



# Z-Squad Policy

## Document Details

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1.0 / Jul 1, 2004	Z-Squad Team	Creation of Base Document	Director			
2.0 / Oct 28, 2005	Z-Squad Team	Adopted the theme 'Quality is Personal' into the Z-Squad Policies	Director			
3.0 / Jan, 2006	Z-Squad Team	Made changes to the Team Composition and added content on Grading Scales, Checklists.	Director			
3.1 / Nov 15, 2008	5G PG Team	Adopted new naming conventions, Added sections on engineering documents etc,	Sumitra Seshan	Nov 15, 2008	Nov 30, 2008	Nov 30, 2008



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## 1. Purpose of the Document

The document is intended to explain the Z-Squad Policies, Procedure, its roles and activities.

## 2. What is Z-Squad ?

Z-Squad is a task force within 5G that monitors individual and collective quality of the organization and establishes metrics, practices and methods to continuously improve quality.

The two postulates that drive the goals of Z-Squad are:

1. Quality is internal and is achieved by individual self-discipline and self pride.
2. If individual quality exists and continuously improves, then the organization quality will automatically tend to conform to the established benchmarks for world-class quality.

## 3. Goals of Squad

The goals of Z-Squad are:

- To ensure that every employee of the company strictly follows the company's established quality standards and practices.
- To cohesively bring individual and team discipline that is imperative for becoming world class.
- To establish compliance with, and improve the best practices of the company in order to boost the organization's performance-establish key performance indices.
- To improve the intra-team communication and establish proper coordination metrics and practices amongst team members.
- To inculcate the doctrine that "Quality is personal" and facilitate the assimilation of this through seminars and personality development program

## 4. Activities of Z-Squad

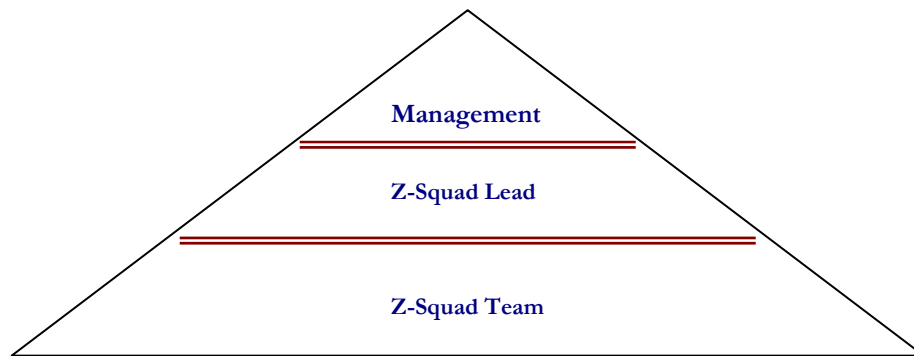
The Z-Squad at 5G shall define, implement and evaluate continuously the Quality standards, procedures and practices within 5G. The Z-Squad shall comprise 5 individuals who are self-starters and have a passion for Quality. They shall come from the design, development and testing backgrounds and shall be responsible for the following:

- **Quality System Maintenance:** To continuously develop improved systems, procedures and tools for maintaining and enhancing the Quality of the organization. Knowledge transfer and Training of the staff on the existing and improved Quality Systems shall be an important responsibility.

- **Quality Control:** To continuously monitor the quality during every phase of development, such as, planning, progress meetings, sign-off, configuration management, change control, documentation control, design reviews, code walk-through, error reporting, system testing and acceptance testing.
- **Personal Quality Improvement:** To provide training and continuously encourage and reward self-discipline in individuals in an effort to raise the standards of human quality culture across the organization.
- **Quality Assurance:** To audit the company projects regularly, both systematically and randomly, to ensure that there is organization-wide conformance to the Quality Systems established.

#### 4.1 Structure of Z-Squad

The Z-Squad will have a lead who will be directly responsible for the team and will help coordinate the activities of the team. The Z-Squad team lead will also report to the Management of the Organization on a weekly basis to (a) submit weekly audit reports (b) release audit report for the deliveries that have been made during the week (c) bring to the notice of the management on any key/important issues related to Quality.





## 4.2 Structure of Z-Squad Roles and Responsibilities of Z-Squad

The quality of the work product solely depends on the project team and Z-Squad ensures that the project groups work towards the final achievement of this quality goal by merely monitoring and auditing whether the project team performs their responsibilities.

Z-Squad has an independent management chain and their role shall be to support the development and maintenance teams in improving the product quality. Therefore Z-Squad shall:

- Review all development and quality plans for completeness
- Participate as moderators in design and code inspections
- Review all Test Plans for adherence to standards
- Review a significant sample of test results to determine adherence standards
- Participate in all project reviews (monthly & quarterly) and register non-concurrence if the appropriate standards and procedures have not been reasonably met.

