choose the services they want to do.
- 2.2 Users will be able to add the product like: shirt, t-shirt, pant, bedsheet etc. in to their preferred services.
- 2.3 Each product has their own prices into according to the services.
- 2.4 Each time a product is added. The system will automatically calculate the total amount of product the and the total price to create order list.

Priority Level: High

Precondition: User must have an account.

3. View Prices

Functional requirements:

- 3.1 Any user will be able to view the prices of the product in each service.
- 3.2 Click in the designated service in order to view the price list.

Priority Level: Low

Precondition: N/A

4. Profile**Functional Requirements:**

- 4.1 The users will be able to edit their profile.
- 4.2 They will be able to edit their profile picture, names.
- 4.3 From the profile users will also be able to change their username and password.

Priority level: Medium

Precondition: N/A

For Admin:

1. Software login**Functional requirements:**

- 1.1 System will allow users to login with their given username and password.
- 1.2 The login credentials (username and password) will be verified with database records.
- 1.3 If the login successful, the service page of the user account will be displayed.
- 1.4 If the user misses any of the box to be filled username or password it will give message to fill the box.
- 1.5 The password of the user must contain one upper case, lower case, number and special character.

Priority Level: High

Precondition: User must have valid username and password

2. CRUD Operation**Functional requirements:**

- 2.1 Add employee, company, branches.
- 2.2 Delete employee, company, branches.
- 2.3 Update employee, company, branches.

Priority Level: High

Precondition: N/A

3. View Information

Functional requirements:

- 3.1 View employee information. Joining date, salary etc.
- 3.2 View customer information. Order, services etc.
- 3.3 View company information.

Priority Level: Medium

Precondition: N/A

4 Profile

Functional Requirements:

- 4.1 The users will be able to edit their profile.
- 4.2 They will be able to edit their profile picture, names.
- 4.3 From the profile users will also be able to change their username and password.

Priority level: Medium

Precondition: N/A

For Employee:

1 Software login

Functional requirements:

- 1.1 System will allow users to login with their given username and password.
- 1.2 The login credentials (username and password) will be verified with database records.
- 1.3 If the login successful, the service page of the user account will be displayed.
- 1.4 If the user misses any of the box to be filled username or password it will give message to fill the box.
- 1.5 The password of the user must contain one upper case, lower case, number and special character.

Priority Level: High

Precondition: User must have valid username and password

2 View Information

Functional requirements:

- 2.1 System will allow to view customer information.
- 2.2 It will allow to view customer services and order.
- 2.3 It will allow to view delivery shifts and order.

Priority Level: High

Precondition: N/A

3 Profile

Functional Requirements:

3.1 The users will be able to edit their profile.

3.2 They will be able to edit their profile picture, names.

3.3 From the profile users will also be able to change their username and password.

Priority level: Medium

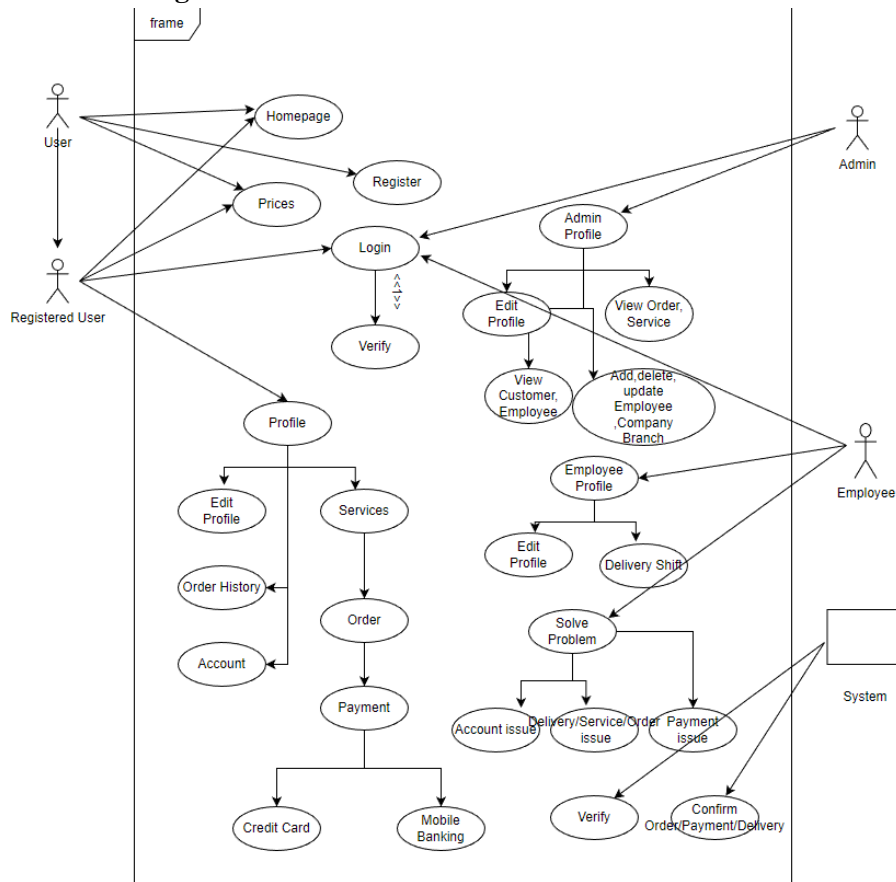
Precondition: N/A

4.2 System Quality Attributes

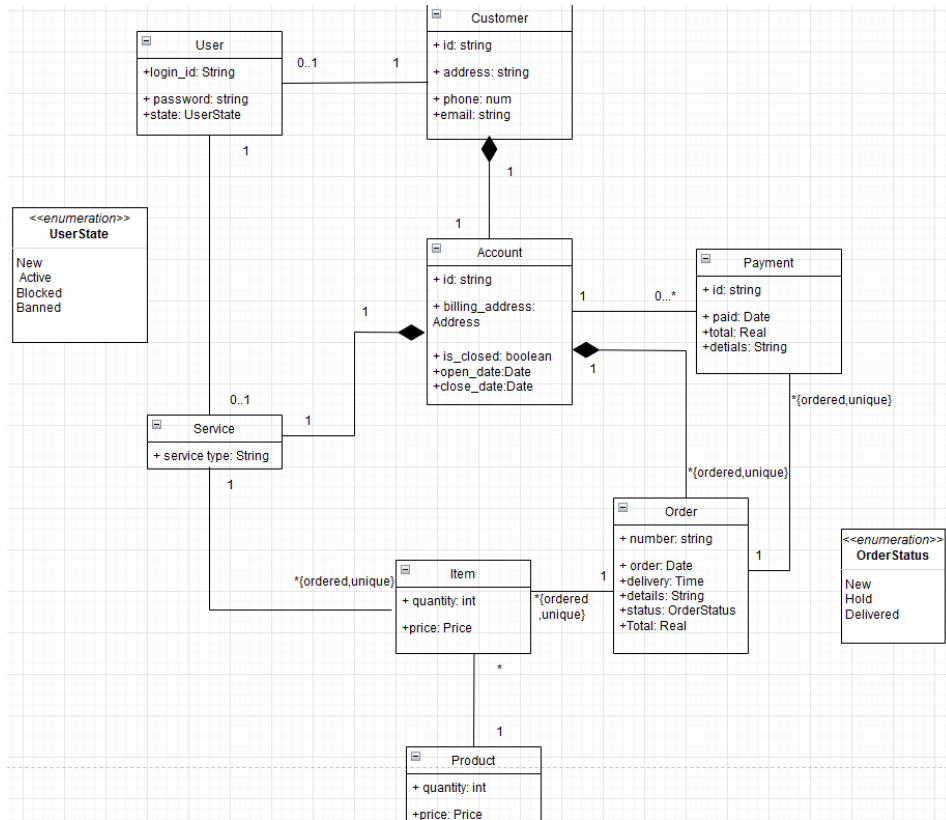
1. **Performance:** The system should be able to very smoothly and efficiently to meet the users need.
2. **Availability:** The system should be available 24/7 with minimal downtime.
3. **Scalability:** The system should be able to handle an increasingly number of customers without compromising performance.
4. **Security:** The system should be protected from unauthorized access and any data breach.
5. **Reliability:** The system should be reliable and provide consistent results. Lists down the quality attributes that describes how well the system should perform.
6. **Usability:** The system should be easy to use, intuitive and user friendly.
7. **Maintainability:** The system should be designed in such a way it can easily be modified to meet changing customer needs.

