



## **The Quality Assurance Program: Supporting Process Compliance and Improvement**

Jane Connor  
BMO Financial Group

QAI Chicago  
April 24, 2009



# Today's Goal

- Think about the use of the term Quality Assurance (QA) through exploring what QA is and is not
- Demonstrate what QA is through outlining the role of the Quality Assurance Specialist in our organization
- Three Ideas to Walk Away With:
  - Quality is the responsibility of all initiative participants not just testers
  - QA facilitates the practical application of process to support successful solution delivery
  - QA groups are not process owners



# Quality Assurance Is Not

- Testing - Testing is not responsible for injecting quality into a product at a discrete step in the software development cycle
- The Process Owner - Typically, a Software Engineering Process Group (SEPG), representing the community, is the process owner
- ISO & CMMi - These are models that support and guide process design and implementation



# Quality Assurance Is

- A program for the systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met

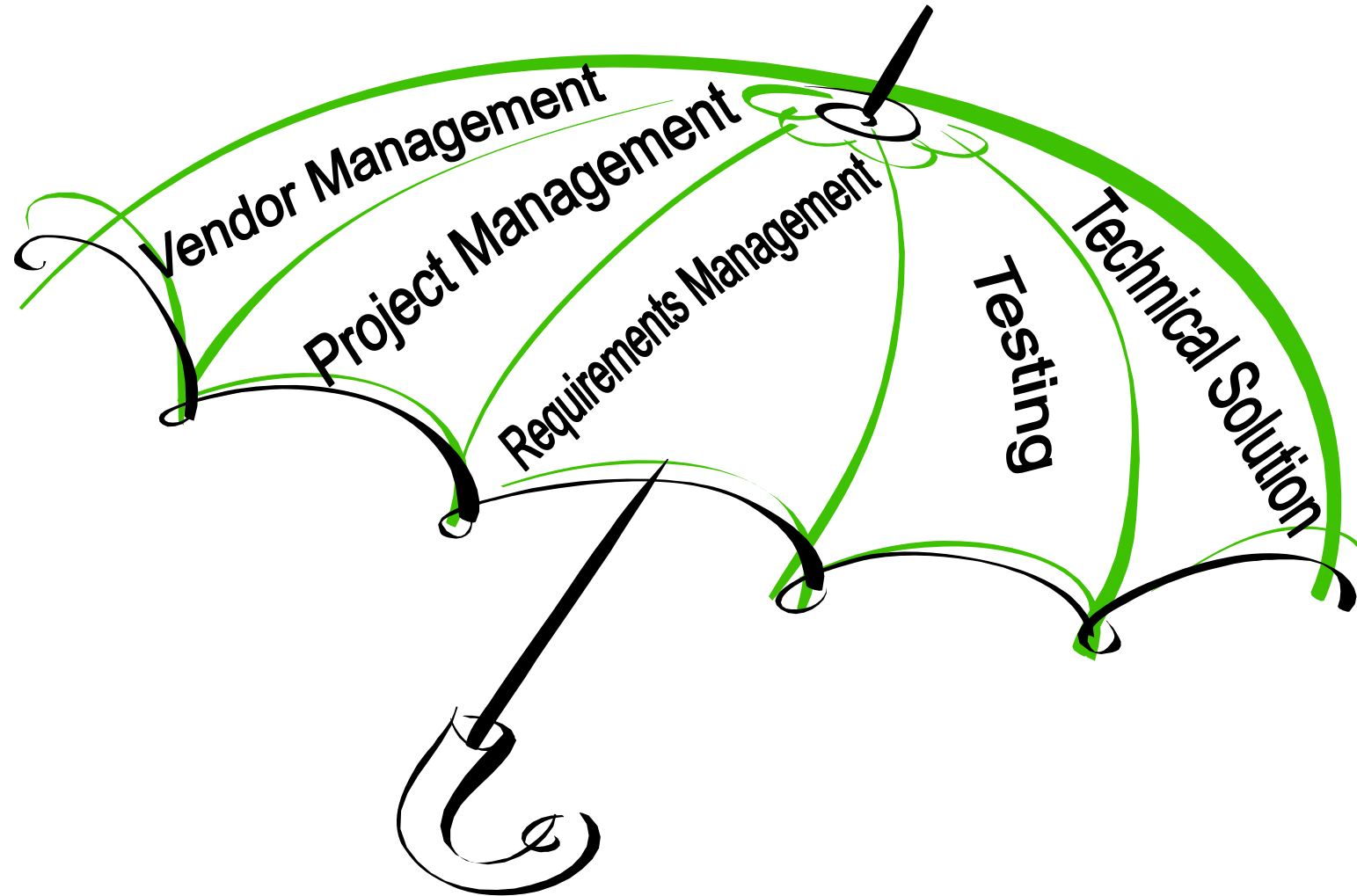
*Source = Merriam-Webster's online dictionary*

