

Therapy Box Quality Assurance Policy (Software development)

Policy review on 16th January 2016, should be reviewed at least once every 12 months, and made accessible to all members of staff.

Preface

Therapy Box was established in 2008 and has been developing apps since 2010. In this short time we have succeeded in establishing ourselves as an innovative developer of mobile and web apps, particularly in the health & education sectors.

Quality is important to our business because we value our customers and the reputation we have built. We strive to provide our clients with app & web design & development services which meet the high expectations they rightly hold. This Quality Assurance Policy establishes a framework by which we may measure and improve upon our performance in our software development services.

Key Contact Person

All third party projects will be overseen by a senior digital project manager. This person will provide their primary contact details to the client at the earliest available opportunity, in addition to the contact details of one of our directors, who will be kept aware of the ongoing project and will be available should (1) the Senior DPM be unavailable, (2) the client have a complaint about the service provided.

Responsibility

Ultimate responsibility for the quality lies with the Senior Digital Project manager running the day to day development, but individual tasks remain the responsibility of other team members.

Task	Team Member responsibility
Scoping Document	Business Analyst
Wireframes	Business Analyst
UI & UX design	Designer
Test plans, Use case specs, checklists	Business Analyst in consultation with Senior QA team member
Source code review	Developer
Preliminary test	Developer
Full test	Senior QA team member
Timeframe	Senior DPM
Budget Control	Senior DPM
Management of documentation	Senior DPM
Final source code review	Senior Developer*
Final pre-release sign off	Company Director, in consultation with other members of the management team

**Senior developer completing final source code review should not have worked on the project in any long-term capacity prior to review.*

Standard & Conventions

Web projects should meet WCAG 2.0 to a level A standard as a minimum.

Mobile & web app projects should meet the OWASP secure coding practices checklist, and should be tested against this standard.

Software meets standards laid out in IEEE 829-1998.

Testing

A test plan should be drawn up based on the scoping document. Note that the testing plan will be subject to change based upon changes to the project scope as development progresses. Consequently, the test plan should be reviewed regularly throughout the project and amended if changes are relevant and required.

Tasks and Issues will be tracked on Jira or another task tracking tool. When a task or issue is closed, a reason (fixed, not an issue, insignificant, etc) should be given, and closed tasks must be kept.

Documentation is kept on all manual and automated testing carried out by Therapy Box. Major issues will be reported on Jira and documented externally.

Client

The client will have access to frequent updates, including access to issue tracking (made available on request). Client will have the opportunity to request any documentation or work product including, but not limited to, original scope, original design/wireframes, results of automated testing, frequent software builds.

Risk Management

See Risk Management Policy

Final Delivery

All third party development projects should guarantee bug fixing on any issues discovered in the first 3 months after release, unless specified otherwise.