

## ECOMM &amp; Loyalty QA - NEWSLETTER -February 2022 Edition

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Tue 01-03-2022 18:24

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February 2022



## NEWSLETTER ECOMM & Loyalty QA

### Message from Darine

I want to start by thanking each and every one of you for the warm welcome! I cannot believe it has been already a month since I started this position and what a month it has been.



A small introduction about myself, I have been in the QA world for 20+ years. I happen to fall into this field and never looked back ever since. I have been the manual tester, the test analyst, the test coordinator and therefore I appreciate all of you for making this team the strong team that it is today. Without all your collaboration and hard work the QA Center of Excellence would not be where it is.

I have started at Air Canada on November 2012 as a 6 month contract to help start the QA department and 10 years later here we are. Bigger better and stronger!

With the pandemic entering what I hope is the endemic phase, rest assured that it is going to be a BUSY year ahead and exciting also. Mike Rousseau highlighted it in his recent message "**Embarking on our next chapter together to Rise Higher**"

The four **Rise Higher** priorities are:

1. **Fund Our Future** — we rise higher by building a more profitable, sustainable business.
2. **Reach New Frontiers** — we rise higher by growing our network and driving new revenue.
3. **Elevate Our Customers** — we rise higher by becoming our customers' favourite choice.
4. **Lift Each Other Up** — we rise higher by caring for each other while playing an impactful role in society.

Darine Sabanekh

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## What are we working on in QA this month?



### New Projects in the pipeline this month:

**UBER Redemption:** As an UBER Account Holder can redeem Aeroplan points for UBER Cash in the Uber App (or Uber Eats App) . This Project is in its final stages and Launch Date scheduled for **March 21**

**CARBON OFFSET:** This project is to support Air Canada's commitment to the Climate Action Plan. Air Canada has successfully identified its new offset provider, Air Canada is seeking a more comprehensive offset option integrated into the AC, ACV and AE booking flows

**BIOMETRICS:** Air Canada is developing a platform through which passengers can create a unique digital identity for use at airport touchpoints (e.g. aircraft boarding, lounge access). Air Canada also envisions that this platform will be used as a means to create biometric touchpoints for employees in areas such as building entry, punch clock, and asset management.

**E-Credits:** The goal of this project is to implement a Travel eCredit solution that will deliver on these key commercial objectives:

- Implement expiration dates to recapture revenue opportunities
- Improve customer experience by building a wallet
- Build transferability control
- Ability to make eCredit purchase through AC channel

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## Employee's Corner



## Celebrating Birthday's This Month!

<b>Shalini Tripathi</b> <small>DTL</small>	<b>March 2<sup>nd</sup></b>
<b>Jayati Kochhar</b> <small>Digital/Ecom- E2E</small>	<b>March 6<sup>th</sup></b>
<b>Prashantkumar Singh</b> <small>Digital/Ecom</small>	<b>March 6<sup>th</sup></b>
<b>Manikandan Nagarethinam</b> <small>Other Requests (Air/ Non-Air/ New partnerships)</small>	<b>March 6<sup>th</sup></b>
<b>Komal Jagtap</b> <small>SSCI</small>	<b>March 11<sup>th</sup></b>
<b>Bikram kesari Barik</b> <small>Digital/Ecom</small>	<b>March 19<sup>th</sup></b>
<b>Singamsetty PavanKalyan</b> <small>SSCI</small>	<b>March 21<sup>st</sup></b>
<b>Femina Arokiya Sigamani Antony Samy</b> <small>Digital Web Dashboard</small>	<b>March 21<sup>ST</sup></b>
<b>Madhankumar Balasubramani</b> <small>ARSF</small>	<b>March 22<sup>st</sup></b>
<b>Pasumpon Pandiselvam</b> <small>Digital/ Ecom – E2E</small>	<b>March 26<sup>th</sup></b>
<b>Usha Baskaran</b> <small>Digital/ Ecom</small>	<b>March 27<sup>th</sup></b>

**\*Missed your birthday? Sorry 🙏. Please send a note to [darine.sabaneekh@aircanada.ca](mailto:darine.sabaneekh@aircanada.ca)**

## Superstars!

It is so important to take the time and acknowledge and appreciate everyone's contributions to our collective successes. It is especially significant when people outside our organization recognize one of our members.



**Astha Makol**

Thank you Astha for all your help, coming into this team new it is your support that allows for the harmony to be continuous.

Grateful for your being in the team.



## Srivatsa Malali

**Srivatsa Malali** is always an enthusiastic guy to work with. He makes sure that he always thinks OOTB and implements them, never hesitates to reach out with his new ideas. Keep rocking.

Great job Srivatsa!

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*If you would like to call out one of your colleagues for exceptional performance or a special acknowledgement please send your recommendations to Astha Makol [astha.makol@aircanada.ca](mailto:astha.makol@aircanada.ca) and Darine [darine.sabanekh@aircanada.ca](mailto:darine.sabanekh@aircanada.ca) with the subject "Recognition".*

## Welcome to the team!

Digital Ecomm	David M
NBC - Redemption	Vaishnavi Sanjeev
Digital Web Redemption	Ramesh M
Digital Ecomm	Abirami M
Digital Ecomm	Aruna P
ARSF	Krithik S
Digital Ecomm	David M

## Welcome to the Team Everyone!

## Farwell & Good Luck

Would like to take the opportunity to wish **Akarsh** all the best, he has decided to leave in search for growth and new opportunities, **Nikhil Gidh** will be taking over those responsibilities.

## Employee Spotlight

### Shailesh Deshmukh

QA Lead M3

### Small Introduction

Hexaware and Air Canada are like my second home now. From past 9.5 years on the account, I initiated this journey with legacy TPF backend and I am still exploring. AC system has never stopped exciting me with new challenge on every second day to push my limits for the better. Have got an opportunity to play all kinds of role here starting from team member to representing whole QA at Loyalty director board meetings.