4.3 System Interface

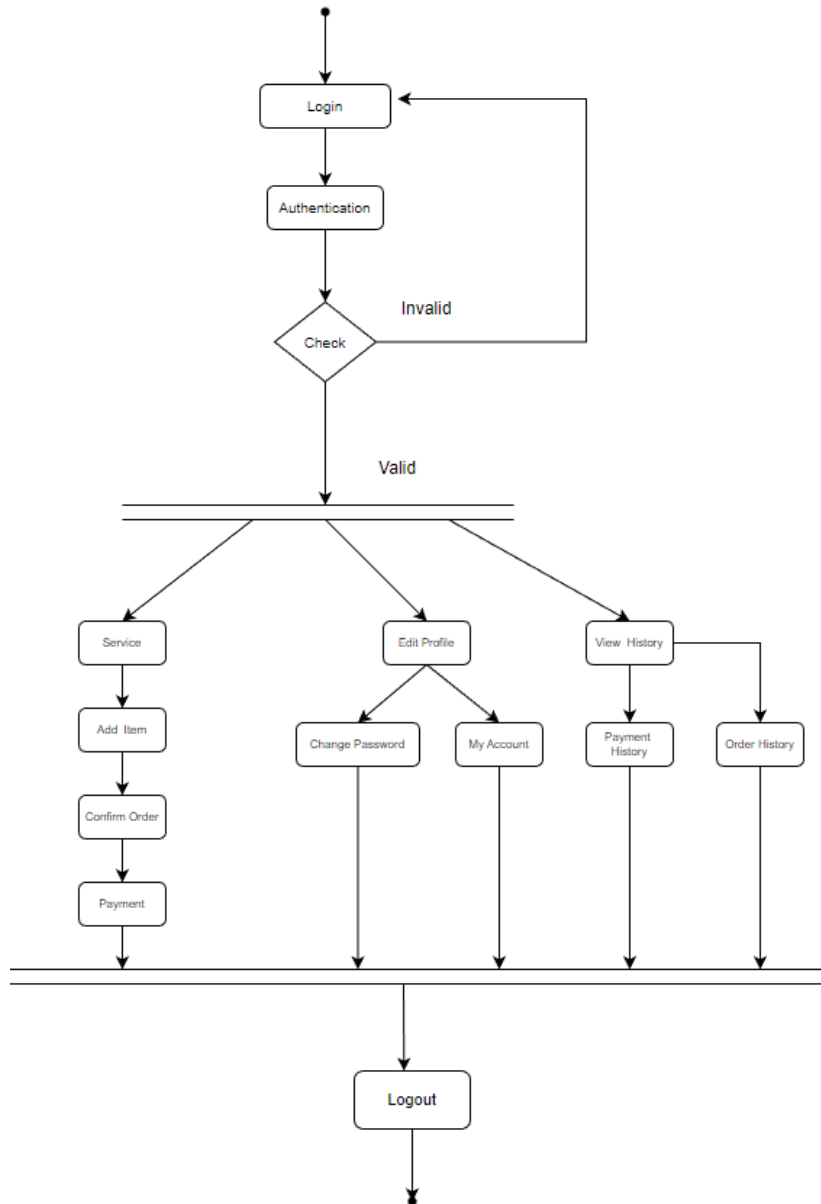
○ Use Case Diagram:



○ Class Diagram:



○ **Activity Diagram:**



4.4 Project Requirements

- This system was built on XAMPP as it is cross platform, open source and easy to set up tool. Thus, it is not recommended for production server for security reasons. There is no password for the database administration. Therefore, hackers can gain access easily. Anyone accesses to database can view and copy confidential users and company information. MYSQL can be access over a network. The local mail server is not also very secure. ProFTDP uses a known password. ProFTDP is the default (File Transfer Protocol) client used by XAMPP. Default password is set to 'lamp'. Thus, user can easily access to web pages.
- The information of all the users will be stored in database that is accessible by the system. MYSQL will be used as SQL engine and database.

- User may access any devices that supports internet browsing capabilities and internet connect. User must have correct username and password in order to access their account.
- **Tools:** The system needs selenium in performance for testing activities.
- **System Interface:** Any popular operating system will allow the use of a modern browser to view and download web pages.
- **User Interface:** Logical characteristics: The GUI of the product shall be designed in HTML/PHP, allowing multitude of different user access. The HTML design will remove most of limits of the access because every popular operating system has HTML viewing capabilities.

Aspects: The system shall have content that will be only viewable to the user if only they are logged in correctly. Also, there will be different types of users having different types of accessing/ viewing/modification privileges.

- **Operation:** The site shall allow authorized user to specifically do certain functionalities. The site shall allow different access permission depending on who the user is.
- **Hardware Interface:** An internet connection to allow the browser software interfaces to connect to the internet to access the files of the website.
- **Software Interface:**

Name: Mozilla Firefox

Mnemonic: Firefox

Specification number

Version number

Source

Purpose: To allow remote access of the website and downloading of files via the internet.

Name: Microsoft Internet Explorer

Mnemonic: IE

Specification number IE7, IE8

Version number: 7.0, 8.0

Source: Microsoft.com

Purpose: To allow remote access of the website and downloading of files via the internet.

Name: Apple Safari

Mnemonic: Safari

Version number: 5.0.2

Source: apple.com

Purpose: To allow remote access of the website and downloading of files via the internet.

Name: Opera

Mnemonic: Opera

Version number: 10.62

Source: opera.com

Purpose: To allow remote access of the website and downloading of files via the internet.

