



Quality Assurance (QA) is a crucial aspect of the Software Development Life Cycle (SDLC) throughout its duration, and an integral component of any successful software development project. Our procedures and methodologies offer the highest possible level of insurances and fail-safes, guaranteeing that your end-product will be reliable, stable, compliant and user-friendly.

The overriding objective of FSI's Quality Assurance process is to ensure that every development project meets the specifications, and exceeds the expectations, of our clients. It is a critical aspect from the initial phase to the release phase of the software development lifecycle, and a fundamental component of our company culture. We believe firmly that our success is accomplished through intensive Quality Assurance in every aspect of our work. Our methodologies include:

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1 Cross-functional Teamwork

One of the essential components of FSI's QA process is the participation of cross-functional teams, involving people from all sections of the company. This means that Sales, Development and Support departments all perform roles, in addition to our fully dedicated QA team who perform internal weekly project reviews and evaluations.

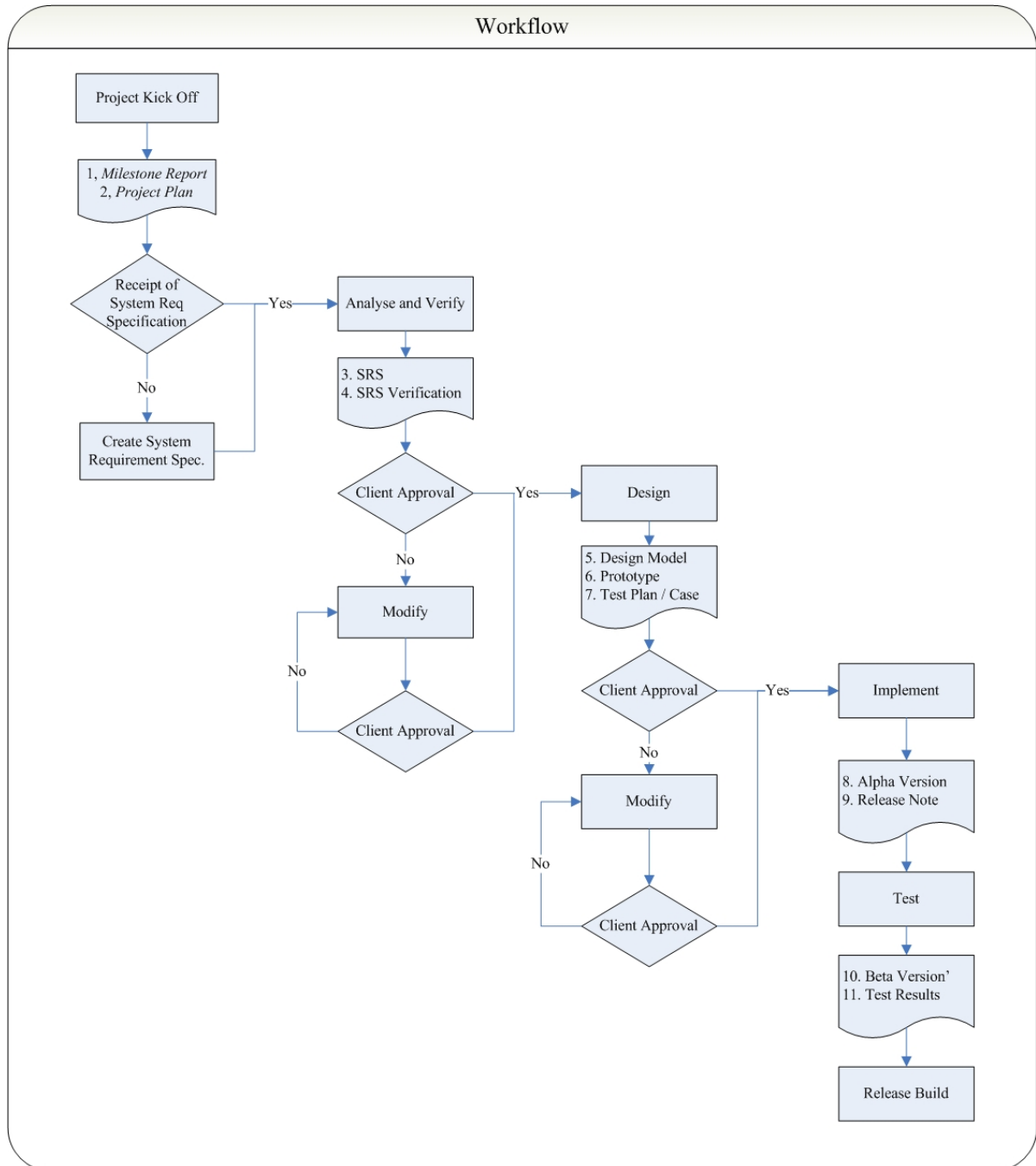
Table: Roles and Responsibility

Dept	Role	QA Responsibilities
QA Dept	QA Engineer	Analyse test results, facilitate implementation of value-added features, direct quality enhancement strategies, publish QA reports
	Test Engineer	Implement test tasks, reporting directly to both QA Manager and Project Manager.
Dev Dept	Project Manager	Oversee standards implementation at each phase, and liaise between the QA and project team members.
	Architect	Collaborate with QA Dept to specify relevant standards. Identify and reconcile conflicts between QA strategies and project logistics.
Sales Dept	Feedback Collector	Recording and integration of project information and client feedback. This is then to be reported on by the QA team and integrated into our knowledge base.

2. Internal Audit

To ensure our performance, FSI's QA engineers are responsible for tracking, reviewing and auditing each running project, and evaluating project progress. They are also responsible for "artifact quality", which involves identifying and reporting on any discrepancies between pre-set methodologies, standards and conventions (available from our repository code archives) and our present coding practices.

Flow Chart: Software Development Lifecycle



*For detailed information see FSI Project Development Life Cycle.



3 Test Activities

FSI conduct a comprehensive set of tests, using both manual and automated test suites, and also functional and system tests, regression, deployment, load and performance tests.

▶ *Test Plan Design*

The Test Plan defines the items to be tested, at what level and in what sequence they are to be tested, and how the test strategy will be applied to the testing of each item.

▶ *Test Case Design*

Once the Test Plan for a specific level of testing has been written, the next stage of the design process is to specify a set of test cases or test paths upon which each item can be analysed. A number of test cases will be identified for each item. Each test case will specify how the implementation of a particular requirement or design decision is to be assessed and how corresponding criteria are to be used. The test cases may be documented in the Test Plan itself, as a section of the Test Plan, or in a separate document called a test case or test script.

The process of test cases design, including their execution as thought experiments or hypotheses, will often identify bugs even prior to build time. It is common to find more bugs when designing tests than executing tests.

▶ *Test Execution and Bug Tracking*

Tests are carried out and defects logged into a shared Defect Database. Any ad hoc problem faced by testers during the test executions process has to be addressed quickly. The progress and pace of tests are tracked. At the end of the test cycle, Test Logs are inspected. Any missing pertinent data in the logs is highlighted to the testers and results are charted in a Log Sheet used to record the analytical progress. Test Logs are archived in a shared repository. The QA Manager reviews each module's report and consolidates it into a final Test Report. The final Report is submitted to the Project Manager. Points of specification are then ready to be verified and finalised with yourselves.

Xuhua Ji and Chris Boswell 2005.

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