### Tell us about yourself and what it is you do in QA?

Currently I am playing a role of program QA lead for Mobile 3.0. We started this project back in 2018 with 4 QA and now have grown to 25 heads. We are the front runners when it comes to agile, automation first approach, parallel execution and even to scaled agile. I manage the overall QA delivery on mobile and we try to ensure that we are called as QE (neither QA not Testers) by means of

implementing quality not just with the product but also with our processes. On Mobile 3.0, we learn, we try, we evaluate and adapt but never stop.

**If you were to meet someone for the first time, what would you want them to know about you?**

I am an easy going person. Always ready to explore with big bucket list to accomplish. You tell me something interesting and that might go in my bucket list too.

**If you could compare yourself with any animal, which would it be and why?**

Eagle. It is one of the biggest and strongest birds that can take flight and conquer the skies. It is also associated with the self-discovery, with renewal, and with rebirth. It teaches you about inner strength and courage

**What is an important lesson, personal or professionally, you've learned in life that you could share with others?**

Life is short to learn from your own experience or mistakes. Try to learn from others experience as well and it will help you grow faster with plethora of knowledge.

**If someone wrote a biography about you, what do you think the title should be?**

"The Ocean – You will get what you give"

**What is your favourite food?**

Paneer. It has become my all time staple food and source of protein.

**What is your favourite colour?**

Black.

Yohji Yamamoto says "Black is modest and arrogant at the same time. Black is lazy and easy but mysterious"

**What is your favourite movie or song?**

My genre taste keep changing however my most favourite by far is "Pursuit of happiness"

Thanks for sharing with us Biswajit!

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## Corporate News



**Corporate Security** : Effective today February 23 2022, all emails sent from Air Canada domains (i.e., @aircanada.ca, @aeroplan.com, @rivolution.com) to email addresses outside our network will automatically include a bilingual (French/English) email confidentiality notice:

“The information contained in this email and in any attachment is confidential, proprietary and/or privileged. If you are not the intended recipient, immediately inform the sender and delete the email and any attachments.

Dissemination, copying or storage is strictly prohibited.”

**Star Alliance lounge at LAX offers paid access:** Customers can now pay to access the Star Alliance lounge at Los Angeles International airport (LAX). Guests who otherwise would not be eligible will now be able to use the lounge by pre-booking and purchasing passes on the Star Alliance website

**Air Canada restores and expands popular European destination for summer 2022-** Beginning in March, direct service to Tel Aviv, Paris, Tokyo, and Amsterdam from Toronto will resume, as will direct service to Casablanca, Nice, Algiers, Rome, and Tel Aviv from Montréal. Air Canada customers who are keen to fly to Frankfurt, Dublin, and Zurich from Vancouver can as of next month too. Air Canada is also relaunching service to popular tourist destinations like Athens, Barcelona, Budapest, Copenhagen, and Venice.



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## How are we doing?



## Metrics



KPI Dashboard 2022							
Quarter	Target	Q1 - Q2					
KPI		Jan	Feb	Mar	Apr	May	June
Defect Leakage	Target: <=5%	0.0%	0.0%	0.0%	0.00%	0.00%	0.00%
On-Time Performance	Target: >=95%	99.8%	0.0%	0.0%	0.0%	0%	0%
Test Progress Coverage	Target: >=95%	100%	0%	0.0%	0.0%	0%	0%
QA Budget Variance	Target: <=0%	-12%					
Test Automation Coverage	Target: >=75%	100%	0%	0.0%	0.0%	0%	0%
QA Maturity	Target =Level 3	2.7					

The overall numbers above reflect the entire QA Organization.

Congrats on a great performance in January everyone!

**Defect Leakage:** No leakage into production.

**On-time Performance:** All deliverables on planned schedules.

**Test Progress Coverage:** We met targets on coverage execution.

**Test Automation Coverage:** We are meeting our Automation execution targets.

**QA Maturity:** We keep raising the bar on maturity! Well done everyone!

## Just for Fun!



### Picture Perfect

*This segment is interactive and we are looking for you too submit your own personal photographs about the things that inspire you regarding our monthly theme.*

### Last month's theme was: Love



Srivatsa Malali – FamilyLove





Revally Akaash – LovetoTrip

**Anagha Deo** Love for garden... Oriental cabbage



**Darine Sabanekh: #SnowLove**



Simple sandwich 🥪 with loads of yumminess. #foodlove.





Mahendra:  
Divine Mother:



Jayashree:  
FoodLove:



Get your camera's out and share with us what inspires you regarding our theme below for next month's Newsletter!

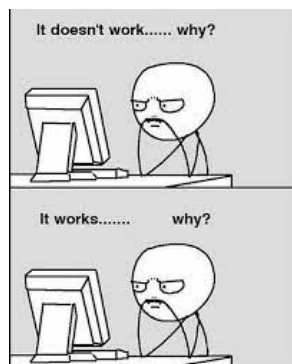
## Next Month's Theme is: Travel

Share what inspires you for our theme or even recommend a theme.

Please submit your pictures to [darine.sabaneekh@aircanada.ca](mailto:darine.sabaneekh@aircanada.ca) with "Picture Perfect" in the subject.

### A little humor...

## Nothing can stop automation



Have a recipe to recommend? A joke to tell? Please send a note to [darine.sabaneekh@aircanada.ca](mailto:darine.sabaneekh@aircanada.ca) with "Fun Stuff" in the subject and we will showcase it in our next newsletter.

## Inspirational Quote

*"All our dreams can come true if we have the courage to pursue them."*

**Walt Disney**



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