Name: Google Chrome

Mnemonic: Chrome

Version number: 6

Source: google.com/chrome

Purpose: To allow remote access of the website and downloading of files via the internet.

5. FEATURES NOT TO BE TESTED

- Order history.
- Price list in user profile.
- My reviews.
- Rating Star.
- Payment method.
- Admin profile

6. TESTING APPROACH

6.1 Testing Levels

- **Unit Testing:** It is done by the developer and approved by the development team leader. Individual components or units of the software with specific inputs are tested
- **System Testing:** It is performed by the test manager and development team leader with assistance from the individual developers as required. Tested the whole system to ensure it meets the design specifications. Programs will enter into System/Integration test after all critical defects have been corrected.
- **User Acceptance Testing (UAT):** It is performed by the real end users with the assistance of the test manager. After the System/Integration test is completed, the acceptance test will run in parallel with the prevailing manual process

6.2 Test Tools

- **Selenium:** Selenium is a powerful open-source tool for automating web browsers. It is used to test the functionality of web applications on different browsers.
- **Manual Testing:** Manual Testing is a type of software testing in which test cases are executed manually by a tester without using any automated tools. The purpose of Manual Testing is to identify the bugs, issues, and defects in the software application. Manual software testing is the most primitive technique of all testing types and it helps to find critical bugs in the software application.

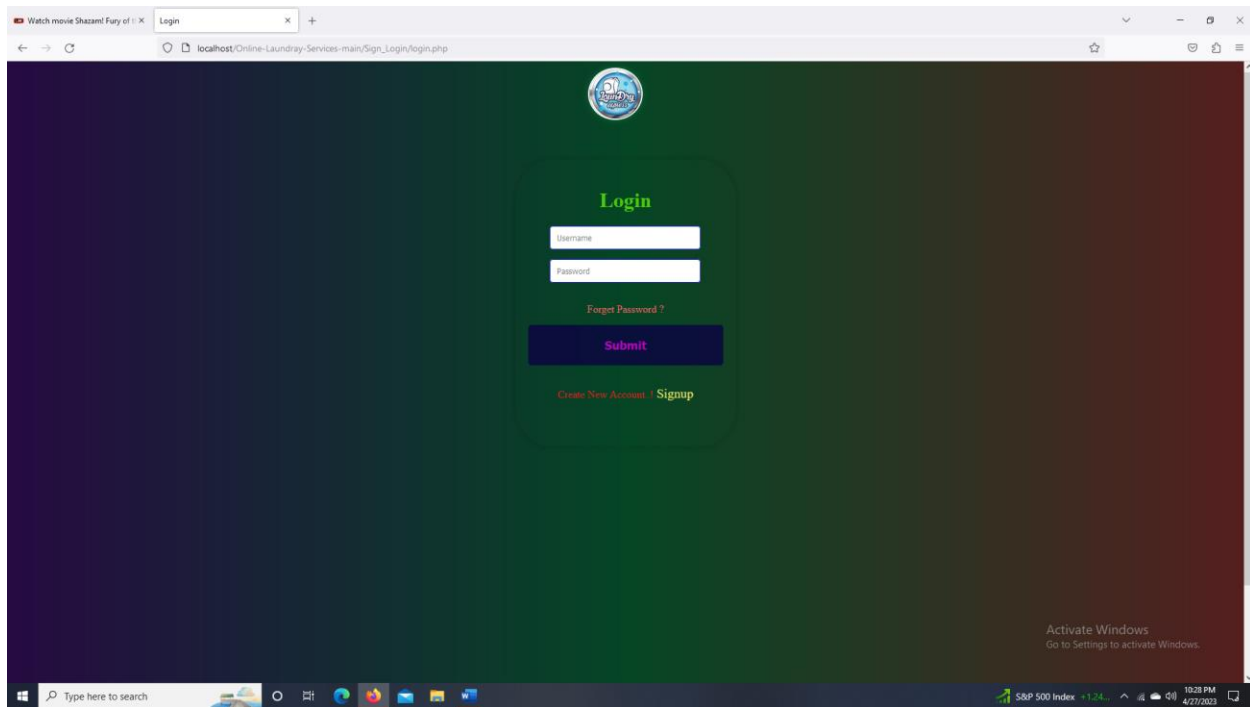
6.3 Meetings

It took two weeks since the first draft and our team held meeting twice a week, every Monday and Wednesday.
Meeting occurred in Microsoft Teams

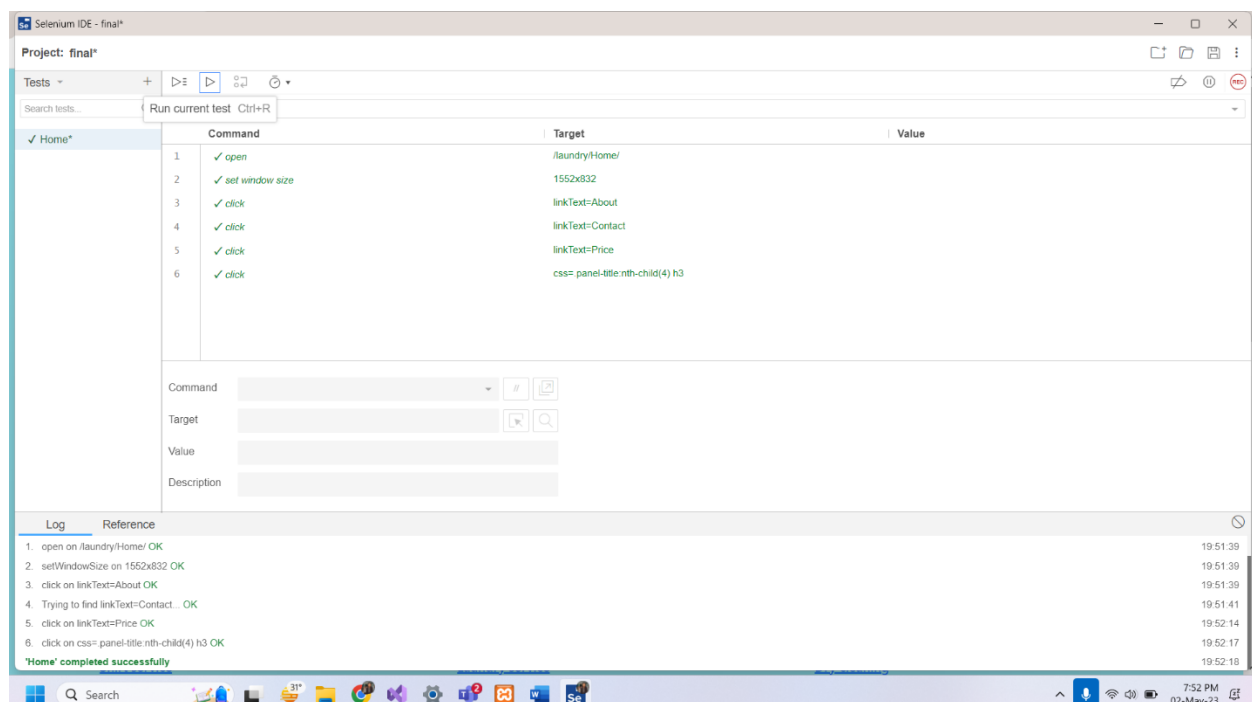
Meeting Date	Meeting Criteria	Objective
17/04/23	Analysis	<ul style="list-style-type: none">○ Functions analysis○ Work process analysis
19/04/23	Progress Evaluation	<ul style="list-style-type: none">○ How far the project is prepared○ Progress evaluation
26/04/23	Error Trends	<ul style="list-style-type: none">○ chacking the error trends and bugs
27/04/23	Revise The system	<ul style="list-style-type: none">○ Check the whole system○ Run the system○ Revise all

