Quality Assurance (QA)

Objective

This policy outlines the responsibilities of quality assurance throughout project lifecycle. Quality Assurance ensures that Project's defined objectives are achieved, without compromising on quality of work.

Prerequisite

This procedure should be read in conjunction with:

- Project management and documentation

Responsibilities

- Group Head Digital, Technology and Strategic Planning
- Team Leads and IT Sectional Managers
- QA/Intra-Department Personnel/ End Users

Policy

- A standard approach regarding quality assurance shall be drafted keeping in view the short/long term IT plans. The approach shall cover both general and project specific quality assurance activities. The approach will prescribe the type(s) of quality assurance activities (such as reviews, audits, inspections, etc.) to be performed.

- Quality assurance reviews shall include a review of general adherence to IT standards and procedures. Moreover, each project plan should include QA activities Timelines. The results of the QA should be documented in the ticket created for the project in the available centralized portal for projects/request/tickets Management System

- QA shall ensure that change management activities are carried out in accordance with defined Software Change Management Procedures.