# Case Study: Implementing a Custom Jira Workflow for Quality Assurance

**Background**

A newly formed Quality Assurance (QA) department lacked a centralized system to track and manage QA activities

**Problem**

- No dedicated tool for tracking QA issues
- Inefficient, error-prone Excel workflows
- Lack of process visibility and reporting
- Limited Jira experience within the QA team

**Solution**

Leveraging past experience, I proposed a custom Jira workflow based on the 8D methodology. Key implementation

1. Collaborated with Jira Admin and QA engineers to gather requirements
2. Designed a Jira workflow aligned with 8D process steps and custom fields
3. Established permissions and built automations (notifications, reminders)
4. Ran iterative tests and refined workflow based on team feedback
5. Created end-user documentation and provided training
6. Published a knowledge base and moved workflow to production

**Results**

- Replaced TIPQA, achieving significant cost savings
- Improved team efficiency and reduced manual reporting
- Enabled real-time dashboards and automated notifications
- Streamlined data visualization and report generation
- Earned internal Bravo Awards for innovation and impact

**Tools & Skills Applied**

• Jira (Custom Workflows, Automation, Permissions)
• 8D Methodology
• Stakeholder Collaboration
• Technical Documentation
• Process Improvement

**Conclusion**

This project successfully modernized the QA team's workflow, enabling structured quality tracking and real-time rep