



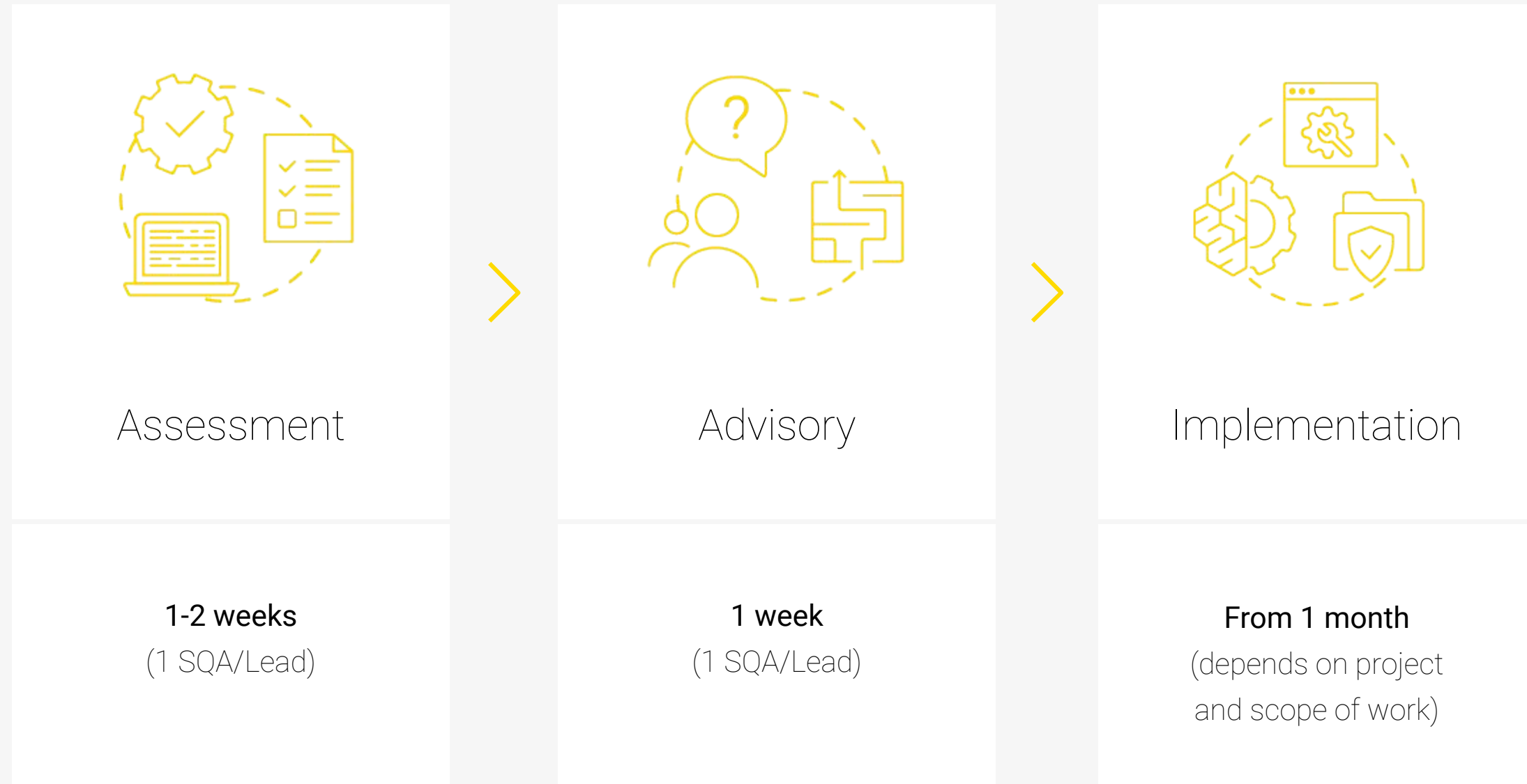
# Quality Assurance Process Audit

Client: Bank

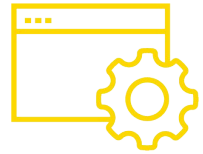
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# Stages



\*Advisory and Implementation is optional stages which are upon with the client and follow after Assessment stage



## **Project**

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Banking web app

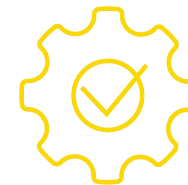


## **Project info**

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The banking web app for small and medium enterprises.

