

Quality Path™

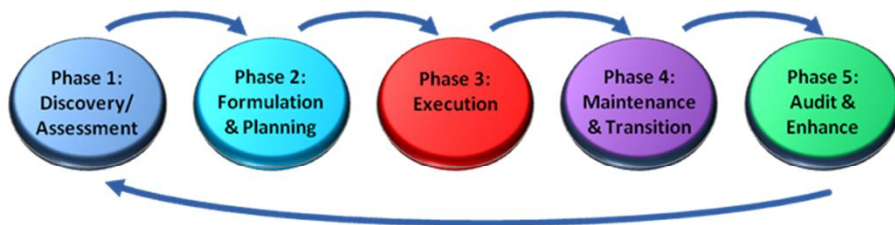
Are these detours and road blocks familiar?

- Incomplete, ambiguous, or non-existent requirements
- Insufficient version control and scope creep
- Burnout and turnover due to improper or inefficient resource allocation
- Lack of tools or technical resources
- Poor test coverage
- Unending rework

Remove these barriers with BenchmarkQA's Quality Path program.

Quality Path is a start-to-finish quality assurance strategy that establishes a systematic, structured software quality lifecycle process. Using our proprietary process assessment, we quickly find your greatest opportunities for improvement and then we implement the changes that enable your team to accomplish more and improve quality, producing greater results with your existing budget and resources.

Quality Path allows you access to our proprietary knowledge capital – helping you to build and manage an efficient software quality assurance program that produces quality results and reduces waste. Created from 24 years of best practices and the collective wisdom of our QA experts, the Quality Path approach to QA turns *our* experience into *your* quality assurance powerhouse.



Quality Path Components

Quality Path is a five-phase process that begins with Phase 1 – a comprehensive assessment to uncover issues, risks and the greatest opportunities for improving efficiency with regard to your people, processes and tools & metrics. Our findings and recommendations establish the road map executed in Phases 2 through 5 – setting you on the path to controlling costs and delivering higher quality.

Immediate Benefits:

- *Identification of issues, risks, and opportunities for fast, measurable quality lifecycle improvements*
- *Create cross-team consensus for making manageable and lasting improvements*
- *Follow a detailed roadmap to remove the barriers and streamline your development lifecycle*
- *Identify the right processes and standards – specific to the needs of your team, business, and industry*
- *Position your QA staff for success recognized by the business*

Long-term benefits:

- *Drive significant cost-reductions through improved efficiency, reduced support and maintenance*
- *Increase product and release quality as well as customer satisfaction*
- *Reduce time to market*
- *Increased inter-departmental teamwork and job satisfaction*

Phase One: *Quality Path Assessment*

Using our proprietary analysis process to appraise your situation, we employ a comprehensive process inventory, work product analysis, one-on-one interviews, metric and tools analysis, and a “Culture of Quality” survey to gain a broad and deep perspective of the unique challenges and opportunities in your environment.

The Quality Path Assessment reviews three main areas:

Process

- Software Development Lifecycle
- QA Methodology
- QA Management
- Test Metrics

Resources

- Skills Assessment
- Resource Alignment

Tools & Tech

- Requirements Management
- Test Management
- Test Automation

As necessary, we engage key resources in Process Mapping Sessions to develop current state and future state process maps. These process maps, developed at pre-set stages of the assessment process, elicit feedback on our preliminary findings and recommendations to ensure a solid understanding of barriers to quality and an alignment of desired outcomes. The final assessment deliverables include a Quality Path Findings and Recommendations Report which provides actionable and prioritized suggestions for improvement.

Phase Two: *Formulation & Planning*

Based on the improvement areas chosen by the client from the Findings and Recommendation Report, we develop a high-level implementation strategy, project plan, and cost estimates for the changes requested. If desired, we can develop ROI estimates and establish the metrics to be used to measure success. Deliverables from this phase may include:

- Requirements Plan/Strategy
- QA and Testing Strategy
- Resource Strategy
- Tool and Metrics Strategy
- High Level Project Plan for Implementation

Phase Three: *Execution*

Once budgets and priorities have been established, we execute the plan. Services typically provided include:

- Process Implementation
- Execution of Staffing/Resource Strategy
- Training & Mentoring
- Tool Implementation
- Management of Team and Projects

Phase Four: *Maintenance and Transition*

We ensure that all the strategies and processes that have been implemented are providing the intended value. Adjustments are made as needed to ensure that the required diligence is maintained and managed, and your success criteria is achieved. Deliverables include:

- Metric Report updated at specified intervals
- Knowledge Transfer (may include local or offshore outsource team members)
- Mentoring and Coaching of BA, QA, and test resources

Phase Five: *Audit and Enhance*

As the strategies and processes continue to gain effectiveness, we conduct an audit at regular intervals and generate metrics to identify areas for continuous improvement. Having proven our capability to enhance quality, we can work in partnership with you to help drive those enhancements throughout your organization.

- Audit Report, including Metrics and ROI analysis, updated at specified intervals
- Enhancement Recommendations Report, presentation of recommendations to internal leadership

QA á la carte

These services can be purchased and delivered á la carte. There are dependencies between some service offerings.

Assessment Services

Process Assessment

People Assessment

Tools & Technology Assessment

Planning Services

QA and Testing Strategy

Requirements Plan/Strategy

Process Improvement

Resource Strategy

Tool Strategy

Execution Services

Staffing/Resource Plan Implementation

Business Analysis

Process Implementation

Team Development

QA Project Management

Training

Mentoring

Tool Implementation

Test Automation

Performance Engineering