7. TEST CASES/TEST ITEMS

Project Name: Laundry Express		Test Designed by: Ishtiak Ahmed		
Test Case ID: FR_1		Test Designed date: 02/05/23		
Test Priority (Low, Medium, High): High		Test Executed by: Ishtiak Ahmed		
Module Name: Login Session		Test Execution date: 02/05/23		
Test Title: verify login with valid username and password				
Description: Test website login page				
Precondition (If any): User must have valid username and password				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1. Go to the website 2. Enter username 3. Enter password 4. Click submit	Username: roy Password: 123qw!@QW	User should login into the application	As expected,	Pass
Post Condition: User is validated with database and successfully login to account. The account session details are logged in the database.				




Project Name: Laundry Express			Test Designed by: Ishtiak Ahmed		
Test Case ID: FR_1			Test Designed date: 02/05/23		
Test Priority (Low, Medium, High): High			Test Executed by: Ishtiak Ahmed		
Module Name: Home			Test Execution date: 02/05/23		
Test Title: verify login with valid username and password					
Description: Check Home Page					
Precondition (If any):					
Test Steps		Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1. Go to the website 2. Click links			Page should change to the link clicked	As expected,	Pass
Post Condition:					



docs/SRS_final.msd at master · · Laundry Express - diagrams.net · Streaming_Platform.pdf · HOME@laundry Express

localhost/Online-Laundray-Services-main/Home/

Laundry Express



[Login](#) [Signup](#) [Service](#) [Price](#) [Contact](#) [About](#)


WELCOME TO Laundry Express

LESS LAUNDRY MORE TIME WITH FAMILY


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HOW WE FUNCTION




Bag up All your dirty Clothes



We pick up your Clothes




We clean your Clothes



We deliver clean folded Clothes




SUPPORT

 Phone
01815059590

Company

[About Us](#)
[Our Services](#)


Follow Us

Activate Windows

Go to Settings to activate Windows.

Type here to search



89°F Haze

9:11 PM
4/29/2023

Project Name: Laundry Express		Test Designed by: Ishtiak Ahmed		
Test Case ID: FR_1		Test Designed date: 02/05/23		
Test Priority (Low, Medium, High): High		Test Executed by: Ishtiak Ahmed		
Module Name: Signup Session		Test Execution date: 02/05/23		
Test Title: Signup as Customer				
Description: Signup with all given information.				
Precondition (If any):				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1. Go to the website 2. Enter username 3. Enter password 4. Click submit	Username: roy Password: 123qw!@QW Confirm Password: 123qw!@QW Mobile: 01815059590 Email: p@gmail.com Address: 647, South Thakurpara, Cumilla	After registering it should show the message resgistered successfully and take it to the login page.	As expected,	Pass
Post Condition:				

Selenium IDE - final*

Project: final*

Tests + [Run current test Ctrl+R] [some/]

Search tests...

	Command	Target	Value
✓ Home*			
✓ signup*			
8	✓ click	id=mail	
9	✓ type	id=mail	t@gmail.com
10	✓ click	id=number	
11	✓ type	id=number	01644516626
12	✓ click	id=password	
13	✓ type	id=password	12qwt@QW
14	✓ click	id=compassword	
15	✓ type	id=compassword	12qwt@QW
16	✓ click	name=submit	

