



Ambient Success Story – Quality Assurance Assessment

Experience Summary:

Quality Assurance Assessment to determine the best practice approach to migrate IT from Quality Control to Quality Assurance in their software solution delivery process.

Industry:
Publishing

Measurable Results:

1. Significantly reduced the number of support calls for each product release
2. Reduced product rework at the end of the testing cycle – defects were found early in the test cycle

Customer Quote:

President – “Our customers were reporting problems with our software releases and our QA team was unable to explain how they slipped undetected through testing. Ambient brought in project management and quality assurance best practices training for our IT staff. We have seen significant improvements in our product quality using their techniques.”

Client Need:

A Twin Cities based publishing company encountered serious quality problems with their software products in the field and needed to better understand their quality approach in order to catch issues early in the development process.

Project Background and Challenges:

The company was releasing software with defects that were not caught before the product shipped. Management review of the situation revealed the internal team had limited documentation on their testing approach and testing techniques and couldn’t explain how the problems slipped through. The President looked to Ambient to help understand the company’s current product quality processes and provide help in improving the quality of their products.

Real People:

Ambient performed a two week assessment of the company’s testing methods and produced a written quality assurance assessment document that summarized the investigations and identified specific areas of improvement. The document included:

1. A customized best practices test strategy that allowed the IT team to identify testing objectives, risk management and testing opportunities, as well as various testing techniques that can be utilized throughout the product development life cycle.
2. Test Plan guidelines which helped the QA test team through the process of writing a comprehensive test plan for each application in development.

Based on the recommended improvements, team training sessions were held. Ambient consultants coached each of the teams in the implementation and use of QA techniques and methods, product testing strategies, and project management techniques. The training ensured each project had the proper focus on requirements gathering, design, system component development and test, documentation, system test and launch.

Real Results:

1. An immediate decrease in the number of defects that were shipped with new product releases
2. Each product now has a fully documented test plan and test results to support the quality of the released product
3. Each product now has a full regression test set that could be re-run to validate each new update release