The application gives them the ability to make and overview payments, create organizations, check analytics and work with documents



## **Technology stack**

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- .NET
- C#
- Sql
- Asp.net
- MVC
- NLog
- Entity Framework
- Angular
- Typescript
- JQuery

# Current Project challenges



Product Instability

Growing amount of customer defects

Growing Technical Debt

Decreasing of Product Quality

Large regression cycle (>3 days)

QA Team blocking of SDLC process

QA team competence

Insufficient Manual Testing

Unknown Quality Gates

Test Coverage Immaturity

Unreliable test results

Unreliable defect reports

# Current SDLC



## Dev Team

2 FE, 2 BE, BA, PM

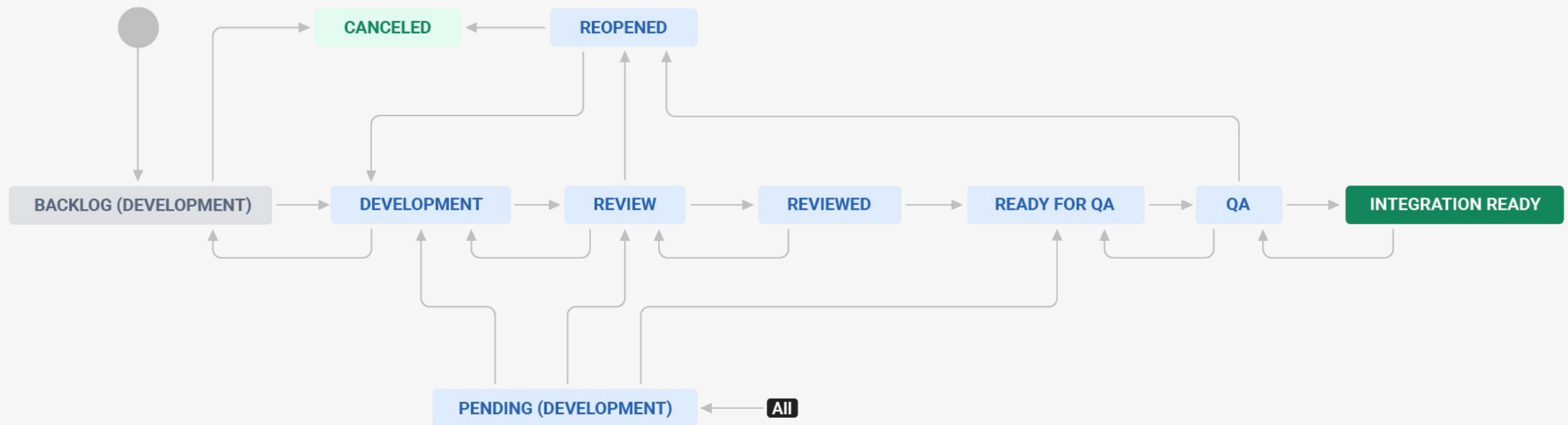
## QA Team

2 QA Engineers

## Roles

PM – Scrum master, PO Client

## Software Development life cycle is configured in JIRA



# Current STLC

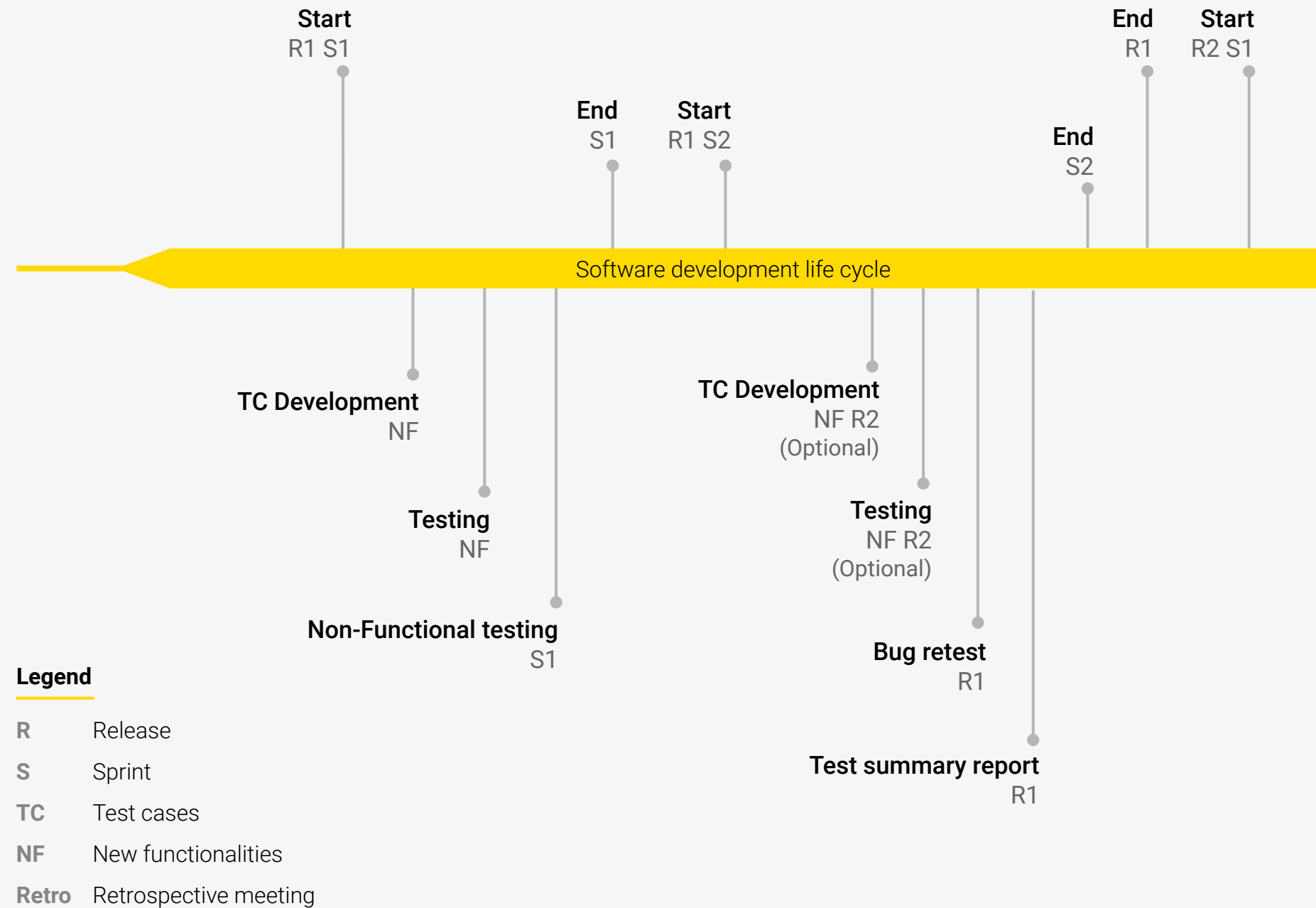


## Existing activities/artifacts

- Test case development
- Functional testing
- Defect management
- Summary report

## Not existing activities/artifacts

- Test Strategy
- Test process management
- Planning of QA team work
- Estimation of QA work