Command

Target

Value

Description

Log Reference

11. type on id=number with value 01644516626 OK 19:54:11

12. click on id=password OK 19:54:11

13. type on id=password with value 12qwt@QW OK 19:54:12

14. click on id=compassword OK 19:54:12

15. type on id=compassword with value 12qwt@QW OK 19:54:12

16. click on name=submit OK 19:54:12

signup completed successfully 19:54:12

Windows taskbar: Search, 7:54 PM, 02-May-23

Watch movie Shazam! Fury of the Gods | signup Laundry Express

localhost/Online-Laundry-Services-main/Sign_Login/signup.php

Laundry Express

Home | Login | Contact | About

Signup

Enter Your Name

Enter Username

Enter Your Email

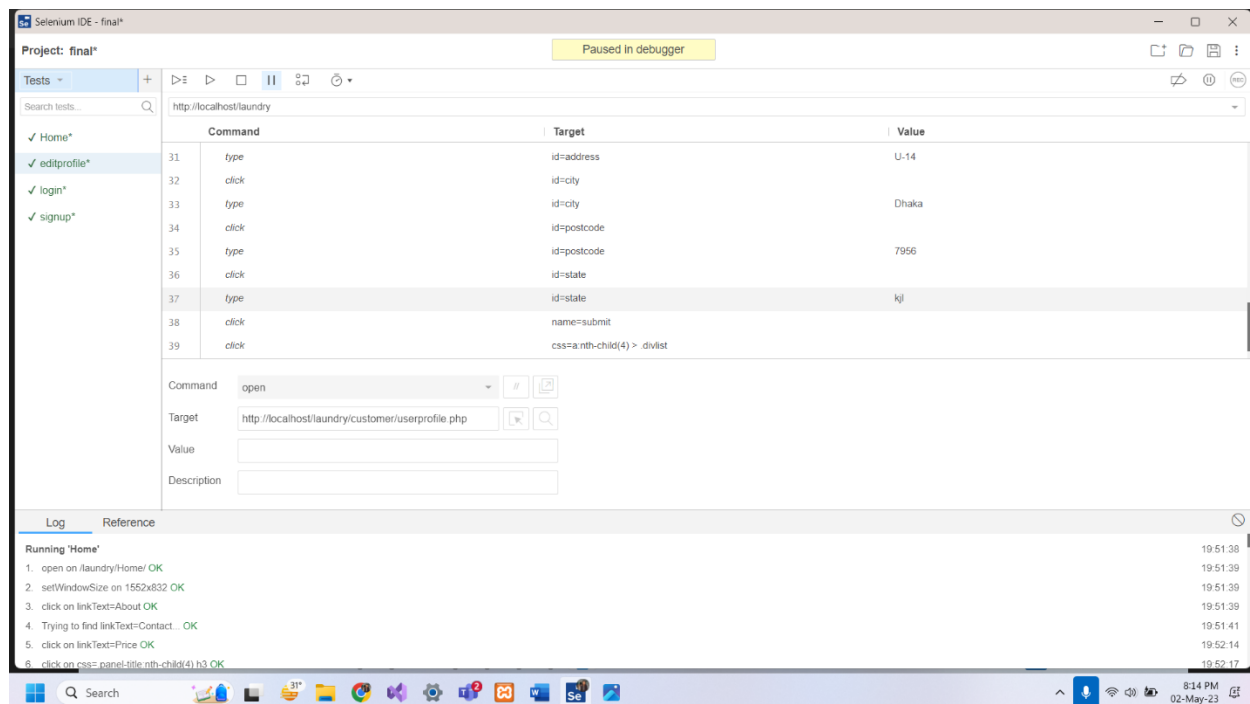
Enter Your Mobile Number

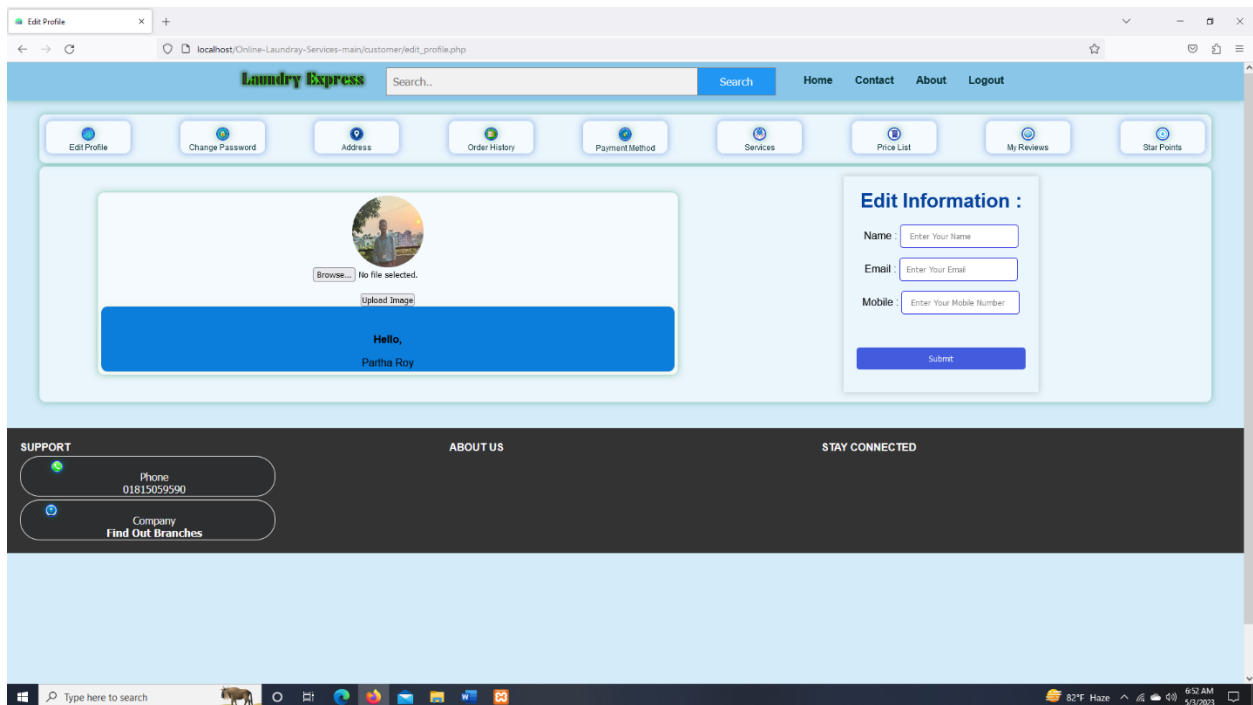
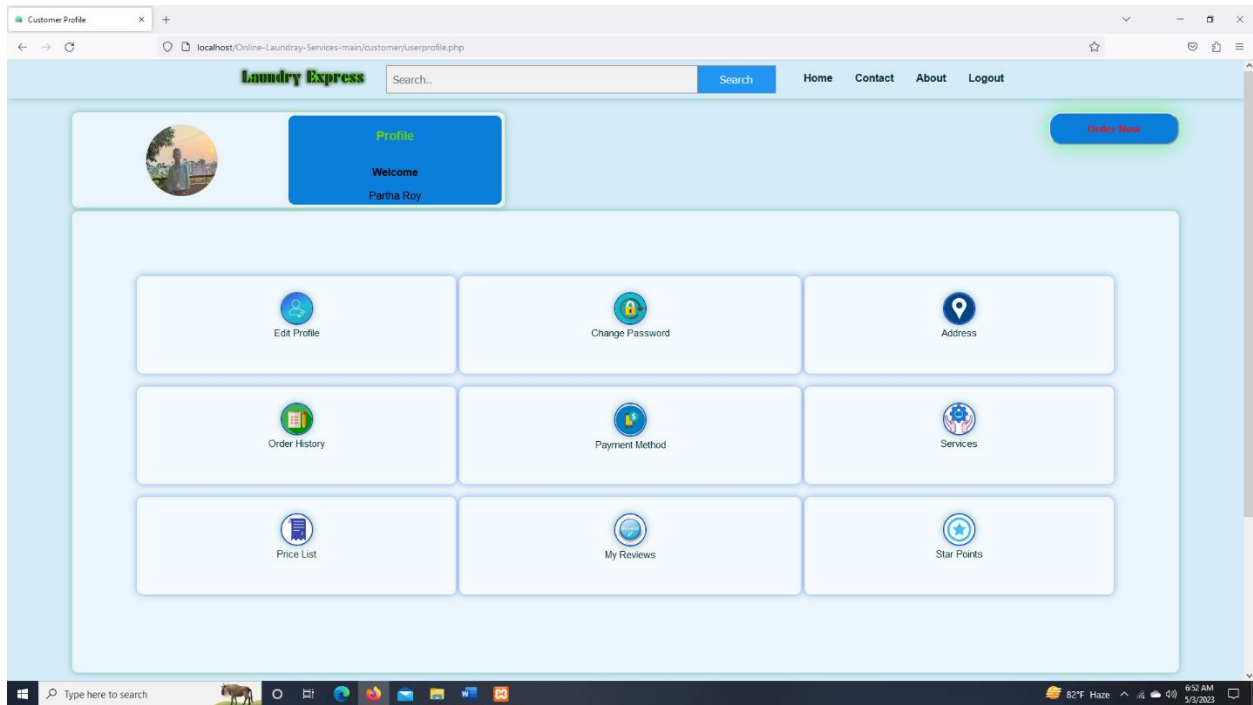
Password