- The set of support activities (including facilitation, training, measurement and analysis) needed to provide adequate confidence that processes are established and continuously improved in order to produce products that meet specifications and are fit for use

*Source = Quality Assurance Manager's Handbook, QAI*

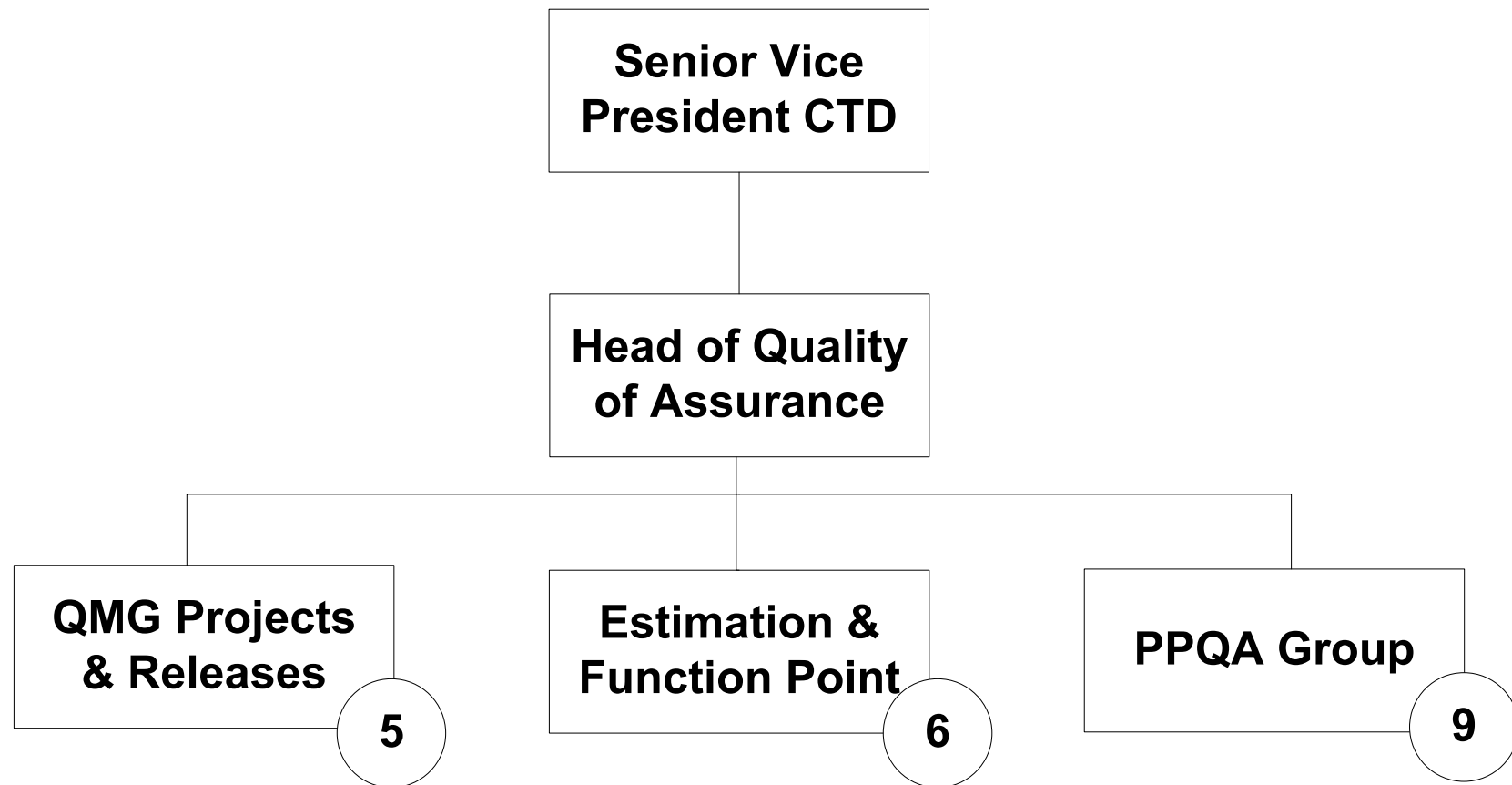


# Quality Assurance Is





# The Team Structure





## Our Mission

Provide management with visibility into established processes through the effective use of compliance monitoring, metrics analysis and quantitative decision making





## PPQA Role

- Conduct internal audit reviews for all projects
- Prepare and distribute audit reports
- Provide QA sign-off for releases into production
- Lead/Participate in the process improvement initiatives
- \*\*Coach project teams to understand and apply BMO processes
- \*\*Conduct training and awareness sessions related to BMO processes





## Key PPQA Tools

- Audit Checklist
- Release Checklist
- Document Tracking Form
- Document Control & Signatories Procedures
- Initiative's Project Plan
- Central repository of processes, templates, guides etc.