- Metrics



# STLC process diagram



## High level organization

- Test case design
- Test tools
- Defect management
- Testware management

## Low level organization

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## None

- Test strategy
- Test process management
- Estimation and Planning
- Metrics

## Medium level organization

- Tester professionalism
- Methodology practice
- Test organization
- Communication
- Reporting
- Stakeholder commitment
- Degree of involvement
- Test environment



# Current STLC



## Team composition

Position	Count of Specialists	FTE	Total hours/month
Middle QA Engineer	1	1	160
Middle QA Engineer	1	1	160

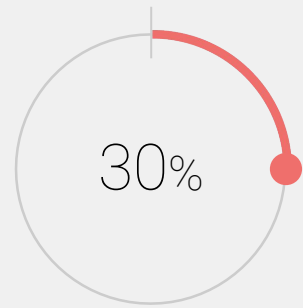
QA Team consist of 2 middle QA Engineers. There is no Lead role.



# Current STLC



## Metrics



Test Coverage  
(30%)



Defects by module  
(impossible to evaluate - currently not used)



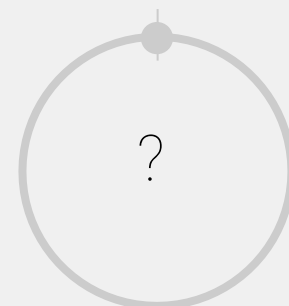
Number of critical defect  
(impossible to evaluate - currently not used)



The density of defects  
(impossible to evaluate - currently not used)



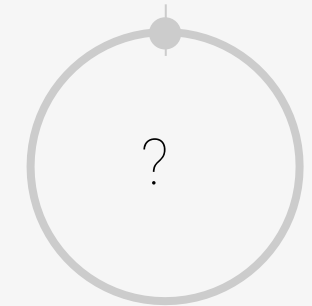
Number of critical defect  
(impossible to evaluate - currently not used)



