How to Start a QA Department

Templates on the SQGNE website

www.11.com
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Where you are

- You've been hired (or thrust) into the QA Manager's role.
- You're faced with no budget, no process, test cases are scattered papers and index cards. Build discs are flying at you like mad Frisbees. Your bug tracking system has cobwebs, and your boss smiles at you and says: “Fix it. I'll be back in a week.”
What you have to work with

1. Little or not test procedures
2. No Quality program
3. Builds coming at you at unpredictable intervals
4. Poorly used bug tracking system
5. No accountability

What do you do first!?!

Management Buy-in

- Before you force your process;
  - Put the plan together.
  - Make sure that you reaffirm that they will support you. After all, you want them to look good.
  - Reread Dale Carnegie’s “How to win friends and influence People”.
  - However you plan on getting support, this is Office Politics and you will have to find your own way. But check these out:
    - “Nice Girls don’t get the Corner Office” by Lois Frankel
    - “The Secret Handshake” by Kathleen Reardon
  - Coming next: The tools you need.
Step back and breathe

- Let’s face it. You’re in a Win Win situation
  - Of course it can get worse but you are now in a position to change it.
  - You have time to make a change, believe it or not.
  - Look for the weaknesses and start there.
  - Betcha – The first place to start is the Bug List

Bug Triage Meetings

- Take control immediately
- Look at all the bugs
  - Clean up the bug triage database.
  - Properly set up the correct Severity and Priority definitions and STICK WITH IT!
  - Start with a weekly triage meeting.
  - Set the ground work
  - Get your manager to attend at least the first meeting.
The Triage Document

Here is what you present in a weekly meeting:

1. Guidelines
2. List of Participants
3. New Bugs for this week
4. Failed Verified Bugs
5. All Reported Bugs not assigned (aged over 1 week)
6. Release Schedule
7. QA Action Items

The Triage Document

Bug Triage meeting

1. Get the flow right.
2. Assign Responsibility

The Flow
Next, Tracking those pesky bugs

- Use this form to track Open Rate
- Expand it on your own for Repair and Close Rates

Keep It Simple Steph!

Track Schedule, Test Case status, Cost of Projected.

External Defect Tracker

Test Suites (MS Word)

Test Suites

Test Status (Excel)

Defect Tracking (Excel)

Final Report

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Project Plan Outline

1 Approvals
2 Project Scope
3 Test Environment
4 List of Functional and Design Spec
5 SQA Test Strategy
5.1 Acceptance testing
5.2 Functional Testing
5.3 Benchmarks
5.4 System Testing
5.5 Use Cases
5.6 Automation
5.7 I.C.E.D.T.
6 Quality Risk Management Plan
7 QA Roles and Responsibilities
8 Resources
9 Schedule
10 References

Scope Doc
Creating your Test Suites

Test_Suites.dot

- Why use this method
- The supporting document

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Writing Effective Use Cases, by Alistan Cockburn

Test Suite Highlights

- Refer back to the scope document
- Suite Button: Create all the suites
- Case Button: Next create the cases
- Test Case Review Time
- Now fill in the steps
  - Export Button
  - Plus a few bookmark Buttons
MS Project Planning

How the MS Project Plan is laid out.

- Documentation
- Scope Document
- Test Plan Suite
- Entrance Criteria Document
- Lab or Hardware Setup
- Training
- Integration Testing
- RQA #1
- RQA #2
- PTE
- Compile or create PVT Test Suites
- Final Reports
- PVT
- Customer Support Follow up
- Project Cleanup

Test Tracking

Tracking Your test Status
Just when you thought you were done.

The Final Report

1. YOUR PROJECT Project
   1.1 Feature Header
2. Test Results Statistic
   2.1 Waterfall Model
   2.2 QA Test Cycle
3. Defect evaluation
   3.1 Defect Density
   3.2 Deferred Defects
   3.3 Conclusion
4. Open Defect and Customer Support Issues
5. Summary

Final Report .doc

Do we have time for more

- Maybe not but this next section is what you want to build towards.
- Get involved with the company’s PLC
- This shows you who does what in YOUR department. So everyone has a task to do and there is guidance.
Next Steps: Identify the PLC and who does what

- Proposal
  - Product proposal and investigation scoping
- Investigation
  - Detailed planning to take product to general release
- Development
  - Includes design and implementation sub-phases
- Validation
  - Includes internal testing and production trial sub-phases
- Production
  - Aspect is producing and selling the product
- Obsolescence
  - No new sales to end of support
QA Manager's work on
Investigation Cycle

Project declared active by Management

Create Project Directory
Create Feature Directory
Create SQATP
Create SQAPS

Preliminary Schedule

QA Engineer obtains Business requirements Doc
Setup for Engineer
Assign Engineer's

QA Engineer's work on
Investigation Cycle

QA Engineer obtains Business requirements Doc

Discuss testing strategy with Manager

Update SQATP
Refine Schedule

Update SQAPS
Put tentative schedule in Scope doc

Obtain Functional Spec

SQATP Submitted to upper Managers for refinement by QA Manager
**QA Project Lead’s work on Development Cycle**

- Refine Schedule as needed
- Review SQAPS
  - Changes to business Logic & Content
  - Changes to functional Specifications
  - Confirm lockdown dates
- Update SQATP
  - Does test plan require new suites or cases
  - Update the Tracker system & MS Project
- Review Test Plans & obtain sign-offs if needed a second time

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**QA Engineer’s work on Development Cycle**

- Obtain Functional Specifications
  - Depending on the nature of the bug or enhancement, this will be an iterative process.
  - The Engineer must keep the managers up-to-date and effectively communicate changes and results as incurred.

