

QUALITY ASSURANCE

Shift from output, to outcome management



QUALITY ASSURANCE FRAMEWORK

Quality Assurance; what and why?

Transforming to a digital organization is the objective that most CIOs, CTOs, CDOs and Information managers are fully engaged in. To successfully achieve this transformation, both the existing and the new should be united.

The continuity of the current landscape will have to be guaranteed while the ongoing process of digitalization must also continue.

The question arises: “Are we doing the things right?”

That is where Quality Assurance comes into play. In short, Quality Assurance will help your organization to identify risks, prevent missteps, come up with ideas for improvement and in doing so, be more effective in reaching your goals.

QA Consulting

QA Consulting is a consulting firm that specializes in Quality Assurance. QA Consulting helps organizations independently assess the execution of programs and projects. We use a proven framework for our assessments and help the program or project to take appropriate measures to make sure that quality and integrity are realized in time.

Our team of consultants have gained broad experience in the IT / digital domain, in various roles within the government and private sector. We define six areas of expertise, being:



Our experience



Ministry of Defence

NETHERLANDS
PUBLIC PROSECUTION SERVICE



Tax and Customs Administration



QUALITY ASSURANCE FRAMEWORK: PROCESS

1

Set Quality Framework

- Review strategy and business plans
- Review tender and or program approach documents
- Review contractual documents
- Review internal rules & regulation documents
- Define the project's critical requirements, goals, risks, milestones, etc., regarding four focus areas: Management & Organization, Processes & Implementation, Tools & Technology, People & Culture



Translate the above into 'SMART' requirements to form a program specific Quality Assurance Framework

2

Setting the baseline

- Use the Quality Assurance Framework to form the baseline
- Make clear arrangements about the documentation needed for the regular audits
- Perform the first baseline measurement



Come up with ideas for the QA process improvement, additional documentation requests or stakeholders that need to be interviewed



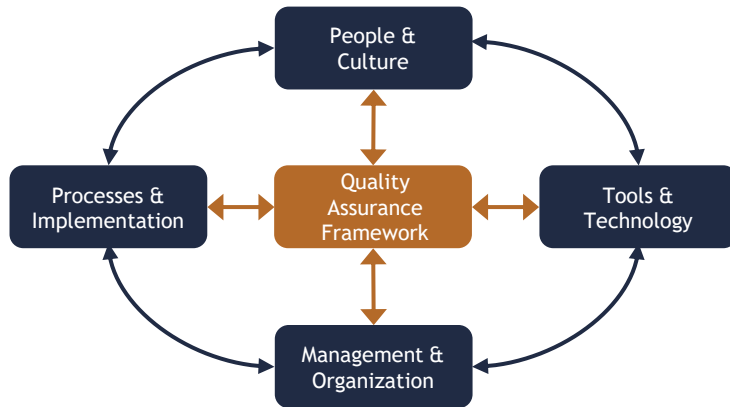
Regular Audits

- Assess whether the goals, as set in the Quality Assurance Framework, are on track or being met
- Identify potential risks and findings
- Assess whether previous recommendations have been followed up on
- Come up with ideas for improvement and/or risk mitigation



Report periodically on the identified risks and mitigation measures which need to be taken

A DEEPER LOOK INTO OUR AREAS OF FOCUS



We use four focus areas to form the program specific Quality Assurance Framework, being:

- Management & Organization
- Processes & Implementation
- Tools & Technology
- People & Culture

Management & Organization

1. Stakeholders are sufficiently involved and committed
2. Program and project governance is designed and in place
3. Acceptance criteria are formulated and used
4. Goals and achievements are evaluated regularly
5. Risks are identified and formulated in a log, that is kept up-to-date
6. Assumptions are made transparent and documented

Processes & Implementation

1. Project/portfolio management is in place
2. High level and detailed planning are available
3. Milestones are clearly described, have target dates and criteria for acceptance.
4. Content of the reports are set and delivered periodically
5. User adoption and communication plans are available
6. Security/compliance/risk management is in place

Tools & technology

1. KPI reports are delivered timely and contain the right elements
2. Dashboards: insights in costs and utilized capacity
3. Maintenance process is documented and implemented
4. Defects are identified early and tracked
5. Documented what knowledge is being used
6. Technical documentation is available and kept up-to-date

People & culture

1. Program has access to sufficient resources
2. Responsibilities within the program are clear
3. Discipline: promises are made and kept
4. People respond and escalate timely
5. End-users are involved in the program
6. Conflicts are managed and resolved

DATA COLLECTION AND RESULTS

How we gather our information?



Interview relevant stakeholders:

- Management stakeholders
- Business representatives
- IT Management & architects
- Those involved in the implementation process
- Those involved in the tender process



Desk research

- Review the original tender documents
- Review the contracts and contract schedules
- Review the organization's strategy documents/vision papers
- Review the implementation/program plans
- Review the internal security/compliance/procurement/legal/environmental policies
- Monitor relevant operational performance metrics/program dashboards

Results and deliverables

- Program specific Quality Assurance Framework
- Baseline assessment
- Periodically Quality Assurance reports which:
 - Assess whether the goals, as set in the Quality Assurance Framework, are being met
 - Assess whether previous recommendations have been followed up on
 - Mitigation measures and improvements (risk are assessed using our impact vs. probability matrix, see figure 1). This model is used to assess risks regarding quality, cost, time and scope
 - Other relevant findings

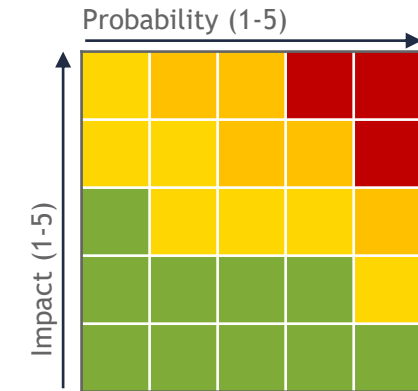


Figure 1. Impact vs. probability matrix

WANT TO KNOW MORE?

PLEASE DON'T HESITATE TO CONTACT US



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