Regression coefficient  
(impossible to evaluate - currently not used)



Cost Per Bug Fix  
(impossible to evaluate - currently not used)

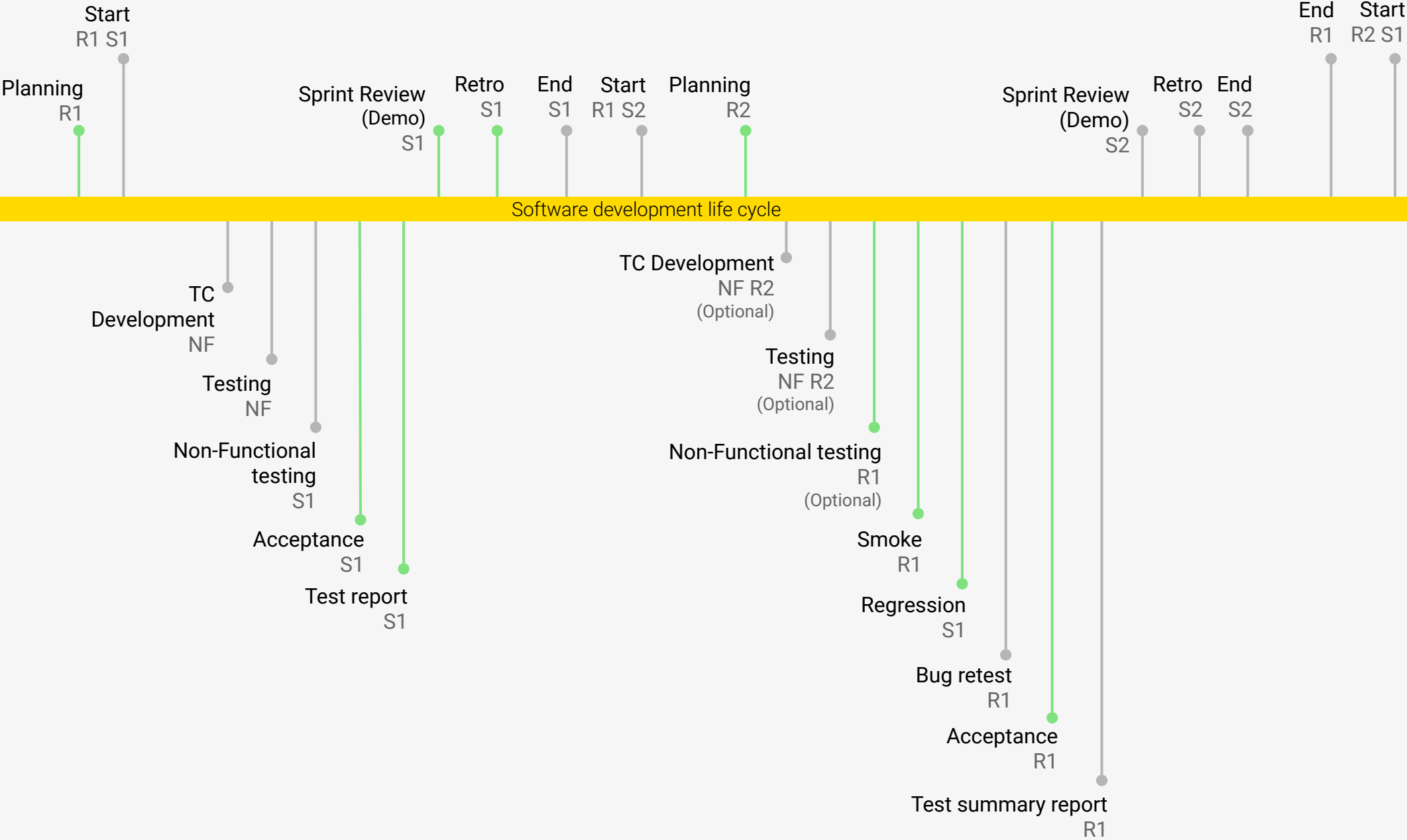


Amount of users defects  
(impossible to evaluate - currently not used)

# Recommendations for STLC improvement



## Future STLC flow



### Legend

- R Release
- S Sprint
- TC Test cases
- NF New functionalities
- Retro Retrospective meeting
- Future activities