Confirm Password

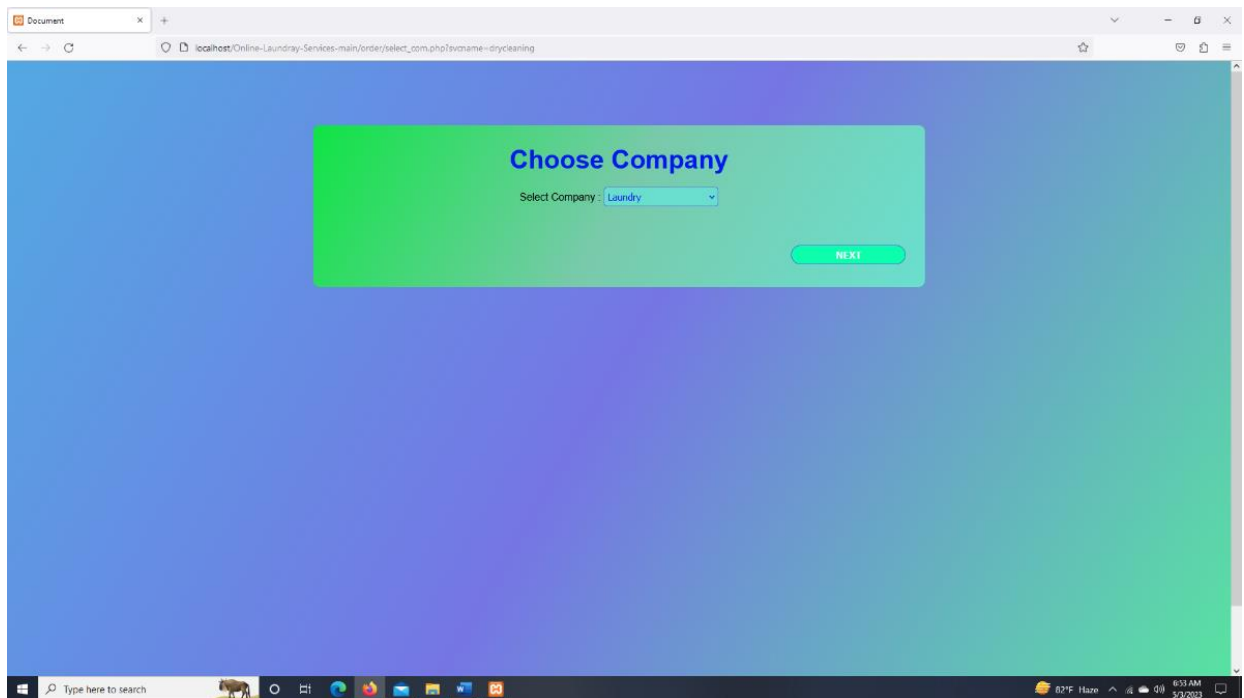
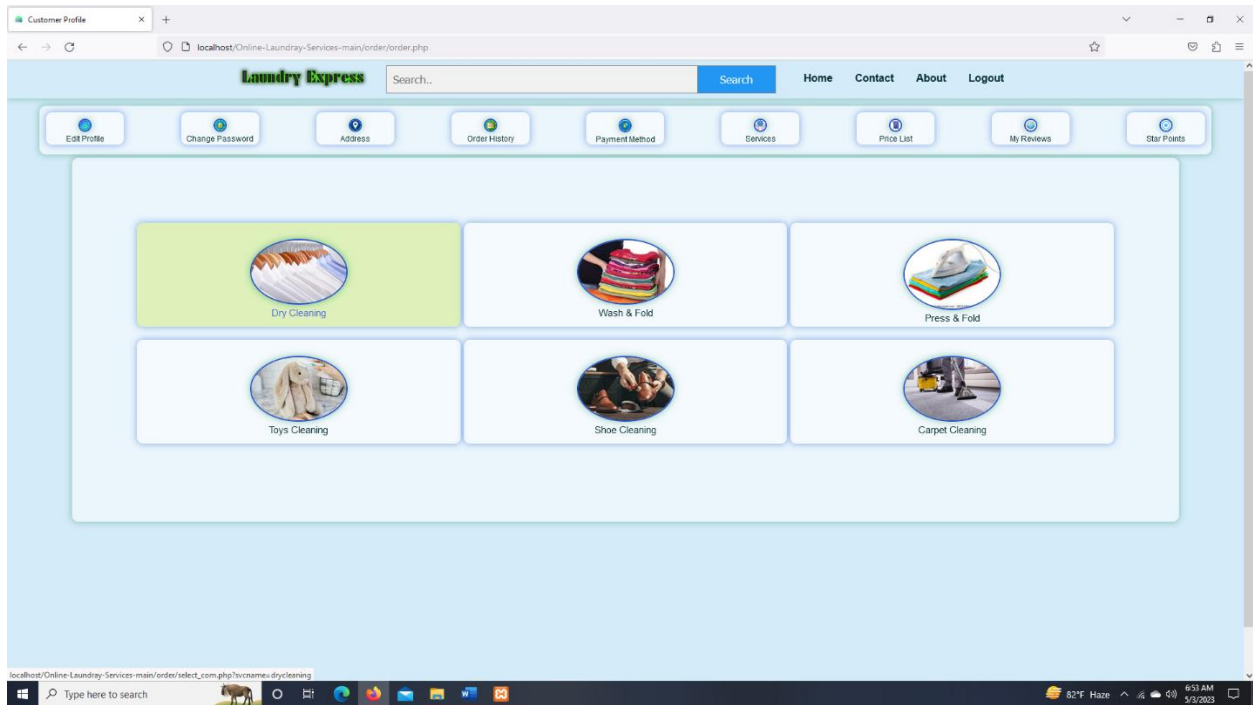
Windows taskbar: Type here to search, S&P 500 Index +1.24%, 10:28 PM, 4/27/2023

Project Name: Laundry Express		Test Designed by: Ishtiak Ahmed		
Test Case ID: FR_1		Test Designed date: 02/05/23		
Test Priority (Low, Medium, High): Medium		Test Executed by: Ishtiak Ahmed		
Module Name: Edit Profile		Test Execution date: 02/05/23		
Test Title: Check to change password, address, phone number etc.				
Description: Should able to edit password, address, phone number etc.				
Precondition (If any):				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1. Go to the website 2. Click edit profile	Change information Change password Change address	After filling the info box click submit button and a message should show.	As expected,	Pass
Post Condition:				





Project Name: Laundry Express			Test Designed by: Ishtiak Ahmed		
Test Case ID: FR_1			Test Designed date: 02/05/23		
Test Priority (Low, Medium, High): High			Test Executed by: Ishtiak Ahmed		
Module Name: Services			Test Execution date: 02/05/23		
Test Title: Add items choosing the appropriate service					
Description: Should able to add item in specific services and submit to order.					
Precondition (If any):					
Test Steps		Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1. Go to the Profile 2. Click Order now/Service		Add items, fill up address, phone number etc.	Fill all the information and click submit.	As expected,	Pass
Post Condition:					



Document x +

localhost/Online-Laundry-Services-main/order/drycleaningform.php

ORDER INFORMATION :

Branche :
ultra

Shirt :

T-Shirt :

Pant :

Saree :

Suit :

Towel :

Blanket :

Bedsheet :

Curtain :

Customer Information :

