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QA Process Assessment and Analysis for an eCommerce Client

Overview

- The client faced challenges in defining a QA strategy and processes as well as measuring its effectiveness.

- Using a phased approach beginning with a discovery followed by a thorough analysis, a "top-down" evaluation of the client's QA and Test framework, workflows, artifacts, activities and concepts was performed.

- The approach provided a single governance umbrella that leveraged best practices and standardization across different functions resulting in synergies and economies of scale in the QA process.

- We demonstrated a skill augmentation model for a quick ramp-up/ramp-down with a resource pool to address the peaks and troughs of the testing cycle, resulting in costs benefits.

Profile

The client is a leading online store and information site for health, beauty, wellness, personal care, and pharmacy products.

Business Requirement

The client faced challenges in defining a QA strategy and processes as well as measuring its effectiveness. There was a lack of standardization in processes and procedures as well as an absence of a testing organization. Our client approached us to perform an assessment and develop the strategic QA roadmap.

UST Approach

As part of the system study, our team thoroughly examined and evaluated the different SDLC phases including the automated regression framework, with a particular focus on the role of the client's QA team. Using a phased approach beginning with a discovery followed by a thorough analysis, a "top-down" evaluation of the client's QA and Test framework, workflows, artifacts, activities and concepts was performed. The commonly used concepts and practices across the industry were then compared with the client's QA processes. There were several gaps that were identified during the course of our analysis and we leveraged our experience in best practices to recommend a solution to bring the client processes to industry standards.

Key features of the approach and solution included:
- Analysis of the existing application and coverage
- Existing regression testing approach
- Analysis of load testing requirements
- Estimation of the effort involved to complete automated regression testing program with 100% coverage in test cases
- Recommending a set of processes and policies for an effective automated regression testing program and load testing
- Plan for building an offshore testing team for functionality, regression testing and load testing.

The approach provided a single governance umbrella that leveraged best practices and standardization across different functions resulting in synergies and economies of scale in the QA process.

The following key activities were provided as part of this engagement:

- Strategic QA Roadmap
- QA Process Gap Assessment and Recommendations
- Automated Regression Testing Gap Assessment and Recommendations
- Documented Performance Testing Guidelines

Benefits

- Leveraged the consolidation of QA services as an outsourced program, which resulted in standardization of tools and processes across the organization.
- QA and change management, which was benchmarked against best practices, led to process transformation and standardization.
- Reusable artifacts, knowledge assets and processes resulted in improved team productivity.

UST Global demonstrated a skill augmentation model for a quick ramp-up/ramp-down with a resource pool to address the peaks and troughs of the testing cycle, resulting in costs benefits.