# A Typical Day

- Meetings:
  - Document Tracking Form Negotiation
  - Project Measurement Review Meetings
  - Project meetings as required and/or requested
  - SEPG meetings
  - Process improvement team meetings
- Training sessions:
  - Testing, Project Management or Requirements Management Process
  - Inspection process
  - Audit process
  - Obtaining QA sign-off for implementation



# A Typical Day

## Activity:

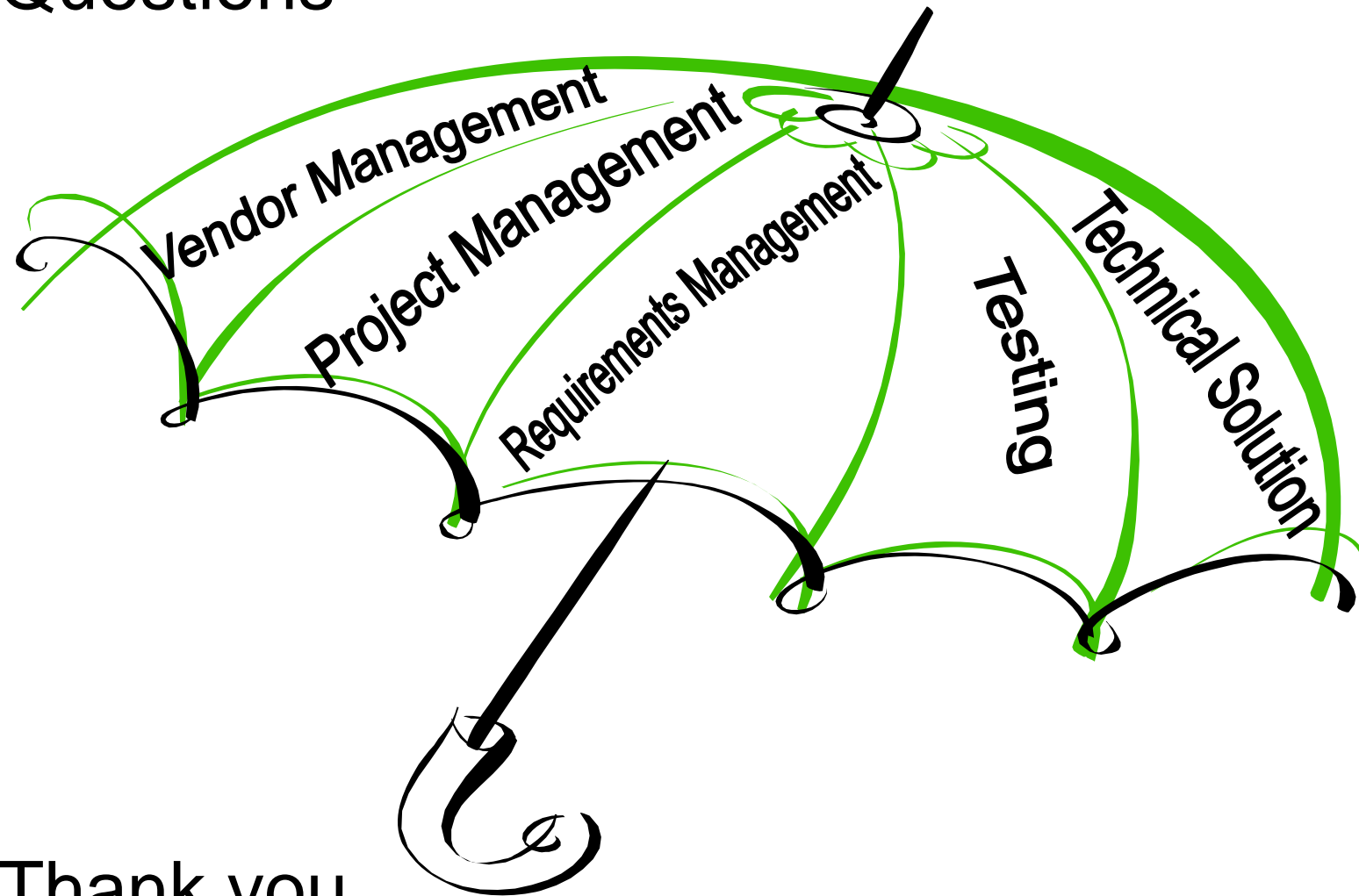
- Prepare for and conduct audit review
- Research, prepare, implement process improvement initiatives
- Conduct a release review
- Provide process coaching via phone or formal meeting
- Liaise with external audit groups
- Conduct project document reviews from a process perspective (eg. Project Charter)
- Maintain document templates and procedures



## Benefits of a QA Group

- Promote success for practitioners, customers and ultimately the business through the practical application of process to projects and initiatives.
- Provide a preventative approach to process adherence
- Provide management with a consistent approach of evaluating the processes in use in the organization
- Ensure legal and regulatory practices are maintained
- Represent the organization to external audit groups

# Questions



Thank you