# Recommendations for STLC improvement



Define test Strategy

1

Set up test management process

2

Implementation of Planning and Estimation of testing

3

Holding Smoke and Regression testing

4

Implementation a Retro meetings

5

Implementation of Sprint test reports

6

# Recommendations for STLC improvement



## QA Team composition

Position	Count of Specialists	FTE	Total hours/month
Senior QA Engineer	1	1	160
Middle QA Engineer	1	1	160

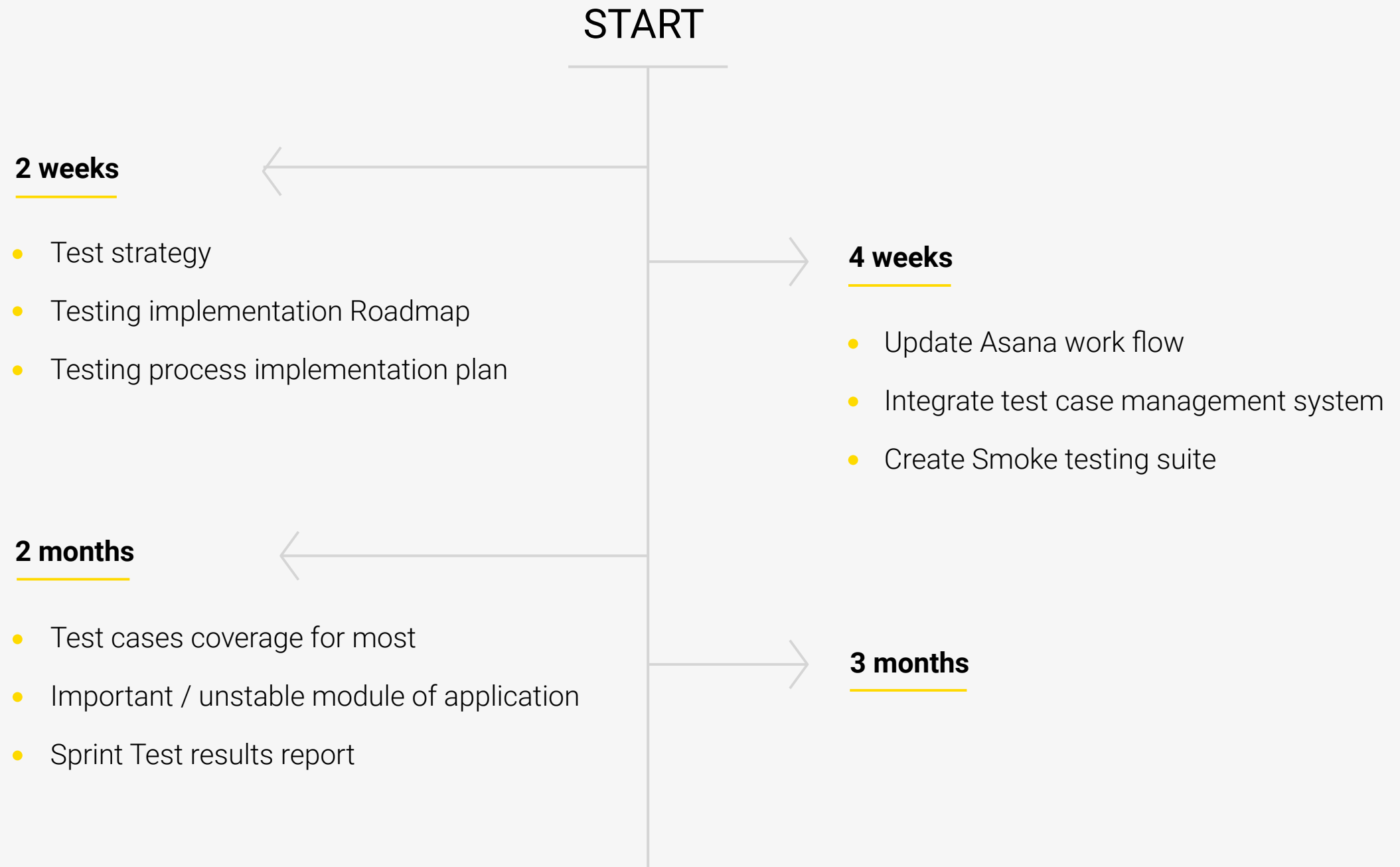
## Implementation of metrics

- Number of critical defects
- Defects by module
- Regression coefficient
- Amount of users defects

# Roadmap



## Timelines and activities





Let's improve your Testing process!