Type here to search

82°F Haze 6:53 AM 5/3/2023

Document x +

localhost/Online-Laundry-Services-main/order/drycleaningform.php

Saree :

Suit :

Towel :

Blanket :

Bedsheet :

Curtain :

Customer Information :

Name

Email

Phone

Address

City

Zip

State

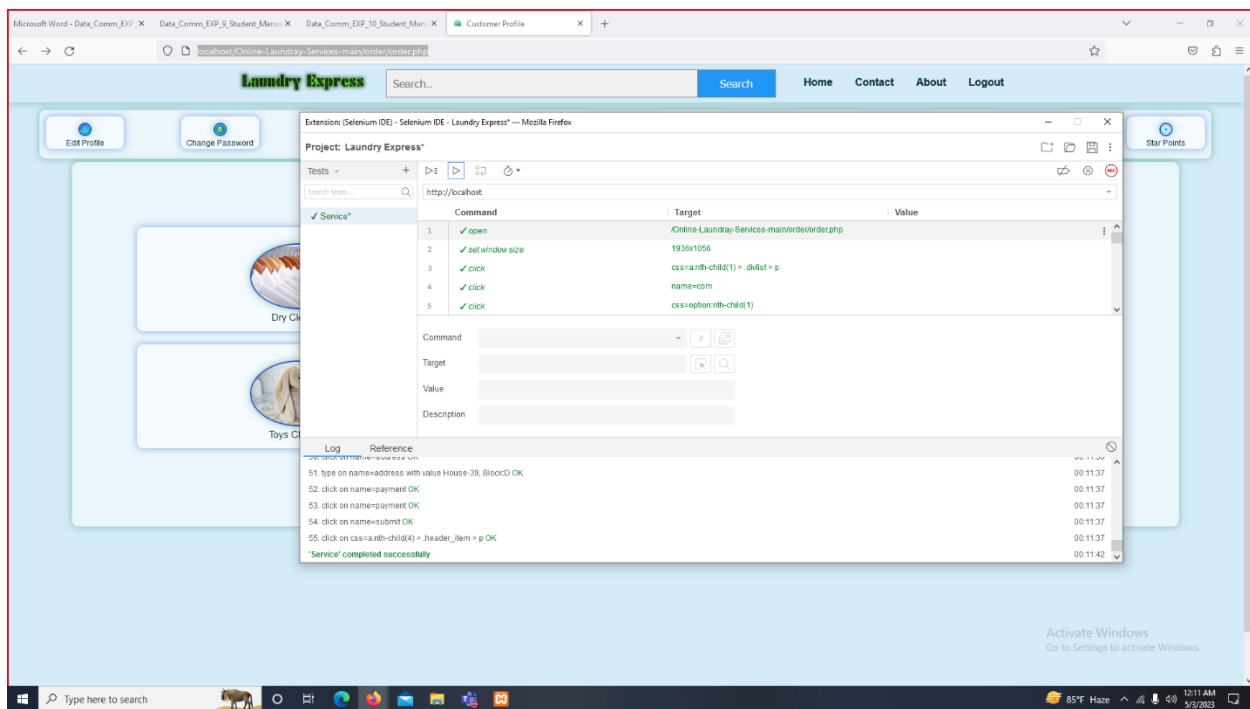
Payment Information :

Cash on Delivery

Order

Type here to search

82°F Haze 6:53 AM 5/3/2023



Project Name: Laundry Express		Test Designed by: Ishtiak Ahmed		
Test Case ID: FR_1		Test Designed date: 02/05/23		
Test Priority (Low, Medium, High): High		Test Executed by: Ishtiak Ahmed		
Module Name: Check Order		Test Execution date: 02/05/23		
Test Title: Check order made by the customer				
Description: Able to check order made by the customer.				
Precondition (If any):				
Test Steps	Test Data	Expected Results	Actual Results	Status (Pass/Fail)
1. Go to office employee Profile 2. Click check Order list		Click on check order list to see the order	Not expected,	fail
Post Condition:				

Selenium IDE - project002*

Project: project002*

Executing -

X office emp*

http://localhost/laundry/Sign_Login/login.php

Command	Target	Value
5 ✓ click	id=password	
6 ✓ type	id=password	12qwl@QW
7 ✓ click	name=submit	
8 ✓ click	css=a:nth-child(3) p	
9 ✓ click	linkText=view oder	
10 X click	css=.menu2 > li:nth-child(2) > a	
11 click	css=.menu2 > li:nth-child(3) > a	
12 click	css=.menu2 > li:nth-child(4) > a	
13 click	css=a:nth-child(4) p	

Command

Target

Value

Description

Runs: 1 Failures: 1

Log Reference

6. type on id=password with value 12qwl@QW OK 00:31:50

7. click on name=submit OK 00:31:51

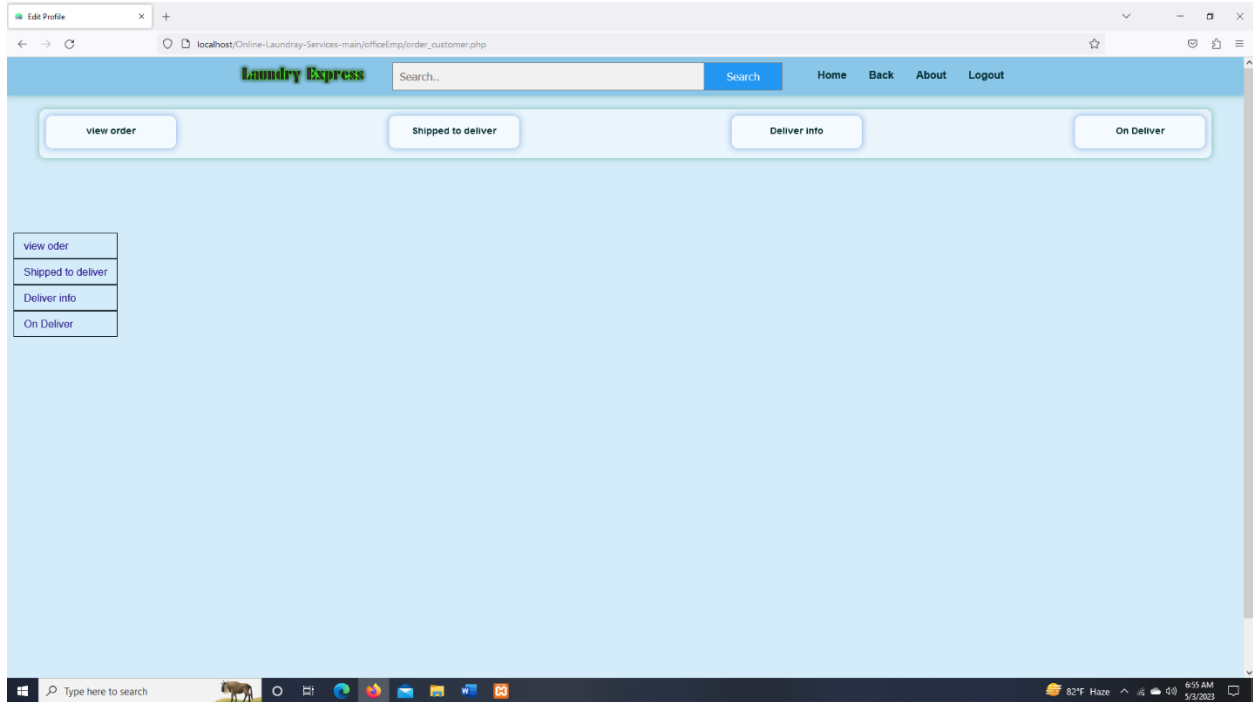
8. click on css=a:nth-child(3) p OK 00:31:52