- Update SQAPS
- Update SQATP
- Review Test Plans
- Prepare ID's if needed
- Lab setup if needed
- Obtain Training if needed
QA Manager's and QS Engineer's work on Validation Cycle

- Update SQAPS
- Update SQATP
- Track Bugs
- Track Change Controls
- Review Risks
- Weekly Report

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Duration</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get Customer Support Involved</td>
<td>3 days</td>
<td>06/01/22</td>
<td>06/03/22</td>
</tr>
<tr>
<td>Create PVT Doc</td>
<td>3 days</td>
<td>06/01/22</td>
<td>06/03/22</td>
</tr>
<tr>
<td>Final Report</td>
<td>1 week</td>
<td>06/01/22</td>
<td>06/07/22</td>
</tr>
<tr>
<td>Assignment of PVT Resources</td>
<td>1 week</td>
<td>06/01/22</td>
<td>06/07/22</td>
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<tr>
<td>PVT’s Meeting</td>
<td>1 day</td>
<td>06/07/22</td>
<td>06/08/22</td>
</tr>
<tr>
<td>Perform PVT</td>
<td>1 week</td>
<td>06/07/22</td>
<td>06/14/22</td>
</tr>
<tr>
<td>Weekly Report</td>
<td>1 week</td>
<td>06/14/22</td>
<td>06/21/22</td>
</tr>
</tbody>
</table>

QA Manager's work on PVT

- Review Risks
- Update SQATP
- Update SQAPS
- Final Report
- Assignment of PVT Resources
- Create PVT Doc
- Get Customer Support Involved
- PVT’s Meeting
- Perform PVT
- Send report on outcome

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Duration</th>
<th>Start Date</th>
<th>End Date</th>
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</thead>
<tbody>
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<td>Review Preliminary Final Report</td>
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<td>06/07/22</td>
<td>06/14/22</td>
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<tr>
<td>Write Preliminary Final Report</td>
<td>1 week</td>
<td>06/07/22</td>
<td>06/14/22</td>
</tr>
<tr>
<td>Write Final Report</td>
<td>1 week</td>
<td>06/14/22</td>
<td>06/21/22</td>
</tr>
<tr>
<td>Write PVT Report</td>
<td>1 week</td>
<td>06/21/22</td>
<td>06/28/22</td>
</tr>
<tr>
<td>Create PVT Template</td>
<td>1 week</td>
<td>06/21/22</td>
<td>06/28/22</td>
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<tr>
<td>Write PVT Test Suites</td>
<td>1 week</td>
<td>06/28/22</td>
<td>07/05/22</td>
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<tr>
<td>Update PVT Template</td>
<td>1 week</td>
<td>07/05/22</td>
<td>07/12/22</td>
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<tr>
<td>Notify Management of Completion</td>
<td>1 week</td>
<td>07/12/22</td>
<td>07/19/22</td>
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<tr>
<td>Notify Management of PVT template and Testing results</td>
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<td>07/19/22</td>
<td>07/26/22</td>
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<tr>
<td>Final Report</td>
<td>1 week</td>
<td>07/26/22</td>
<td>08/02/22</td>
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QA Engineer’s work on PVT

- Prepare Tests
- Review Risks
- Update SQATP
- Update SQAPS
- Create Test ID’s
- PVT’s Meeting
- Perform
- Report on tests

<table>
<thead>
<tr>
<th>Final Reports</th>
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</thead>
<tbody>
<tr>
<td>Write-up preliminary Final Report (8 days prior to PVT)</td>
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<tr>
<td>Email Preliminary Report for Review</td>
</tr>
<tr>
<td>Review Preliminary Final Report</td>
</tr>
<tr>
<td>Write-up Final Report on Project</td>
</tr>
<tr>
<td>Release Review Meeting to Notify Management and Users</td>
</tr>
</tbody>
</table>

- PVT
  - Update Change Control Datas Base
  - Create PVT Template
  - Active ED’s
  - Install Code to Production

- PVT Test Session
  - Input Test Session
  - Update PVT Template with PVT Results
  - Notify Management of completion of PVT test plan and resulting results
  - Move Project’s directory to closed state (if applicable)
  - Notify completion of PVT test plan and resulting results
  - Notify management of completion of PVT test plan and resulting results
  - Move Project’s directory to closed state (if applicable)

Q & A

Any Question?