## 4.3 Reporting Structure

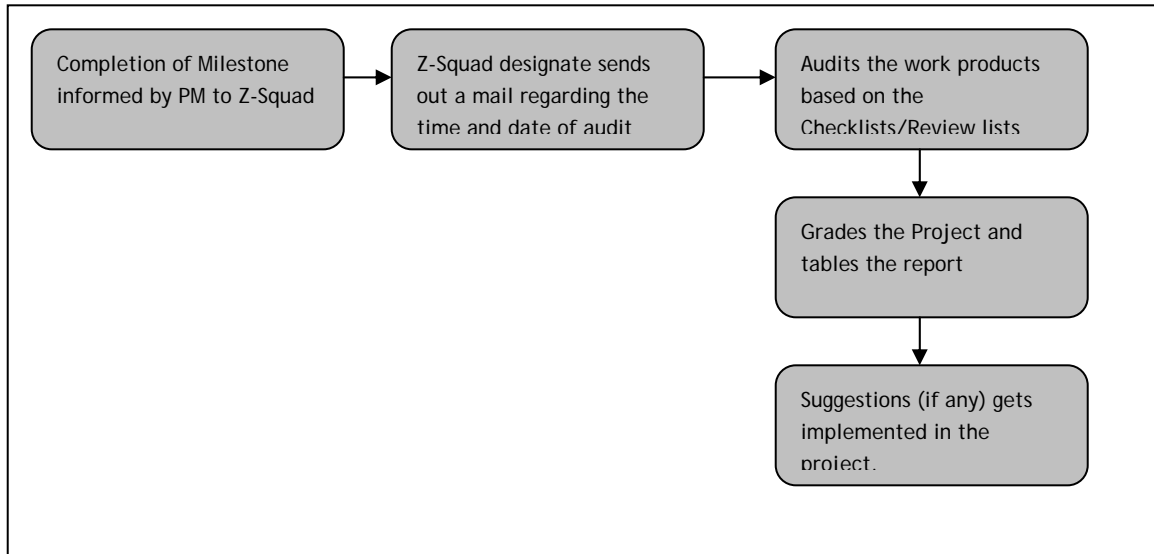
Z-Squad will be an independent body and will perform the duties of SQA along with the project team. Z-Squad will report directly to the COO of the company and the company-wise metrics will be presented to the management once every month.

Every product/project release will be audited and certified by the Z-Squad and any critical (or) non-conformance issue raised during the release audit will be immediately notified to the management.



## 4.4 Audit Process

Z-Squad members perform both Systematic and Random Audits. The process that is followed for Systematic Audits are as follows:



Audits are conducted on everything - from program code quality to estimation process. Standard Check lists and review lists will be used (templates: Z-Squad Review Lists). The release audits are conducted at the time of release and are primarily aimed at achieving the quality goal of "Zero External Defect". Only when the Release authorization is provided by the Z-Squad, will the release be made to the client. The grading system (templates: Z-Squad Grading System) that is used by the Z-Squad is provided below as a sample.



## Z-Squad Grading Sheet

Product/Project Name:

Delivery Date:

Version:

Category	Zsquad Check points	Maximum Marks	Actual Marks	Zsquad Comments	Agreed by Project team(Y/N)
A.	Documents				
	User Document(SRS, Functional Spec)	10			
	Design Document	15			
	Test Plan & Bug Reports	15			
	Checklists(Developer, Tester and Release) all properly filled	4			
	<b>Total</b>	<b>44</b>			
B.	Issues				
	No Critical, Major open issues in Deliverable Product	30			
	Minor Issue in Product	6			
	<b>Total</b>	<b>36</b>			
C.	Deliverables				
	Documentation of Open Issues	5			
	Backup CD	5			
	Readme/User Manual	5			
	Software kits	5			
	<b>Total</b>	<b>20</b>			
	<b>Grand Total</b>	<b>100</b>			
<b>RESULT OF THE AUDIT :</b>					



Zsquad Approval Status based on grading

<u>Marks</u>	<u>Zsquad Approval Status</u>	<u>Grade</u>
Under 50	Not Approved	F
50-60	Not Approved	C-
61-65	Not Approved	C
66-70	Not Approved	C+
71-75	Not Approved	B-
76-80	Discretionary Approval	B
81-85	Discretionary Approval	B+
86-90	Approved	A-
91-95	Approved	A
96-100	Approved	A+

Note: During the audit of the deliverable software, Zsquad will grade it based on the marks specified above for every checkpoints. For the Zsquad to approve the delivery, Marks must be above 75(minimum Grade B)- If Grade is B and B+, Zsquad will approve with the discretion of the Management.

- End of Document -