9. click on linkText=view oder OK 00:31:55

10. Trying to find css=.menu2 > li:nth-child(2) > a... Failed: Implicit Wait timed out after 30000ms 00:31:56

'office emp' ended with 1 error(s) 00:32:27

12:32 AM 03-May-23



8. ITEM PASS/FAIL CRITERIA

Software must be both reliable and high-quality. Achieving this requires implementing a thorough testing plan that includes clear pass/fail criteria. One of the most critical areas to test is the user registration process, ensuring that users can create accounts and log in seamlessly without any issues. The order placement process must also be tested to confirm that users can place orders and make payments without any errors or challenges. Furthermore, testing the platform's performance is essential to ensure that it can handle the expected traffic without significant delays or errors. Security is another key criterion that needs to be addressed, with the platform requiring protection against any unauthorized access and other security threats. Lastly, testing the platform's usability and compatibility across different browsers, devices, and operating systems is vital to ensure it is user-friendly and operates seamlessly. The platform passes the relevant tests if it meets the expected standards in these areas.

9. TEST DELIVERABLES

Online laundry system, the following test deliverables are necessary to ensure the platform meets expected standards:

- System/Integration Test Plan: A document outlining the approach, objectives, and steps to be taken during testing of the integrated system components

- Unit Test Plans/Turnover Documentation: A set of documents outlining the testing approach, objectives, and steps to be taken during testing of individual units of code.
- Screen Prototypes: Prototypes of each screen in the platform that are used to verify that the platform meets the required design specifications.
- Report Mock-ups: Mock-ups of each report in the that are used to verify that the platform meets the required reporting specifications.
- Defect/Incident Reports and Summaries: Reports that document any defects or incidents found during testing, along with their severity and steps to reproduce them.

Reports: The testing process, including the steps taken, the results obtained, and the status of the platform after testing.

10. STAFFING AND TRAINING NEEDS

To ensure the success of the online laundry system, proper training and staffing are essential. The staff should be trained on the system's features and functionalities, including customer service skills, order processing, and delivery procedures. The training should also cover health and safety guidelines, as well as proper handling and care of laundry items. Adequate staffing should be in place to handle the expected workload and to ensure timely delivery of laundry items to customers. Additionally, regular performance evaluations and training should be provided to keep the staff.

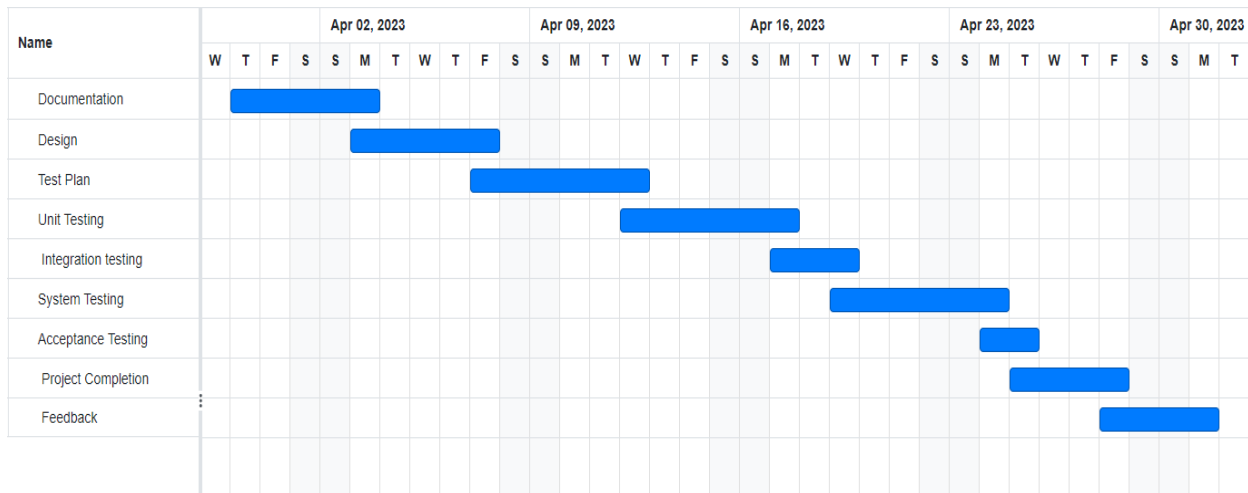
1. Laundry Operations Training: Staff members will need to be trained in laundry operations, including sorting, washing, drying, folding, and handling different types of fabrics.
2. Equipment Training: They should also be trained in how to use and maintain laundry equipment such as washing machines, dryers, and pressing machines.
3. Customer Service Training: Staff members will need training in customer service, including effective communication with customers via phone or email, addressing customer concerns, and managing expectations.
4. Technology Skills Training: Since it's an online system, staff members need to be familiar with the technology used by the online laundry system, such as the order management system, payment processing, and online scheduling.
5. Staffing Needs: The number of staff members required will depend on the volume of orders received and the services offered. For instance, a smaller operation may only require a few staff members to handle all aspects of the laundry process, while a larger operation may require additional staff for delivery, customer service, and management.

Overall, training and staffing needs in an online laundry system should focus on laundry operations, equipment, customer service, technology skills, and staffing requirements.

11. RESPONSIBILITIES

	TM	PM	Dev Team	Test Team	Client
Acceptance test Documentation & Execution	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
System Integration test Documentation & Exec.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Unit test documentation & execution	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
System Design Reviews	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Detail Design Reviews	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Test procedures and ules	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Screen & Report prototype reviews			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Change Control and regression testing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

12. TESTING SCHEDULE



13. PLANNING RISKS AND CONTINGENCIES

- Delays in identifying and resolving defects could lead to missing deadlines.
- The project may go over budget if extra resources are required to complete it.
- Inadequate testing could result in poor quality outcomes.
- Failure to understand the customer's needs may result in their not meeting their expectations.
- Insufficient security testing could pose security risks.
- In order to manage project risks, a quality assurance plan should be developed for software quality testing. A risk management strategy must be used to detect, assess, and mitigate risks during software quality testing. Consistent code reviews may assist in detecting potential issues.

14. APROVALS

Project Sponsor -	
Development Management -	
EDI Project Manager -	
RS Test Manager -	
RS Development Team Manager -	
Reassigned Sales -	
Order Entry EDI Team Manager -	

